ONYX
Training
Solutions

Course
Catalogue

2024-25

ONYX Training Solutions Limited ("ONYXTrain") is on a mission to reinvent the impact that compliance training can have.

In our business, it's not enough to make someone aware of risks. That's par for the course. We've got to change people's behaviour. That can be a tall order for an eLearning course, but day-in, day-out, that's what we aspire to do.

We believe it's our duty to empower companies to continue to remain strong and resilient businesses. By thinking big, and starting small. By switching on one disengaged employee, with one really relevant course. We're making every effort to transform compliance training from a 'required burden' into a 'valuable opportunity'.

Our Promise

Global courses

ONYXTrain partners with leading global organisations and ensures that courses are in line with global best practice and regional legislation.

Staying on top of global trends

Compliance experts working with ONYXTrain follow global trends and release courses on upcoming regulations and key emerging topics.

Easy translations

All of the training can be made available in multiple languages.

In-browser editing

All of the courses can easily be tailored with an intuitive, simple interface to change any text or customise the colours and branding.

Accessibility

All courses adhere to WCAG 2 accessibility guidelines and include audio narration.

Courses tailored to your job role

Courses adapt to the job role and risk level of each learner to deliver the right content to the right person.

Multi-year learning plans

Each topic includes base courses, refreshers, Take 5s and Knowledge Checks to ensure that you can train with fresh content every year.

Regular course updates

As regulations evolve, ONYXTrain ensures that courses remain up to date with legislation and best practice.

Different styles for different learners

The catalogue includes text-based courses, video-based training, gamified learning, adaptive learning and more.

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SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Anti-Bribery Fundamentals
DURATION	35 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Despite the UK Bribery Act having come into force in 2010, bribery is still a hugely problematic issue in corporate life. Billions of pounds of fines are levied every year and frequent reports hit the headlines of investigations and prosecutions from the US Department of Justice and UK Serious Fraud Office. Bribery cases have ensnared some of the world's largest companies, biggest sporting bodies and most powerful politicians. The propensity for some people to act corruptly might never change, but our approach to training and compliance can. This course will give learners the opportunity to understand the risks of bribery in their working life as well as to test their knowledge and understanding of the subject, and teach themhow to avoid becoming ensnared in bribery.

LEARNING OBJECTIVES

- Understand the requirements of the UK Bribery Act
- Learn to evaluate risks and follow the right course of action
- Know how to spot bribery risks and red flags
- Be aware of responsibilities when working abroad or managing teams
- Consider the real-world implications of bribery and corrupt conduct

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Anti-Bribery Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Assess anti-bribery and corruption comprehension with this five minute knowledge check. There are ten questions to answer, and feedback will be received after each question.

LEARNING OBJECTIVES

- Review definitions of relevant terms
- Review key concepts and legislation
- Tests knowledge of what to do in various bribery-risk scenarios
- Review best-practice for organisations in order to avoid bribery and report suspicions

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Anti-Bribery: The Basics
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Corruption and bribes are unfortunate realities in some business environments. The risk is real, and it can happen to anyone. Learners are expected to respect this policy, regardless of seniority, job role or location. Any violations of the firm's anti-bribery policy are taken with the utmost seriousness. This course will take learners through the key things they need to know about bribery law, how to prevent bribery from occurring, and the warning signs to look out for.

LEARNING OBJECTIVES

- All about bribery law
- How to prevent bribery from occurring
- Warning signs to look out for

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Beating Bribery
DURATION	25 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

For global organisations, bribery hinders fair decision making, diverts valuable resources, and erodes the trust that must exist between organisations, their learners, and their various clients and partners. With their reputation on the line, many global organisations want to avoid being associated with bribery or have it play a part in gaining an unfair competitive advantage. It is the responsibility of all organisations working globally to ensure that their learners are empowered to identify and avoid the well-concealed traps of bribery. In this role playing anti-bribery and Corruption course they will meet with managers to investigate bribery and corruption within the fictional company BigBlue Global. they need to decide if any offences have been committed and report back to the Compliance Officer and the board.

LEARNING OBJECTIVES

- How to spot if a bribe has actually taken place
- Identifying the perpetrator of the offence
- What constitutes an offence?
- What the rights of the individual are
- What happens if an offence is committed
- Implementing procedures and policies

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Gifts & Hospitality
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

One of the key areas within anti-bribery and corruption regulation is the risk associated with offering and accepting of gifts and hospitality in business. The consequences can be dire and a conviction for a bribery offence can have damaging effects on both individuals and businesses. There are a number of ethical and legal issues surrounding the giving and acceptance of corporate gifts and hospitality, some of which may be surprising to learners with no prior knowledge of such issues. Adhering to good practice at all times as well as having a robust company policy can help retain integrity and impartiality at their organisation. This immersive online training course puts the leaner in the heart of a situation in which gifts and hospitality are offered to a fictitious character.

LEARNING OBJECTIVES

- What constitutes an acceptable gift?
- How to decide what gifts to accept
- What is classed as a bribe
- When is hospitality considered as a bribe?
- How to be aware of bribery and corruption

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Is it Bribery?
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

In business, it can be difficult to know if a bribery offence is being committed. This course enables learners to use their knowledge of bribery and corruption to decide if an offence is being committed and who is responsible. The course focuses on the pitfalls of bribery and corruption and how it affects businesses. Take 5 minutes to complete their challenge on 'Is it bribery'. They'll need to navigate the pitfalls of bribery by making right decisions.

LEARNING OBJECTIVES

- What to consider when it comes to gifts and hospitality
- Who is responsible for bribery offences when they are committed?
- What are facilitation payments and are they legal?
- Who are public officials and what are the risks of bribery?
- What are the risks posed by associated persons?

SUITE	Compliance & Financial Crime
TOPIC	Anti-Bribery
COURSE NAME	Working with the Bribery Act
DURATION	15 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

The Bribery Act 2010 introduced a number of new offences and imposed penalties on both organisations and individuals found to be engaging in acts of bribery. The Act also places strict liability on companies for failing to prevent bribery and makes it possible to prosecute companies with a Guernsey/UK presence anywhere in the world that they do business. All organisations are at risk of bribery, regardless of their size, line of business or where they operate. With contributions from leading UK experts on the Act and its implications, this course provides a comprehensive overview of the Bribery Act, the risks of unethical behaviour for individuals and their employers and what organisations need to do to comply with the law.

LEARNING OBJECTIVES

- The different forms that bribery can take
- Why and where bribery occurs
- The damage bribery can cause
- Who is at risk from bribery
- The most common bribery 'red flags'
- The new offences and penalties introduced by the Act

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Accounting Red Flags
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Accountants

DESCRIPTION

Learners are required to answer a series of questions to spot and understand how to report financial crime red flags.

LEARNING OBJECTIVES

- Supplier/customer profile Invoice anomalies
- Offshore accounts
- Transaction history

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Adventures in Anti-Money Laundering
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

While anti-money laundering and counter financing of terrorism regulations vary by jurisdiction around the world, certain best practice principles run through them. The Adventures in Anti Money Laundering course takes a highly immersive approach to present and explore these principles in practice.

LEARNING OBJECTIVES

- Identify what money laundering is and the steps involved
- Identify what activities are involved in money laundering
- Recognise that regulated and non-regulated sector businesses have different AML responsibilities
- Identify the red flags that can help to identify unusual activity
- Recognise the function of sanctions lists
- Recognise the importance of initial and ongoing due diligence
- Identify actions that can be taken to identify unusual activity
- Identify when and how to report unusual activity
- Identify the consequences of failing to report unusual activity

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	AML Fundamental Principles Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

This 10 question knowledge check verifies a learner's understanding of the fundamental principles of anti-money laundering.

LEARNING OBJECTIVES

- The Knowledge Checks can be used as a stand-alone resource or as part of a full multi-year learning plan.

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Anti-Money Laundering - A 30 minutes -Minute Refresher
DURATION	30 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Money laundering is a very serious risk for corporations, and requires constant vigilance to combat. This 30 minutes minute refresher for corporations covers all the areas which staff need to be aware of. This course uses interactive scenarios and examples to further key AML learning points and includes a number of additional important aspects of AML procedures.

LEARNING OBJECTIVES

- Understand how to comply with anti-money laundering requirements Recognise which legal services are at the greatest risk of abuse
- Understand how to conduct different levels of Client Due Diligence Recognise the most common red flags
- Know how to report suspicions

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Anti-Money Laundering Adaptive
DURATION	75 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Anti-Money Laundering (Adaptive) is a single module adaptive learning course in the Anti-Money Laundering collection, focusing on an awareness-level understanding. Learners will take a 10-minute pre-test to see how much they already know about general anti-money laundering principles. They will then only need to complete course content required to fill their knowledge gaps. If they get all of the pre-test questions correct, they will not need to complete any additional topics in this course.

LEARNING OBJECTIVES

- Identify the money laundering steps
- Recognise the range of AML offences
- Recognise which organisations fall within the regulated sector and which don't
- Compare the differences between the roles of relevant persons
- Recognise unusual activity
- Differentiate between a defence and tipping off
- Identify the consequences of failing to report unusual activity.
- Explain which sanctions lists they would need to follow

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Anti-Money Laundering Advanced (Finance)
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Advanced
SUGGESTED TARGET LEARNERS	High risk staff

DESCRIPTION

Financial services can serve as vital link in the money laundering chain, whether wittingly or unwittingly. With the correct training and risk awareness, all financial services can break the chain and cut off the link that criminals and terrorists need to fund their enterprises. Every suspicious transaction reported or red flag spotted helps break the chain, bring criminals to justice and prevent innocent victims from being hurt by crimes such as human trafficking, drugs, violence, and terror. This course provides a detailed explanation of how money laundering works and how to conduct CDD. It also details all relevant laws and features an exhaustive list of red flags.

LEARNING OBJECTIVES

- Gain an understanding of how money laundering works in practice
- Understand how money laundering can negatively impact financial services
- Know the laws and offences related to money laundering and terrorist financing, including penalties for breaking the law
- Understand the definition of suspicion and how to identify suspicious transactions
- Be aware of red flags relevant to financial services and know how to spot them
- How to conduct CDD

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Anti-Money Laundering Fundamentals (Finance)
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Financial services can serve as vital link in the money laundering chain, whether wittingly or unwittingly. With the correct training and risk awareness, all financial services can break the chain and cut off the link that criminals and terrorists need to fund their enterprises. Every suspicious transaction reported or red flag spotted helps break the chain, bring criminals to justice and prevent innocent victims from being hurt by crimes such as human trafficking, drugs, violence, and terror. This course provides an overview of money laundering, explains how financial services could inadvertently be used in the money laundering chain, and who to contact in the event of any suspicions.

LEARNING OBJECTIVES

- Gain an understanding of how money laundering works in practice
- Understand how money laundering can negatively impact financial services
- Know the laws and offences related to money laundering and terrorist financing, including penalties for breaking the law
- Understand the definition of suspicion and how to identify suspicious transactions
- Be aware of red flags relevant to financial services and know how to spot them

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Anti-Money Laundering: Know their Risk (Finance)
DURATION	40 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Finance Professionals

DESCRIPTION

Financial services staff who take this course will face a set of realistic characters who may be trying to launder money and cover their tracks. It's up to the user to assess each situation and figure out the best course of action based on company procedures and local law. In each scenario users must weigh up all the factors and give the situation a risk score, receiving live feedback based on what other course users think and compare risk tolerance for AML.

LEARNING OBJECTIVES

- Understand AML legislation and internal procedures
- Learn to evaluate risks for each client and transaction
- Learn how to spot suspicious transactions and red flags

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Due Diligence
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Advanced
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

The course is designed to offer a deeper understanding of associated persons and the importance of due diligence in preventing bribery and the best practice for preventing bribery in this area. Set in an interactive format with learners taking on the role of an employee who has just been promoted and assigned responsibility for managing relationships with an external agent and a partner company. The course is split into two main scenarios involving external agents and partner organisations focusing on the key steps to take to prevent bribery and corruption.

LEARNING OBJECTIVES

- How to identify the risks of bribery and corruption
- Who are considered as associated persons
- What is the importance of due diligence?
- What is an anti-bribery policy?
- How to mitigate the risks of bribery when working with external partners

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Enhanced Due Diligence
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Advanced
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

All business interactions require effective due diligence. For some customers and suppliers, they need to make extra checks. This helps them tackle financial crime and ensures their assets are safe. This course explores why enhanced due diligence is necessary and how to conduct it effectively.

LEARNING OBJECTIVES

- Define enhanced due diligence
- Identify when enhanced due diligence is necessary
- Recognise some common enhanced due diligence checks

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Politically Exposed Persons
DURATION	10 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In this short course, learners will look at what, and who, a politically exposed person (PEP) is, the due diligence checks that they need to carry out before taking on a PEP as a client, and learn what red flags to look out for when it comes to new and existing PEP clients.

LEARNING OBJECTIVES

- Recognise risks associated with PEPs
- Identify PEPs
- Identify due diligence considerations for PEPs

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Preventing Money Laundering (Challenge)
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This engaging online training course is designed to raise awareness on the lengths people will go to make money laundering appear legitimate. In this interactive course, learners will understand how to prevent money laundering using a fictionalised case study. The course is presented in the form of a challenge to confiscate laundered money from a career criminal and hand it over as evidence to the police. Learn the tactics used by criminals to launder money and recognise the signs of money laundering activities. By raising awareness, learners will be empowered to report suspicions and perform thorough due diligence. They will understand the significance of criminal property and the penalties.

LEARNING OBJECTIVES

- Learn the tactics used by criminals to launder money and recognise the signs of money laundering activities
- Be empowered to report suspicions and perform thorough due diligence
- Understand the significance of criminal property and the penalties

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Proliferation Financing: Managing Global Risk
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

As speculation about the use and manufacture of nuclear weapons fill the daily news, countries around the world are taking action to fight the threat of Weapons of Mass Destruction (WMDs) and the proliferation of Chemical, Biological, Radiological and Nuclear (CBRN) materials. Many nations are now considering laws obliging regulated entities to identify, assess and mitigate the risk of proliferation financing within their firms. In this course, we will discuss what that means, and what they can do to make sure that bad actors can't get WMDs.

LEARNING OBJECTIVES

- Gain familiarity with the challenges of proliferation financing
- Understand the risk factors facing financial firms
- Learn how to recognise proliferation red flags

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Reporting Suspicious Activity
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Recognising and spotting suspicious activity is a key part of anti-money laundering activities. But what should they do after they identify a red flag or other cause for concern? In this course, they will explore how to report suspicious activity.

LEARNING OBJECTIVES

- Report red flags and other suspicious activity
- Maintain confidentiality and avoid tipping off

SUITE	Compliance & Financial Crime
TOPIC	Anti-Money Laundering
COURSE NAME	Terrorist Financing
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Preventing terrorist financing is a major focus in global financial regulations and sanctions regimes. In this course, learmers will explore what terrorist financing is, signs and red flags to look for, how to report suspicious activity, and the consequences of failing to report it.

LEARNING OBJECTIVES

- Understand what terrorist financing is
- Signs and red flags to look for
- How to report suspicious activity, and the consequences of failing to report

SUITE	Compliance & Financial Crime
TOPIC	Conflicts of Interest
COURSE NAME	Conflicts of Interest
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This immersive course explains what conflicts of interest are, how to determine what constitutes a conflict of interest and whether learners need to report a potential conflict of interest to their organisation. Learners are guided through a fictitious organisation to hear the learners' concerns and advise them on whether they have a true conflict of interest or not. Once the learner has visited the various departments, they will be asked to answer any questions they have about declaring a conflict of interest and the conflicts of interest register.

LEARNING OBJECTIVES

- What constitutes conflicts of interest?
- How to identify behaviours that constitute conflicts of interest
- Are inducements acceptable under conflict of interest?
- How to manage a conflict of interest
- How to ensure compliance with requirements

SUITE	Compliance & Financial Crime
TOPIC	Conflicts of Interest
COURSE NAME	Conflicts of Interest in the Workplace Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Assess learners comprehension of conflicts of interest in the workplace with this five-minute knowledge check. There are ten questions to answer, and they will receive feedback after each question.

LEARNING OBJECTIVES

- Demonstrate the ability to recognise situations that may constitute a conflict of interest in the workplace
- Review and reinforce existing knowledge of workplace ethics and conflicts of interest

SUITE	Compliance & Financial Crime
TOPIC	Conflicts of Interest
COURSE NAME	Conflicts of interest in the Workplace: Understand their Influences
DURATION	15 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Directors/Procurement

DESCRIPTION

This course explains what a conflict of interest is and presents various situations where learners might encounter a conflict of interest. The course provides guidance and tips in different roles on how to spot conflicts of interest in their day-to-day job. There is also advice about when situations should be escalated to the risk and compliance team in an organisation. This interactive course contains a builder to ensure that the scenarios are best connected to different roles within an organisation.

LEARNING OBJECTIVES

- Definition of conflict of interest
- Why conflicts of interest matter
- Bribery and corruption
- Financial conflicts of interest
- Non-financial and personal conflicts of interest
- Gifts and hospitality
- Managing and reporting conflicts of interest

SUITE	Compliance & Financial Crime
TOPIC	Fraud
COURSE NAME	Insider Trading
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Advanced
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In this course learners will follow Claire as she struggles to decide if it's legal to buy shares in her company. She will receive advice from family and friends, and learners will be asked questions about what's legal and what's not.

LEARNING OBJECTIVES

- What insider trading is
- Duties as an employee to maintain confidentiality
- Legal and illegal actions regarding insider trading
- What a corporate insider is
- The difference between public and non-public information
- Realistic examples of legal and illegal trading
- What the potential penalties and consequences of insider trading are
- Who to go to ask for help if you are worried about insider trading

SUITE	Compliance & Financial Crime
TOPIC	Fraud
COURSE NAME	Understanding Fraud: Identify and Prevent Workplace Fraud
DURATION	40 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course contains a blend of text-based and video-based learning. To begin, learners will define fraud and examine the kinds of fraud people commit, and why. In the second unit, they will explore techniques to detect and prevent fraud, and identify why these efforts are so important. The final unit of the course focuses on the consequences of fraud by detailing how to report fraud and what happens during an investigation. Through a dramatised video narrative woven throughout the course, learners will learn to recognise the red flags exhibited when fraud may be taking place within their organisation. They will follow the short films to their investigative conclusion in order to recognise the impact and consequences of internal fraud. Finally, the course assessment will appraise their learning and ensure they can implement their awareness of fraud in real-world scenarios.

LEARNING OBJECTIVES

- Understand what fraud is, why people commit fraud and how it damages an organisation
- Explore how fraud occurs within an organisation
- Identify warning signs that fraud is taking place
- Recognise the importance of fraud prevention
- Implement effective fraud prevention techniques
- Follow investigative procedures and determine outcomes to investigations of fraud

SUITE	Compliance & Financial Crime
TOPIC	Modern Slavery
COURSE NAME	Modern Slavery: Practical Overview
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Supply chain staff

DESCRIPTION

Modern slavery refers to various types of abuse including workers treated as a commodity owned by their employer, forced under threat of punishment to work, or forced to provide services without being able to leave. This course will help learners understand the realities of modern-day slavery, the legislation being used to fight it, and what their company can do to help.

LEARNING OBJECTIVES

- Discover the harsh reality of modern slavery today
- Understand global efforts to fight modern slavery
- Learn what your role is in helping stop modern slavery

SUITE	Compliance & Financial Crime
TOPIC	Modern Slavery
COURSE NAME	What is Modern Slavery?
DURATION	10 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All staff

DESCRIPTION

The Modern Slavery Act is designed to prevent slavery in the UK and became law on March 26th 2015 minutes. The Act covers England and Wales and combines previous slavery and trafficking laws. Modern Slavery includes, but is not limited to sexual and criminal exploitation, domestic servitude, forced labour, bonded labour and people trafficking. The course provides learners with an introduction to the Modern Slavery Act 2015 minutes which is implemented in the UK to tackle aspects of modern slavery.

LEARNING OBJECTIVES

- What is the Modern Slavery Act?
- What are the different types of modern slavery?
- What it means for your organisation
- What your organisation needs to do to comply
- How to avoid damage to the organisation's reputation

SUITE	Compliance & Financial Crime
TOPIC	Responsible Business
COURSE NAME	Business Continuity
DURATION	35 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course will develop a team's understanding of what Business Continuity is, how it relates to learners within the wider business, and how their team can contribute to risk identification and planning. Our immersive Business Continuity course takes them through a number of scenarios designed to illustrate concepts of Business Continuity management, in easy-to-understand, bitesized chunks.
Each scenario is aimed at helping learners identify issues within current Business Continuity practices, and the steps they can take to plan more effectively and protect against unexpected issues in the future.

LEARNING OBJECTIVES

- Understanding what Business Continuity is
- How Business Continuity applies to learners
- How to identify potential risks to business operations
- Steps to take to protect against unexpected future issues
- How learners can contribute to business continuity planning

SUITE	Compliance & Financial Crime
TOPIC	Responsible Business
COURSE NAME	Risk Management: Fundamentals
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Risk

DESCRIPTION

For many companies, taking risks is synonymous with innovating and responding to change. Without embracing some level of risk, companies actually put themselves at greater risk of failure. Risk management is the process of identifying, assessing and controlling threats to a business. Potential risks facing a company could include security breaches, internal problems with learners or operating systems, market or regulatory changes, natural disasters, and much more. A good risk management system will consider a wide variety of possible scenarios and prioritise the ones most likely to actually happen.

LEARNING OBJECTIVES

- Guide to developing a risk management system
- Types of risk (operational, financial, security, compliance, and more) and how to mitigate them
- How to evaluate risk
- What a risk register is and how to design one

SUITE	Compliance & Financial Crime
TOPIC	Sanctions
COURSE NAME	Financial Sanctions
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Finance Professionals

DESCRIPTION

Financial sanctions impose restrictions on financial markets and services to combat money laundering, terrorist financing, proliferation financing and other financial crime. The penalties for breaches can be severe. Are learners doing all they can to comply? Find out more in this Take 5 course.

LEARNING OBJECTIVES

- State the purpose of financial sanctions
- Describe who are targets and why
- Describe how financial sanctions are imposed and enforced
- State that financial sanctions have international reach
- State who must comply with financial sanctions
- State the consequences for non-compliance
- Describe the importance of due diligence for compliance
- Describe red flags in due diligence
- State the need for sanctions screening

SUITE	Compliance & Financial Crime
TOPIC	Sanctions
COURSE NAME	Sanctions Knowledge Check 2
DURATION	10 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This 10 question knowledge check verifies a learner's understanding of how sanctions and how different sanctions regimes affect their work.

LEARNING OBJECTIVES

- Identify the purpose and types of sanctions
- Confirm retention of key information about sanctions and their application

SUITE	Compliance & Financial Crime
TOPIC	Sanctions
COURSE NAME	Sanctions: Complying with International Restrictions
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Compliance with sanctions is growing more complicated for businesses than ever before. From selling financial technology to Russian banks to buying cotton from certain regions of China, international businesses must confront a reality where trade restrictions can suddenly close off important markets. In this course, they'll learn how their company can stay on top of quickly-changing realities and comply with sanctions requirements.

LEARNING OBJECTIVES

- Learn the different types of sanctions and who can be sanctioned
- Learn about general compliance, high risk industries, and red flags
- Learn about enforcement, penalties, and reporting

SUITE	Compliance & Financial Crime
TOPIC	Sanctions
COURSE NAME	Sanctions: Latest Developments
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Compliance with sanctions was growing more complicated for firms even before Western nations launched an unprecedented line of sanctions against Russia following its invasion of Ukraine.
From selling financial technology to Russian banks to buying cotton from certain regions of China, international businesses must confront a reality where trade restrictions can suddenly close off important markets. In this course, leraners will learn how their firm can stay on top of quickly-changing realities and comply with sanctions requirements.

LEARNING OBJECTIVES

- Understand global sanctions regimes for different jurisdictions
- Understand how sanctions affect your business
- Apply processes for customer screening

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	Tackling Tax Evasion
DURATION	10 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

In this short course, learners will learn how to spot and tackle tax evasion both home and abroad, looking at some examples and learning how to spot red flags.

LEARNING OBJECTIVES

- How to spot and tackle tax evasion
- How to spot red flags

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	Tax Evasion
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

This course takes a modern, fresh approach to tax evasion training with a focus on industry-specific guidance, role-relevant scenarios and an interactive, engaging approach to ensuring all learners have the skills and understanding they need to prevent facilitation. Tax evasion is a global issue and as such this course takes a global view of how tax evasion happens in practice and best practice guidance for spotting the signs and recognising red flags.

LEARNING OBJECTIVES

- The relationship between tax evasion, tax avoidance and tax mitigation
- The social and economic effects of failing to prevent tax evasion
- Red flags for spotting tax evasion

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	Tax Evasion Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

Assess a learner's comprehension of tax evasion with this five minute knowledge check. There are ten questions to answer, and they will receive feedback after each question.

LEARNING OBJECTIVES

- Demonstrate knowledge of laws, regulations, and practices designed to prevent tax evasion
- Reinforce the importance of adhering to legal and ethical standards to prevent tax evasion

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	Tax Evasion: Failure to Prevent (UK)
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

This course will give learners an understanding of what reasonable procedures are and how to ensure their organisation can ensure compliance with the Criminal Finances Act. Learners will also learn the difference between the terms tax evasion, tax avoidance and tax mitigation through interactive quizzes, relevant scenarios and case studies.

LEARNING OBJECTIVES

- Understand what reasonable procedures are and how to ensure the firm complies with the Criminal Finances Act
- Learn the relationship between tax evasion, tax avoidance and tax mitigation
- Learn red flags for spotting facilitation of tax evasion
- Get practical advice and personalised guidance to prevent facilitation of tax evasion

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	Tax Evasion: Failure to Prevent (short)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

This course will give learners an understanding of what reasonable procedures are and how to ensure their organisation can ensure compliance with the UK Criminal Finances Act. Users will also learn the difference between the terms tax evasion, tax avoidance and tax mitigation through interactive quizzes, relevant scenarios and case studies.

LEARNING OBJECTIVES

- Learn the relationship between tax evasion, tax avoidance and tax mitigation
- Learn red flags for spotting facilitation of tax evasion
- Get practical advice and personalised guidance to prevent facilitation of tax evasion

SUITE	Compliance & Financial Crime
TOPIC	Tax Evasion
COURSE NAME	UK Criminal Finances Act: A Practical Overview
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Staff at Risk

DESCRIPTION

The UK Criminal Finances Act, passed in April 2017, requires relevant staff to be trained on tax evasion as part of a businesses' reasonable procedures to prevent the facilitation of tax evasion. This is a defence against the new corporate offence of failure to prevent the criminal facilitation of tax evasion, something a company can be prosecuted for if its staff or contractors help someone evade tax anywhere in the world. This course takes a modern, fresh approach to tax evasion training with a focus on industry-specific guidance, role-relevant scenarios and an interactive, engaging approach to ensuring all staff have the skills and understanding they need to prevent facilitation under the UK's Criminal Finances Act.

LEARNING OBJECTIVES

- The relationship between tax evasion, tax avoidance and tax mitigation
- The social and economic effects of failing to prevent tax evasion
- What is meant by reasonable procedures
- The penalties for committing an offence under the Criminal Finances Act
- Red flags for spotting facilitation of tax evasion

SUITE	Compliance & Financial Crime
TOPIC	Whistleblowing
COURSE NAME	Whistleblowing
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Malpractice at work shouldn't be treated lightly, but it can be difficult to know what to do in the event of suspecting (or even witnessing!) something wrong taking place. A whistleblower could be a director, manager, or employee and can report wrongdoing such as something they've seen at work. The wrongdoing must be in the public interest and affect others ranging from learners to the general public. Concerns raised could be about unethical, unsafe, or unlawful practices. When an individual wants to make a whistleblowing disclosure to their immediate manager, they will need to be able to decide whether they can take forward the disclosure or whether it will require escalation. Organisations need to equip managers with the knowledge and confidence to make these judgements. A whistleblowing policy and awareness training can help with this. This engaging course on whistleblowing is designed to help learners speak out against fraud and other wrongdoing by explaining what whistleblowing means and does, and how it is protected by law. Learners will gain an understanding of whistleblowing and equip them with the knowledge they need to understand the whistleblowing process.

LEARNING OBJECTIVES

- What complaints are considered as whistleblowing
- How a decision can be made
- What the legal protection is for whistleblowing
- Details of the whistleblowing hotline
- What anonymous and confidential complaints are
- How they can be updated on investigations
- What you should do if you feel that your concern is not being dealt with

SUITE	Compliance & Financial Crime
TOPIC	Whistleblowing
COURSE NAME	Whistleblowing Adaptive
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Adaptive
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Malpractice at work should not be tolerated. Everyone in an organisation has a duty to blow the whistle on anyone behaving illegally and inappropriately, so it is vital that all learners are trained to understand how and when they should whistleblow. Whistleblowing (adaptive) is a single-module adaptive learning course focusing on what whistleblowing is, why it's important, protections for whistleblowers, and the whistleblowing process. Learners will take a short pre-test to see how much they already know about whistleblowing. They will then only need to complete course content required to fill their knowledge gaps. If they get all of the pre-test questions correct, they will not need to complete any additional topics in this course.

LEARNING OBJECTIVES

- Understand what is meant by the term whistleblowing
- Understand which situations whistleblowing is relevant in
- Understand how whistle-blowers are protected
- Know what is in included in a whistleblowing report
- Know how to create a whistleblowing report

SUITE	Compliance & Financial Crime
TOPIC	Whistleblowing
COURSE NAME	Your Role in Creating a Speak Up Culture
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Ensuring an organisation's leadership team and general management understand their duty to create an environment where learners are encouraged and empowered to speak-up where they have malpractice concerns is a critical component of compliance. Our Creating a Speak-up Culture online training course helps managers to understand their role to play in whistleblowing. Learners will explore a situation and be asked to make decisions on how they can help and encourage an employee to Speak Up and raise concerns.

LEARNING OBJECTIVES

- Explain what a "speak up" culture means
- Explain what you can do in your role as a leader to encourage and empower learners to speak up
- Explain how company policies and procedures provide support to know what to do
- Explain when you need to escalate the matter, to Legal or Compliance.

SUITE	Diversity & Inclusion
TOPIC	Bias Awareness
COURSE NAME	An Introduction to Unconscious Bias
DURATION	35 minutes
ACTIVITY TYPE	Full course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

An introduction to unconscious bias looks at the phenomenon of unconscious bias, why it develops and how it can affect our thought processes, relationships and decision-making. This course combines re-staged psychological experiments and original drama with expert analysis to examine the impact of bias in the workplace and looks at how to address it at both an individual and organisational level.

LEARNING OBJECTIVES

- What unconscious bias is and why it develops
- How bias can affect our relationships and decision-making
- The impact that bias can have on recruitment, retention and career development
- What we can do to identify and address bias

SUITE	Diversity & Inclusion
TOPIC	Bias Awareness
COURSE NAME	Understanding Unconscious Bias
DURATION	60 minutes
ACTIVITY TYPE	Full course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Understanding Bias takes an in-depth look at the nature of bias and how it impacts on the workplace. The course provides psychological insights into how our own behaviour might be affected by prejudice and looks at what we can do to reduce or eliminate its influence in the decisions that we make. This course contains more than an hour's worth of insightful video content, including re-staged psychological experiments, original drama scenarios and expert analysis.

LEARNING OBJECTIVES

- How and why people are biased
- How unconscious bias can impact on the workplace and on working relationships
- What we can do to reduce or eliminate bias from our decision-making process
- How to address bias in specific situations, such as recruitment and performance management

SUITE	Diversity & Inclusion
TOPIC	Bias Awareness
COURSE NAME	What is Unconscious Bias?
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We as people all have biases either for or against others. These biases impact how we interact with and treat each other, but we often don't realise it. This is known as unconscious bias. In this course, we will explore what unconscious bias is and where it comes from, then examine the effects of unconscious bias and what steps we can take to combat it in the workplace.

LEARNING OBJECTIVES

- Recognise where unconscious bias comes from
- Identify different types of unconscious bias

SUITE	Diversity & Inclusion
TOPIC	Diversity Awareness
COURSE NAME	Diversity & Inclusion: Manager Skills in Focus
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Managers of increasingly diverse populations are bound to encounter an array of diversity and inclusion challenges often without any clear guidelines or prior experience to rely on to resolve these issues. Therefore, to succeed in promoting an inclusive environment and serve as an example, managers need to be given the tools to deal with the multifaceted issues surrounding diversity, equality, and inclusion in their workplace. This course is designed to give them an understanding of issues surrounding diversity, equality and inclusion in the workplace and what they need to do as a manager. Embracing diversity and promoting equality goes a long way in creating a work culture that values talent beyond stereotypes and in helping people reach their potential by contributing their best without prejudice. Moreover, an inclusive workplace fosters better productivity and efficiency, strengthening the business and providing greater value for everyone. In each section, learners will hear first-person accounts about a wide range of issues which are faced in every workplace. they will learn facts about discrimination, understand workplace policies on equality, learn how to promote inclusion at work, and be asked to consider what they would do if confronted by those issues when managing staff.

LEARNING OBJECTIVES

- Foster an environment where everyone feels their voice is heard
- Internalise and promote that diversity is good for the business
- Assess whether there is a need to change diversity initiatives
- How to change diversity initiatives

SUITE	Diversity & Inclusion
TOPIC	Diversity Awareness
COURSE NAME	Menopause at Work
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

The menopause can cause a wide range of debilitating symptoms that affect work and relationships, and the low hormone levels resulting from the menopause can also lead to long-term medical issues such as heart disease, diabetes and dementia. With women over 5 minutes0 being one of the fastest-growing groups in the workforce, organisations are increasingly likely to have learners who are affected by the menopause, and being able to have conversations around treatment, support and adjustments is crucial for ensuring their well-being, engagement and productivity. This course looks at the common symptoms and long-term effects of the menopause and sets out key steps for organisations to take in raising awareness and supporting staff.

LEARNING OBJECTIVES

- The different stages and symptoms of the menopause
- How symptoms can impact on work and relationships
- Long-term postmenopause health risks
- Treatments and lifestyle changes that can help to alleviate menopause and perimenopause symptoms
- Reasonable adjustments in the workplace to support people going through the menopause and perimenopause

SUITE	Diversity & Inclusion
TOPIC	Diversity Awareness
COURSE NAME	Menopause at Work (short)
DURATION	13 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

The menopause and perimenopause can cause a range of symptoms that impact negatively on productivity and attendance at work, and affect our personal and professional relationships. This short film explains the different stages of the menopause and sets out what employers can do to raise awareness around the menopause and support their staff.

LEARNING OBJECTIVES

- The different stages and symptoms of the menopause
- How symptoms can impact on work and relationships
- Long-term postmenopause health risks and effective treatments
- How employers can support people going through the menopause

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Bullying and Harassment: Effective Interventions
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Tackling inappropriate behaviour at work isn't just about having the right policies in place. It's about everyone taking effective action to challenge bullying, harassment and other unacceptable conduct and create a diverse and respectful working environment. Combining original drama with expert analysis, 'Effective Interventions' looks at the impact of bullying and harassment in the workplace, demonstrates some effective intervention techniques and provides best practice guidance on supporting a diverse workforce and building an environment based on respect.

LEARNING OBJECTIVES

- How victims can take effective action to confront people who are bullying and harassing them
- What bystanders can do to intervene and challenge unacceptable behaviour
- The importance of supporting colleagues who are being bullied and harassed
- The responsibility of managers and team leaders to deal with the issue of inappropriate behaviour robustly and effectively

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Bullying and Harassment: Effective Interventions (film)
DURATION	14 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Tackling inappropriate behaviour at work isn't just about having the right policies in place. It's about everyone taking effective action to challenge bullying, harassment and other unacceptable conduct and create a diverse and respectful working environment. Combining original drama with analysis from business psychologist Gordon Tinline, this short film looks at the impact of bullying and harassment in the workplace, demonstrates some effective intervention techniques and provides best practice guidance on supporting a diverse workforce and building an environment based on respect.

LEARNING OBJECTIVES

- How victims can take effective action to confront people who are bullying and harassing them
- What bystanders can do to intervene and challenge unacceptable behaviour
- The importance of supporting colleagues who are being bullied and harassed
- The responsibility of managers and team leaders to deal with the issue of inappropriate behaviour robustly and effectively

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Facing Anger and Emotion in the Workplace (film)
DURATION	10 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

It's an unavoidable fact of life that we'll come up against angry people or emotionally charged situations from time to time. It could be on the front line of customer service, dealing with a volatile colleague or managing interaction with a dissatisfied client. Whatever the situation, it can be hard to decide the best course of action when we're faced with explosions of temper, rudeness and aggressive behaviour – but being able to do so is a key part of effectively managing our working relationships. Using a combination of drama and expert analysis, this film looks at why people react with anger and provides guidance on dealing with emotionally charged situations and finding a way forward.

LEARNING OBJECTIVES

- How the fight or flight response affects our reactions to situations
- How arguments can escalate and why it's important not to meet anger with anger
- The importance of using the right language and tone of voice when dealing with someone who is angry or emotional
- Strategies for defusing emotionally charged situations and taking control

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Facing Anger and Emotion in the Workplace (short)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

It's an unavoidable fact of life that we'll come up against angry people or emotionally charged situations from time to time. It could be on the front line of customer service, dealing with a volatile colleague or managing interaction with a dissatisfied client. Whatever the situation, it can be hard to decide the best course of action when we're faced with explosions of temper, rudeness and aggressive behaviour - but being able to do so is a key part of effectively managing our working relationships. Using a combination of drama and expert analysis, this short course looks at why people react with anger and provides guidance on dealing with emotionally charged situations and finding a way forward.

LEARNING OBJECTIVES

- How the fight or flight response affects our reactions to situations
- How arguments can escalate and why it's important not to meet anger with anger
- The importance of using the right language and tone of voice when dealing with someone who is angry or emotional
- Strategies for defusing emotionally charged situations and taking control

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Microaggressions in the Workplace
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Micro-messages are the little things we say and do that tell those around us what we're thinking or how we're feeling. Microaggressions are brief exchanges that communicate hostility towards another person or group of people. In this course, learners will learn how to recognise microaggressions, understand their impact, and feel prepared to support theirself and others when confronted with microaggressions at work.

LEARNING OBJECTIVES

- Defining and demonstrating microaggressions
- Explaining the role of unconscious and implicit bias
- Understanding the impact of microaggressions
- Responding to microaggressions as the receiver or bystander, and as the perpetrator

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Tackling Problem Behaviour (film)
DURATION	10 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Difficult people can have a huge impact on the working environment. Negative behaviours create stress and conflict and affect our sense of well-being and morale. They can also be extremely costly for organisations, leading to declining productivity and performance, breakdowns in communication, low morale, absenteeism and a rise in complaints and grievances. Developed in partnership with leading business psychologists, this film examines the impact of problem behaviour in the workplace and sets out effective strategies for tackling it.

LEARNING OBJECTIVES

- Common types of difficult behaviour
- Why avoiding dealing with difficult behaviour creates its own problems
- The potential impact of obstructive or negative behaviours
- The business case for tackling problem behaviour

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	Tackling Problem Behaviour
DURATION	60 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We've all come across the person who's persistently negative, or who loses their temper at the slightest setback, or who plays 'divide and rule' and undermines their colleagues at every turn. Difficult people can have a huge impact on the working environment. Negative behaviours create stress and conflict and affect our sense of well-being and morale. They can also be extremely costly for organisations, leading to declining productivity and performance, breakdowns in communication, low morale, absenteeism and a rise in complaints and grievances.

LEARNING OBJECTIVES

- The potential impact of obstructive or negative behaviours and the cost to organisations
- Common types of difficult people and their behaviour
- Why avoiding dealing with difficult behaviour creates its own problems
- The business case for tackling problem behaviour

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	The Impact of Micro- Behaviours (short)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Micro-behaviours are the tiny things that we say and do that tell those around us about what we're feeling or thinking. We're often not even aware of they happening, but they can have a huge impact on working relationships and team dynamics and are often a key indicator of unconscious bias. Combining original drama with expert insight and analysis from leading business psychologists, this short course looks at how micro-behaviours can affect things like communication, motivation and performance and how we can make they work to our advantage.

LEARNING OBJECTIVES

- What we mean by micro-behaviours and micro-messages and their impact in the workplace
- The damage caused by negative micro-behaviours (‘micro-inequities')
- The relationship between micro-behaviours and unconscious bias
- The importance of being aware of and regulating our own behaviour
- How using positive micro-behaviours can support diversity and inclusion

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	The Impact of Micro- Behaviours
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Micro-behaviours are the tiny, often unconscious things that we say and do, making those around us feel included, valued and motivated – or excluded, unappreciated and disrespected. Long overlooked in the workplace, micro-behaviours are increasingly being seen as a crucial part of building employee engagement, improving performance, boosting motivation and unlocking creativity. Combining original drama with expert insight and analysis, this course shows how micro-behaviours could be holding back their organisation and how getting the little things right can make the big things work.

LEARNING OBJECTIVES

- The nature of micro-behaviours and the micro-messages we send
- The impact of micro-inequities (negative micro-behaviours) in the workplace
- How our micro-behaviours can reflect our unconscious bias
- How using positive micro-messages (micro-affirmations) can help to improve employee engagement, enhance performance, unlock creativity and help build collaborative, cohesive teams

SUITE	Diversity & Inclusion
TOPIC	Problematic Behaviour
COURSE NAME	The Impact of Micro-Behaviours (film)
DURATION	10 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Micro-behaviours are the tiny, often unconscious things that we say and do, making those around us feel included, valued and motivated – or excluded, unappreciated and disrespected. Long overlooked in the workplace, micro-behaviours are increasingly being seen as a crucial part of building employee engagement, improving performance, boosting motivation and unlocking creativity. Combining original drama with expert insight and analysis from leading business psychology consultancy Pearn Kandola LLP, this short film explains why negative micro-behaviours could be holding back their organisation and how getting the little things right can make the big things work.

LEARNING OBJECTIVES

- What micro-messages are, how and why we send them and their impact in the workplace
- The damage caused by negative micro-messages and the business case for tackling them
- How our micro-behaviours can reflect our biases and why recognising and actively challenging this bias can deliver huge benefits
- How using positive micro-messages can improve employee engagement, enhance performance, unlock creativity and help build more inclusive and cohesive teams

SUITE	Diversity & Inclusion
TOPIC	Promoting Respect & Inclusion
COURSE NAME	Diversity & Inclusion: Engaging with Others
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course is designed to give learners an understanding of issues surrounding diversity, equality and inclusion in the workplace. Embracing diversity and promoting equality goes a long way to create a work culture that values talent beyond stereotypes and helps people reach their potential by contributing their best without prejudice. Moreover, an inclusive workplace fosters better productivity and efficiency, strengthening the business and providing greater value for everyone. In each section, learners will hear first-person accounts about a wide range of issues which face every workplace. They will learn facts about discrimination, understand workplace policies on equality, learn how to promote inclusion at work, and be asked to consider what they would do if confronted by those issues in the workplace. The world and the workplace is rapidly changing. The future workforce is more diverse than ever before, with people from all walks of life and many different backgrounds, nationalities and cultures working together in a changed world. Put simply, an organisation which embraces a culture of diversity, equality and inclusion has a better chance at sustainable success.

LEARNING OBJECTIVES

- Foster an environment where everyone feels their voice is heard and tolerance of others is the norm - anything else is unacceptable
- Internalise and promote that diversity is good for the business further motivating they to develop a culture where all people are respected, valued, included, and appreciated.
- Assess whether diversity initiatives need to change and, if so, how to accomplish that change.

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	Recognising Sexual Harassment
DURATION	10 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Nobody should have to face unwanted sexual conduct at work. Sexual harassment is never acceptable and must be dealt with effectively when it does happen. But what is sexual harassment? Would they know what to do if it happened in their workplace? This short course explores sexual harassment, recognising the different forms sexual harassment can take, defining the impact of sexual harassment, and identifying ways to support victims.

LEARNING OBJECTIVES

- What sexual harassment is
- How to recognise inappropriate and illegal conduct in the workplace
- Appropriate responses to sexual harassment as a victim and bystander
- The internal and external complaint process
- An employee and employer's responsibilities for preventing sexual harassment

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	Sexual Harassment: A Practical Overview
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course helps learners recognise sexual harassment through a range of scenario-based interactions. It also includes an interactive branching activity that explores how victims and bystanders can respond appropriately. The course concludes by describing the internal and external complaint processes available to victims who have experienced sexual harassment and their rights under the law.

LEARNING OBJECTIVES

- What sexual harassment is
- How to recognise inappropriate and illegal conduct in the workplace
- Appropriate responses to sexual harassment as a victim and bystander
- The internal and external complaint process
- An employee and employer's responsibilities for preventing sexual harassment

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	Tackling Sexual Harassment in the Workplace: A Guide for Managers
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Sexual harassment is a problem that blights the lives of millions of workers and represents a huge cost to employers in terms of poor performance, reduced productivity, staff turnover and reputational damage. As studies and surveys reveal the true extent and toxic impact of sexual harassment in the workplace, being able to get to grips with this issue has become a must for every organisation. Featuring leading behavioural and legal experts combined with original drama and compelling first-person accounts, this course takes a fresh look at the nature of sexual harassment, setting out the moral and business case for tackling it and providing guidance on bringing about positive cultural change through the use of bystander interventions, robust sexual harassment policies and effective reporting systems.

LEARNING OBJECTIVES

- The causes and dynamics of sexual harassment
- Why it's a problem that is significantly under-reported
- How it impacts at an individual and organisational level
- The importance of having robust policies and reporting systems
- Effective intervention strategies for victims and bystanders
- How to handle complaints of sexual harassment and conduct fair investigations

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	The Effective Bystander
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

As bystanders in our everyday and working lives, we all have a responsibility to take action when we witness bullying, harassment and other inappropriate behaviour. Bystander interventions can take a number of different forms that range from directly confronting the perpetrator about their behaviour to using distraction or interruption and offering support to those on the receiving end. Combining dramatised scenarios and psychological insights, 'The Effective Bystander' looks at some useful bystander intervention strategies and sets out when it might be appropriate and constructive to use them.

LEARNING OBJECTIVES

- Why it's important for bystanders to take action when they witness inappropriate behaviour
- Some common obstacles to effective intervention
- Key intervention strategies and when to use them

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	The Effective Bystander (film)
DURATION	12 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

As bystanders in our everyday and working lives, we all have a responsibility to take action when we witness bullying, harassment and other inappropriate behaviour. Bystander interventions can take a number of different forms that range from directly confronting the perpetrator about their behaviour to using distraction or interruption and offering support to those on the receiving end. Combining dramatised scenarios and psychological insights, this short film looks at some effective bystander intervention strategies and sets out when it might be appropriate and constructive to use them.

LEARNING OBJECTIVES

- Why it's important for bystanders to take action when they witness inappropriate behaviour
- Some common obstacles to effective intervention
- Key intervention strategies and when to use them

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	Understanding and Confronting Sexual Harassment at Work
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We all have a role to play in putting an end to sexual harassment in the workplace, whether it's by re-thinking our own attitudes and conduct, challenging the behaviour of others, supporting victims or working together to bring about cultural change in our organisation. Including powerful drama and first-person stories with insight from leading behavioural experts and practical strategies for action, this short course examines the nature of sexual harassment in the workplace and its impact on staff and sets out practical steps for tackling the problem.

LEARNING OBJECTIVES

- The causes and dynamics of sexual harassment
- How it impacts at an individual and organisational level
- Effective intervention strategies for bystanders who witness sexual harassment
- How to respond to sexual harassment if you're on the receiving end

SUITE	Diversity & Inclusion
TOPIC	Sexual Harassment
COURSE NAME	Understanding and Confronting Sexual Harassment at Work (film)
DURATION	13 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We all have a role to play in putting an end to sexual harassment in the workplace, whether it's by re-thinking our own attitudes and conduct, challenging the behaviour of others, supporting victims or working together to bring about cultural change in our organisation. Combining powerful drama and first-person stories with insight from leading behavioural experts and practical strategies for action, this short film examines the nature of sexual harassment in the workplace and its impact on staff and sets out practical steps for tackling the problem.

LEARNING OBJECTIVES

- The causes and dynamics of sexual harassment
- How it impacts at an individual and organisational level
- Effective intervention strategies for bystanders who witness sexual harassment
- How to respond to sexual harassment if you're on the receiving end

SUITE	Health & Safety
TOPIC	Emergency Response
COURSE NAME	First Aid Essentials
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In the event that an employee becomes ill or injured at work, knowing what to do can increase the likelihood of a positive outcome. Even just calling for help and supporting the casualty can make a big difference. This course covers how to assess a casualty, how to perform several life-saving techniques, and covers a wide variety of basic first aid tips as well.

LEARNING OBJECTIVES

- Identify roles and responsibilities related to workplace first aid
- Describe how to assess a casualty
- Outline the steps for performing several life-saving techniques
- Recognise signs and symptoms of major and minor injuries and illnesses

SUITE	Health & Safety
TOPIC	Emergency Response
COURSE NAME	Pandemic Awareness
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

A course designed to raise awareness about pandemics and what people can do at home and at work to help stop the spread of diseases that transmit through respiratory droplets.

LEARNING OBJECTIVES

- Describe what a pandemic is and its causes
- Identify some ways infectious diseases can spread
- Outline how individuals and organisations can work together to prevent the spread of a disease during a pandemic
- Describe how you can take care of your mental health during a pandemic
- List some workplace arrangements that could be needed during a pandemic

SUITE	Health & Safety
TOPIC	Emergency Response
COURSE NAME	Planning for the Unexpected: Emergency Response
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

An emergency is an unexpected event or situation that threatens learners, customers or the public that can disrupt or shut down normal operations. Though they are unlikely, emergencies do happen in the workplace, and it's best to be prepared. This course looks at the importance of emergency preparedness and response plans and highlights key actions staff should take in the event of an emergency.

LEARNING OBJECTIVES

- Understand the importance of emergency response plans
- Outline best practices for responding to an emergency
- Describe what a return to work may look like

SUITE	Health & Safety
TOPIC	Emergency Response
COURSE NAME	Preventing the Spread of Infection
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Did you know that the differences between containing an infection and passing it on to countless people could be as simple as washing your hands? When an infection is on the rise, all of us play a part in stopping its spread. Since workplaces often involve lots of people working closely together and touching the same surfaces, it's vitally important all learners know what to do to prevent the spread of infection. In this course, learners will navigate a scenario taking place on a typical working day. They will make decisions to minimise the chances of contracting an infection and to minimise the risk of spreading an infection when they get sick. By the end of this course, they will be able to take simple steps to avoid the spread of infection.

LEARNING OBJECTIVES

- The importance of avoiding spreading infection
- Steps to take to keep the infection contained
- When to stay away from work
- When to cancel work travel plans
- How good hygiene practices can help to avoid spreading

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	Business Sustainability Management
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

If learners are serious about environmental sustainability, there is no limit to the types of initiatives that can be implemented to support it. Managers can encourage staff to take ownership of sustainability efforts and lead by example. There are a number of steps companies can take to move toward greater sustainability. Let's look at some of the most common and effective strategies.

LEARNING OBJECTIVES

- List some of the most widely-used sustainable organisational practices
- Identify ways to incorporate sustainable practices into a workplace culture

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	Cimate Change: Understanding the Challenge for Humanity
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Climate change represents one of the greatest threats humanity has ever faced, and we need everyone on board to fight it. This course on climate change will provide a working knowledge and understanding of the mechanics of climate change. It gives learners an understanding of how human actions are causing climate change and what they and their organisation can do about it. Learners will learn how carbon emissions and other factors affect the environment, what will happen if we don't take collective action, and what we can do to slow the process on an individual, community and organisational basis.

LEARNING OBJECTIVES

- What is climate change?
- The science behind climate change
- What will life be like if we don't take action?
- Causes of climate change
- Things you can do to help

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	Environmental Awareness: A Global Outlook
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Climate change is a growing international crisis and the sustainability of businesses is in the spotlight like never before. Consumers are increasingly taking the green credentials of the companies they buy from into account when they make their purchasing decisions. Protecting the environment is a vital duty all organisations share. All organisations need to consider their impact on the environment. With environmental issues more prominent than ever before, there has never been a more important time for businesses to consider their sustainability, energy efficiency and carbon footprints. This course is a practical guide for international businesses who want to improve their environmental impact and ensure they are compliant with worldwide environmental best practice. It empowers them to make environmentally sound choices about working practices.

LEARNING OBJECTIVES

- What environmental awareness is and why it is important
- Management systems used to protect it
- Your carbon footprint
- Effects of air, water and noise emissions
- The environmental impact of the organisation
- The types of energy used by organisations
- How to use energy efficiently
- How to minimise waste

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	ESG: Fundamentals
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

ESG stands for Environmental, Social and Governance, and is a new way of looking at a company through the lens of how well it interacts with the world around it. Learn about what ESG is, how it works, and what learners can do to be part of it. ESG is a model to measure a company's level of social responsibility. This course will take users through a high level overview of ESG so they can understand not only the companies ESG goals but also how they can be a meaningful part of you. Real life examples and unique interactive scenarios will show how ESG is not only important but how it impacts everyday life. Operating with an ESG mindset empowers organisations with a sense of purpose and clarity, and gives executives the confidence to pursue growth without fear. It's an approach that fosters a community-focused company culture and keeps learners more satisfied in their jobs. It makes businesses run more efficiently, and attracts the attention of customers and investors.

LEARNING OBJECTIVES

- What ESG means and why it's important
- What you can do to help achieve ESG goals

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	ESG: Practical Applications
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course breaks down the three elements of ESG by providing a comprehensive best practice understanding for a collection of topics which fall under each category. The key compliance elements of environmental, social and governance are covered in clear and practical terms.

LEARNING OBJECTIVES

- Learn what ESG is
- Learn how to track ESG performance
- Reduce carbon footprint and improve its environmental impact
- Learn how to track ESG performance
- Improve diversity and gender equality in the workforce
- Eliminate office harassment and abuse
- Become compliant with laws about bribery and money laundering
- Maintain an ethical value chain for suppliers and customers

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	ESG: The Basics
DURATION	7 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course is designed to give learners an overview of what ESG means and why it's important. ESG stands for Environmental, Social and Governance, and it's one of the trendiest buzzwords in the business world right now. The ESG model takes a holistic view that considers many different aspects of the business, from carbon footprint to the number of women on the board. Companies that report specific data about how the company is performing on the different ESG metrics are generating more attention from across the business spectrum, and many investors are actively looking for high ESG scoring companies.

LEARNING OBJECTIVES

- Outlines the company's ESG goals and how to be a meaningful part of them
- How to measure a company's level of social responsibility

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	Pollution
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Pollution is a pressing issue that affects every corner of the globe, from bustling cities to pristine natural landscapes. It poses a significant threat to our ecosystems, wildlife, and ultimately, our own well-being. This course will explore different forms of pollution, such as air pollution, water pollution, and land pollution, in order to better understand how each one impacts our environment. By recognising the signs and effects of pollution, we can become more conscious of our own actions and take steps towards a cleaner, healthier world.

LEARNING OBJECTIVES

- Learn about major causes of pollution
- Understand the effects of pollution on ecosystems, human health, and climate change

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	Saving Energy and Water
DURATION	5 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Making minor adjustments to the way businesses use electricity and water is easy and affordable and can yield significant benefits. By improving energy and water efficiency, operating costs can be reduced, environmental performance can be enhanced, and reputations improved. Adopting the measures described in this course at work and at home will help protect our planet and deliver long-term benefits for learners, the company, and all of humanity.

LEARNING OBJECTIVES

- How improving efficiency benefits a business
- How to use energy and water more efficiently
- The easiest wins for quick improvements

SUITE	Health & Safety
TOPIC	Environment & Sustainability
COURSE NAME	What is Sustainability?
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Business sustainability is commonly defined as the ability of an organisation to meet its own needs without compromising the ability of future generations to meet their own needs. Sustainability starts with an understanding that the world has limited resources that must be properly managed if they are to be used for everyone's long-term benefit. It acknowledges that non-sustainable choices we make now in order to achieve short-term results may lead to greater damage in the future.

LEARNING OBJECTIVES

- Why sustainability is important for businesses
- How unsustainable practices are causing climate change leading to global disasters
- What you can do to promote sustainable practices at work and at home

SUITE	Health & Safety
TOPIC	Fire Safety
COURSE NAME	Don't Get Burnt
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Fire safety is everyone's responsibility at work. Without proper fire safety training for learners, the risk of a fire starting and possibly injuring someone is greatly increased. Every employee needs to know what to do during a fire. Fire emergencies can erupt without any warning and can often be very stressful events, so it's important all learners are trained in advance. This can prevent panic from breaking out and ensure a safe, orderly evacuation from the premises. If they were trapped by a fire would they know how to get to safety and ensure that they don't get burnt? Learners put their knowledge to the test in this Take 5 challenge.

LEARNING OBJECTIVES

- What to do when you hear a fire alarm
- How to deal with a blocked exit
- How to select a safe evacuation route
- What a safe evacuation process looks like
- What to do when you're out of the building

SUITE	Health & Safety
TOPIC	Fire Safety
COURSE NAME	Fire Safety Awareness
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course highlights the importance of understanding how fires start and spread, in order to identify fire hazards, prevent fires and maintain escape routes. It details the actions that should be taken on discovering a fire or on hearing a fire alarm and explains further action that can be taken in an emergency.

LEARNING OBJECTIVES

- Outline the causes of fires and how they spread
- Recognise the role you can play in the prevention of fires
- Describe what to do if you discover a fire or hear an alarm in the workplace
- Identify your responsibilities to others during an evacuation

SUITE	Health & Safety
TOPIC	Fire Safety
COURSE NAME	Fire. Can they Handle It?
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

During a workplace fire, it's best to evacuate safely and quickly. But if learners are stuck in an emergency situation involving a fire, or their exit is blocked, they may have to fight the fire themselves until the emergency services arrive. It's vital all learners know which fire extinguishers work on which fires so they are able to tackle a blaze and not make it worse. If they had to fight a fire, which type of extinguisher would they use? Learners put their knowledge to the test in this Take 5 challenge.

LEARNING OBJECTIVES

- The dangers of fire in the workplace
- Different kinds of firefighting equipment
- When fires can occur
- How to choose the right fire extinguisher
- How to stop fires spreading

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	DSE - Display Screen Equipment
DURATION	35 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Many of us spend too much time sitting, whether using a computer, tablet, or phone, or behind the wheel of a car. These activities can lead us to stay still for long periods, resulting in a range of health issues from simple fatigue, through muscle aches and pains to stress conditions. This course will introduce learners to a team of workers, the problems they suffer, and how they can overcome some of these problems. The course identifies the importance of setting up their work area correctly and how to improve their comfort and reduce the risk when working.

LEARNING OBJECTIVES

- Identify the importance of setting up your work area correctly
- Outline ways to improve your comfort and reduce the risk when working

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	DSE: Exercises
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course provides a series of exercises that workers can use to stay healthy at work. Practice exercises designed to target areas affected by computer workstation use. Stay healthy and productive at work.

LEARNING OBJECTIVES

- Learn exercises to stay healthy at work

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	DSE: Pregnancy
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course provides guidance on how to adapt a workstation for a pregnant worker.

LEARNING OBJECTIVES

- Learn how to adapt a workstation for a pregnant worker
- Know how to reduce risk and discomfort for pregnant workers

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	DSE: Refresher
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Many of us spend too much time sitting, whether using a computer, tablet, or phone, or behind the wheel of a car. These activities can lead us to stay still for long periods, resulting in a range of health issues from simple fatigue, through muscle aches and pains to stress conditions. This course will introduce learners to a team of workers, the problems they suffer, and how they can overcome some of these problems.

LEARNING OBJECTIVES

- Identify the importance of setting up your work area correctly
- Outline ways to improve your comfort and reduce the risk when working

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	Spinal Awareness: Improving their Posture
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Good posture means keeping a learner's spine and other parts of their body in alignment, so they are balanced and supported. It's important whether you're sitting, standing, moving around or even sleeping. This module covers how good posture, across a range of everyday activities, can help to avoid or reduce neck and back pain. Did you know that poor posture, including how you sit, stand, walk and sleep can damage your spinal health? Take 5 minutes to learn how good posture can help to avoid or reduce back and neck pain.

LEARNING OBJECTIVES

- Work activities that affect the spine
- How to achieve good posture

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	Spinal Awareness: Managing the Risks of Spinal Injury
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Whether a person is performing manual handling, sitting at a desk or standing for prolonged periods, there are risks of spinal injury – both immediate and in the long-term. This module explores the TILE risk assessment method (task, individual, load, environment) which is designed to make manual handling tasks safer. Did you know that everyday activities such as lifting and carrying, driving, working on computers and standing for long periods of time can affect your spinal health? Take 5 minutes to learn how to reduce the risks of spinal injury.

LEARNING OBJECTIVES

- Work activities that affect the spine
- Areas of the spine at risk
- Risk assessments for spinal damage

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	Spinal Awareness: Stretching Exercises
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

When done correctly, stretching exercises can help to maintain good spinal health and avoid aches and pains further down the line. This module explores the benefits of regular stretching and exercise to combat muscle tension and pain caused by prolonged static posture. It includes many examples of useful stretching exercises. Do you know the health risks caused by poor or prolonged static posture? Take 5 to find out how stretching exercises can help to maintain good spinal health and avoid or reduce back and neck pain.

LEARNING OBJECTIVES

- Work activities that affect the spine
- Helpful stretching exercises

SUITE	Health & Safety
TOPIC	Sitting, Posture, and Lifting
COURSE NAME	Spinal Awareness: Understanding their Spine
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Do you know how your spine is constructed, the functions it performs, and the everyday activities can pose to your spinal health? Take 5 to understand your spine and the risks to spinal health.

LEARNING OBJECTIVES

- Work activities that affect the spine
- Areas of the spine at risk

SUITE	Information Security & Data Protection
TOPIC	Artificial Intelligence
COURSE NAME	AI and Conducting an Effective Risk Assessment
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Risk Assessors

DESCRIPTION

AI and other new technologies are disrupting industries and redefining business models and processes at an astounding pace. Companies that fail to act and adapt quickly run the risk of falling behind or becoming obsolete before they realise the extent of the change around you. However, there are risks everywhere. This course discusses the new risks that AI poses for businesses. In the process, learners will learn how to prepare a comprehensive risk assessment that includes AI-related risks, and how AI tools can help plan risk-control strategies more effectively.

LEARNING OBJECTIVES

- Be familiar with the new risks that AI-related technologies pose for businesses
- Learn how to prepare a risk assessment that will help pinpoint AI-related threats
- Explore AI tools that can help organisations plan risk-control strategies

SUITE	Information Security & Data Protection
TOPIC	Artificial Intelligence
COURSE NAME	AI and Cyber Security
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

The rise of Artificial Intelligence (AI) presents new opportunities for cybersecurity professionals, as well as formidable challenges. On one side, AI creates new potential for organisations to enhance defensive capabilities and adapt and respond to threats with unprecedented agility. At the same time, however, AI offers malicious actors new tools that magnify existing cyber dangers and make they much more dangerous. This course aims to guide learners through the changing landscape, providing a vision for what to expect as attacks get more complex and how to stay a step ahead.

LEARNING OBJECTIVES

- Understand what new challenges and opportunities AI presents in the world of cybersecurity
- Get a bird's eye view of the changing cybersecurity landscape
- Understand how traditional cybersecurity tools dovetail with new technologies

SUITE	Information Security & Data Protection
TOPIC	Artificial Intelligence
COURSE NAME	AI and Data Privacy
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Data privacy laws are in place in countries around the world, safeguarding individuals' personal information and ensuring their privacy rights are protected. However, as the use of Artificial Intelligence (AI) becomes more widespread, the lines are blurring as to how personal information may be used. Businesses are struggling to create new frameworks that enable technological innovation without sacrificing the right to personal privacy. In this course, learners will learn the fundamental concepts of both data privacy laws and AI technologies, and explore models for straddling the challenges of each.

LEARNING OBJECTIVES

- Understand the fundamental concepts of data privacy laws like Data Protection
- Identify where the process of training AI systems may violate individual rights
- Formulate strategies to ensure that AI can be used in compliance with the legal requirements

SUITE	Information Security & Data Protection
TOPIC	Artificial Intelligence
COURSE NAME	AI and Discrimination
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

As AI technology continues to improve, there is a growing tendency to outsource choices — including those that affect people's livelihoods, health, and financial well-being — to AI models. But how can we be sure that the decisions it makes are accurate, fair and unbiased? In this course, learners explore how poorly conceived AI models can create inherent biases that lead to unfair treatment for certain types of people. They'll discuss how these biases can be recognised, and what can be done to fix them.

LEARNING OBJECTIVES

- Understand how bias can unintentionally creep into AI datasets and affect people's lives
- Learn what organisations can do to recognise bias in datasets and take steps to prevent it

SUITE	Information Security & Data Protection
TOPIC	Artificial Intelligence
COURSE NAME	Understanding AI
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Artificial Intelligence (AI) has exploded recently as one of the business world's most disruptive technologies - and its most misunderstood. As businesses struggle to understand the opportunities and threats present in the different uses of AI, this course provides fundamental information, starting from the beginning.The course starts by explaining what AI is - and isn't - explaining concepts and terms in non-technical terms. Then, it moves on to explore how different types of AI tools can be best used in the office to optimise productivity. Finally, it discusses the legal and moral challenges and risks posed by AI, for businesses and the world at large.

LEARNING OBJECTIVES

- Understand the concepts and terms used in discussing AI
- Advise on best practices for using AI in the workplace
- Gain familiarity with the risks associated with AI use
- Explore AI's moral issues and challenges

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Cyber Etiquette: Journey to Safety
DURATION	10 minutes
ACTIVITY TYPE	Short course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Human error remains the most likely cause of cyber breaches, with phishing emails the no. 1 tactic used by attackers. In more sophisticated attacks, such as spear phishing attacks, emails will target individuals or organisations, being more personalised to include the victim or company's name. Such attacks can have a devastating impact, often resulting in sensitive information being compromised and financial repercussions. Through an interactive experience, learners will uncover a range of subjects including how scammers exploit oversharing on LinkedIn and how to set up secure accounts on popular services.

LEARNING OBJECTIVES

- How to keep you and your business safe online
- What data scammers use to creating phishing and other attacks
- Real-world impacts of cyber security breaches

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Cyber Risk: Journey to Safety
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Technology offers unprecedented access to information, entertainment and community, revolutionising the way we learn, communicate, and conduct our personal lives. However, as the threat of online attacks continually increases, we need to make sure we know how to protect ourselves online with good cyber security habits. In this course, learners will check if they have the cyber security strategies to deal with Ransomware, Phishing, Passwords, Social Engineering and Information Classification.

LEARNING OBJECTIVES

- Know the basics of how to keep you and your business safe online
- Learn how to deal with ransomware attacks
- Be aware of what data scammers can use to create targeted phishing attacks
- Learn to create a strong password and how to use password managers
- Understand psychological tactics criminals can use to exploit they and their employer
- Be aware of the four levels of information classification and the security procedures required

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Cyber Security Adaptive
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Adaptive
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Technology offers unprecedented access to information, entertainment and community, revolutionising the way we learn, communicate, and conduct our personal lives. However, as the threat of online attacks continually increases, we need to make sure we know how to protect ourselves online with good cyber security habits. In this course, learners will check if they have the cyber security strategies and skills they need to navigate the online world safely.

LEARNING OBJECTIVES

- Understand the real-world impact of cyber security breaches
- Know how to keep you and your business safe online
- Be aware of data scammers can use to create targeted phishing attacks
- Understand the risks of using different websites and online tools
- Learn to create a strong password and how to use password managers
- Learn how to protect personal and business data from cyber attackers

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Cyber Security: Journey to Safety
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

For criminals, data is a vast store of treasure waiting to be plundered. The more data flowing around the world, the more opportunities criminals have to exploit it. Data is valuable. The things they do online are tracked, packaged and sold to companies who try to sell their relevant products. Data can also be stolen. Passwords, usernames, email addresses, even their name and phone number can be used to steal information, hack accounts, and spread chaos. This course features personal risk assessments and individualised activities, real life examples of cyber attacks and compliance failures, and practical learning for all levels of expertise.

LEARNING OBJECTIVES

- Understand the real-world impact of cyber security breaches
- Know how to keep you and your business safe online
- Be aware of data scammers can use to create targeted phishing attacks
- Understand the risks of using different websites and online tools
- Learn to create a strong password and how to use password managers
- Learn how to protect personal and business data from cyber attackers

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Cyber Security: Practical Applications
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

A company's cyber security is only as strong as its weakest link. A survey by the Association of Corporate Counsel found that 30 minutes % of all cyber breaches are a result of employee error. Many of these errors are due to carelessness or ignorance. This cyber security course challenges learners to reassess their attitude towards cyber security. It educates learners on the scope and sophistication of hackers and drives behavioural change and safer cyber behaviours.

LEARNING OBJECTIVES

- Understand how easy it is for any employee to cause irreparable damage to the company
- Know how to identify phishing emails and unsafe websites or links
- Understand personal cyber security weak points and how to improve them
- Know how to identify and avoid social engineering
- Understand the dangers of using the same password on multiple sites and using insecure passwords

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Email@Risk
DURATION	15 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course provides practical lessons about the risks of email use and abuse. When one wrong click of a suspicious link can shut down an entire network, and scammers and criminals are constantly dreaming up new tricks, it has never been more important to understand the risks which email presents. This course focuses on the areas of email which place businesses most at risk, touching on cyber security, information security, as well as legal and reputational risks, and takes an innovative, interactive approach to training.

LEARNING OBJECTIVES

- Important warning signs and red flags of phishing and mobile phishing
- Simple steps to avoid reply all nightmares
- Busting common emails myths

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Phishing Awareness
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

An engaging online training course enabling learners to identify and understand phishing attacks, how they occur and the tactics employed by cybercriminals. Learn how to successfully prevent phishing attacks in both personal and professional contexts. This course enables businesses to mitigate the risks associated with online phishing attacks, including those that carry ransomware. By raising awareness, learners can confidently take action against the increasing threat of phishing by remaining alert and responding to threats appropriately. Help learners and their team understand how phishing attacks work, the tactics employed by cybercriminals, and how to spot and successfully avoid phishing scams.

LEARNING OBJECTIVES

- How does phishing occur
- What are the different types of phishing scams
- How to identify and spot red flags of a phishing campaign
- How do cybercriminals plan and execute a phishing attack
- How to protect against ransomware and other cyber attacks

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Phishing Challenge 4.0
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This 5 minutes-minute course is the next installment of the Phishing Challenge with all new emails. It is a hands-on, practical challenge in which users learn how to identify a phishing threat. Through a series of real phishing emails, learners are quizzed on the common red flags that appear in scam emails. It uses real-world examples to educate on the importance of cyber security.

LEARNING OBJECTIVES

- How to identify a phishing threat

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Protecting their Identity
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Identity theft is an increasing online threat, whereby criminals can steal a learner's personal information to steal from them and others, as well as commit crimes in their name. The thief only needs to know their name, date of birth and current/previous address to steal their identity and use it to commit fraud. The more information they obtain, the easier it is, and harder to come back from. This online training course is designed to raise awareness on the pitfalls of identity theft and its impact on learners in a professional and personal context. It outlines the risks of identity theft and the consequences that result, along with a number of ways in which businesses can protect themselves.

LEARNING OBJECTIVES

- What identity theft is and how it occurs
- How to confidently spot identity theft
- How to protect yourself from the threat of identity theft – offline and online
- Methods to combat identity theft
- How to ensure compliance and manage the risks of identity theft in business

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Ransomware
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Ransomware attacks have become a common occurrence, spreading across hundreds of countries, tens of thousands of companies and putting billions of dollars of business at risk. Ransomware attacks are becoming ever more sophisticated and ferocious. Clicking the wrong link can let attackers hold their entire business hostage. Ransomware is almost always initially introduced to a computer network due to human error; usually someone clicking a link or downloading a file they shouldn't have. Once inside a network, malware can spread to other computers and devices that are connected to the same network. This micro course trains learners on how to protect themselves from attack and what steps to take if the worst happens.

LEARNING OBJECTIVES

- The basics of ransomware
- How to avoid being a target of ransomware

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Setting a Secure Password
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

This course is one short module about setting and maintaining secure passwords.

LEARNING OBJECTIVES

- How to choose strong and secure passwords
- What are some of the risks posed by weak passwords
- How to assess your current password protection level
- What are passphrases and how can you help secure passwords
- How does password security help prevent cyber attacks

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Social Media Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Assess a learner's comprehension of the risks of social media at work with this five-minute knowledge check. There are ten questions to answer, and they will receive feedback after each question.

LEARNING OBJECTIVES

- Understand the importance of appropriate social media use in a professional context
- Recognise the impact of social media behaviour on company reputation

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Social Media: Communicating at Work
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Social media and social networking have been in our lives for many years, and learners have probably been using them for longer than they think. Social media platforms have evolved lightyears from their primitive forms in the earliest days of the internet when people would post messages on bulletin boards. Today, social media blurs the boundaries between our once distinct personal and professional personas. From sharing our views on the world to celebrating professional achievements and even interacting with brands as a consumer, the way we present ourselves online has rapidly become the marker of who we are in the real world. This course takes a practical and comprehensive approach to training learners on the dangers and pitfalls of social media use at work. Through immersive scenarios, real-life case studies and interactive exercises, learners will have a thorough grounding to help keep themselves and their business safe when using social media.

LEARNING OBJECTIVES

- How to use social media for professional benefit
- Understand security and mental health risks of social media
- How to increase security settings across different platforms

SUITE	Information Security & Data Protection
TOPIC	Cyber Security
COURSE NAME	Understanding Social Engineering
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Do you know what social engineering is? Take 5 minutes to find out.

LEARNING OBJECTIVES

- What is social engineering
- How to look out for potential attacks
- How to defend theirself and others against social engineering deceptions
- What are some of the ways to promote vigilance and defeat scams
- How to mitigate personal and professional vulnerabilities with security awareness
- What are some of the gaps and weakness and how to evaluate security assessments

SUITE	Information Security & Data Protection
TOPIC	Data Protection
COURSE NAME	Data Protection: A Guernsey Outlook
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Advanced
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Data protection laws exist to ensure that personal information is collected, used, and stored in a secure and responsible way. In the Bailiwick of Guernsey, data protection laws are governed by The Data Protection (Bailiwick of Guernsey) Law, which came into effect on 25 minutes May 2018. A run through this course will provide local knowledge on Data Protection in the Bailiwick of Guernsey.

LEARNING OBJECTIVES

- Understand the need for data protection
- Learn how data is used by companies, and how it can be misused
- Internalise the basic principles governing data protection laws
- Gain familiarity with relevant Guernsey legislation
- See how privacy laws are followed — and violated

SUITE	Information Security & Data Protection
TOPIC	Data Protection
COURSE NAME	Introduction to Personal Data Protection
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

How much personal data does the organisation hold? How can they help to keep it safe? In this short course, learners will consider the responsibilities organisations like theirs have to the people whose data they hold and explore a range of best practices to help keep that personal data safe and gain customers' trust.

LEARNING OBJECTIVES

- What the various categories of personal data are
- What an individual's rights are under data protection regulation
- What the importance of protecting hard-copy and electronic data is
- Seven data protection principles and what they mean
- What can be learnt from real-life examples of data breaches

SUITE	Information Security & Data Protection
TOPIC	Data Protection
COURSE NAME	Securing Personal Data
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In this immersive course, learners will assist their colleagues at ChevronLock who have posted requests for help securing personal data. Learners will make decisions in each scenario to help colleagues in a way that avoids accidental or wrongful disclosure of personal data. For each question answered correctly, they will earn tokens. Will they make enough decisions in line with good practice to keep ChevronLock's personal data secure?

LEARNING OBJECTIVES

- Best practice on keeping personal data secure in the workplace
- How to minimise the risk of data being stolen by cybercriminals
- How to securely dispose of paper-based personal data
- Steps to take when transferring personal data between different regions globally
- Importance of following company policy when handling personal data

SUITE	Information Security & Data Protection
TOPIC	Data Protection
COURSE NAME	Understanding Personal Data
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In this immersive course, learners will take on the role of an office worker at The Company and assist a new colleague by identifying documents that contain personal, sensitive personal, and non-personal information.

LEARNING OBJECTIVES

- What constitutes personal data?
- What is classed as sensitive personal data?
- How to correctly identify personal data
- How to process sensitive data correctly
- Why is it important to handle personal data securely?

SUITE	Information Security & Data Protection
TOPIC	Data Protection
COURSE NAME	Using Big Data Ethically
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Do you know what big data is and the principle behind using it ethically? Take 5 minutes to find out.

LEARNING OBJECTIVES

- Ways we can define and think of big data
- Why we should be aware of our use of big data
- Putting measures in place to protect any data used
- Respecting data privacy and data security laws
- Questions to ask before using big data

SUITE	Information Security & Data Protection
TOPIC	Information Security
COURSE NAME	Information Security: A Practical Overview For Our Business
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

As new technology makes it easier and more convenient to store large amounts of information digitally and online, using best practices to protect that information has become applicable in nearly everything that we do. This course provides a short overview of the importance of information security and the key areas of risk that learners face when dealing with confidential information.

LEARNING OBJECTIVES

- The importance of information security
- Key areas of risk

SUITE	Information Security & Data Protection
TOPIC	Information Security
COURSE NAME	Internet, Email and Social Media
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

What learners do on the internet, email and social media can directly affect them individually, as well as the organisation. Inappropriate use, whether intentional or unintentional, could leave the organisation vulnerable to data breaches, cyberattacks, reputational damage, productivity loss, and financial, civil and criminal penalties. Learners could be subject to disciplinary action, as well as financial and legal penalties for unacceptable use.

LEARNING OBJECTIVES

- Learners' responsibilities for internet, email and social media use
- What is appropriate and inappropriate when using the organisation's IT facilities and equipment
- The importance of protecting confidential information

SUITE	Information Security & Data Protection
TOPIC	Information Security
COURSE NAME	Social Media Awareness
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Learners find out how they might use social media at work, the risks they may encounter and how they can protect theirself and their organisation.

LEARNING OBJECTIVES

- The benefits and dangers of social media
- The importance of following an organisation's code of conduct
- How to protect confidential information
- When sharing company information is allowed
- The dangers of accidentally revealing company information

SUITE	Information Security & Data Protection
TOPIC	Information Security
COURSE NAME	Using Social Media (Challenge)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Using social media has many benefits, but do learners know the risks of using social media and how to protect themselves and their organisation? Do they know how to use social media safely at home and for work? Are they ready to take this challenge?

LEARNING OBJECTIVES

- Applying knowledge learnt in the full course 'Internet, Email and Social Media'

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Being an Active Listener
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being an active listener involves using techniques and skills to improve communication, productivity, and build better relationships. In this course, these techniques are grouped into three core skill areas – Attention, Acknowledgement, and Affirmation. Learners will practice these skills in a customer focussed scenario.

LEARNING OBJECTIVES

- Techniques needed to be an active listener

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Conflict Resolution
DURATION	5 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Unresolved conflict is a major driver of work-related stress. Conflict can result in negative feelings and behaviours that can significantly affect individuals, teams and organisations. Although steps should be taken to prevent conflict from arising, it is possible to turn conflict into something positive if it is well-managed and resolved to everyone's satisfaction. Conflict can challenge assumptions and increase cooperation and innovation in the long term.

LEARNING OBJECTIVES

- What conflict is, the different stages of conflict, and what causes conflict
- What emotional intelligence is
- Different techniques to help you reflect on conflict and manage your emotions

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Effective Online Meetings
DURATION	11 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Online or virtual meetings are highly convenient and help us to save on time and costs, but they can be difficult to manage and present a number of communication challenges. This short film looks at the benefits and drawbacks of video meetings and explains what learners can do to ensure that online meetings are as productive as possible.

LEARNING OBJECTIVES

- The benefits of online meetings
- Why virtual meetings present communication challenges
- Key points of online meeting and video call etiquette
- Key principles around effective meetings

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Giving Useful Feedback
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Effective feedback is a powerful tool which enables managers, peers, or business-to-business customers to communicate whether their needs and expectations are being met, develop others' skills and confidence and affirm their organisation's values. In this course learners will apply principles which will help them give useful feedback, whether it's positive or corrective, and move the conversation on to future improvements.

LEARNING OBJECTIVES

- Employ a range of skills to give useful feedback more effectively
- Understand the value of good feedback
- Understand the different kinds of feedback managers need to provide
- Understand the different contexts in which feedback needs to be given
- Appreciate the role of useful feedback in performance management

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	How to Give Feedback
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Giving feedback is an essential part of supporting staff development in the workplace and creating a learning culture. Feedback helps to develop both individuals and teams by raising awareness of their strengths and highlighting areas where improvement may be needed. Although giving honest and effective feedback might seem straightforward, there are some basic steps that can help to give people the confidence they need to make sustainable positive changes. This micro-course looks at how to use the appreciative enquiry model to give regular, constructive feedback in a way that stimulates development and motivation, and shows how anticipating likely responses to feedback can help us to pitch key messages at the most appropriate level.

LEARNING OBJECTIVES

- Why regular constructive feedback is essential for staff development Why feedback needs to be a two-way process
- How to use the appreciate enquiry model to provide feedback how to anticipate responses to feedback and pitch key messages appropriately
- How effective feedback can be used to build confidence and enable people to make sustainable long-term improvements

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	How to Give Feedback (film)
DURATION	11 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Giving regular, constructive feedback helps to develop both individuals and teams by raising awareness of their strengths and highlighting areas where improvement may be needed. This short film looks at how to use the appreciative enquiry model to give feedback in a way that stimulates development and motivation, and sets out some basic steps that can help to give individuals the confidence they need to make sustainable positive changes.

LEARNING OBJECTIVES

- Why regular, constructive feedback is important for staff development
- The importance of praise and positive feedback
- How to use the appreciative enquiry model to provide constructive feedback on performance
- How to make feedback a two-way process

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Inclusive Language and Communication
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being able to communicate in an inclusive way is key to getting the very best out of our people and meeting the needs of our clients and customers. This short course looks at how the language we use and the way we communicate can serve to reinforce bias and perpetuate stereotypes and examines the role that inclusive communication can play in supporting a working culture where everyone feels able to contribute and achieve their potential.

LEARNING OBJECTIVES

- Why language and communication are key to creating an inclusive working culture
- How exclusive language can impact on relationships, recruitment and motivation
- The importance of using respectful language when dealing with people from minority groups
- Why our micro-messages play such a crucial role in inclusive communication

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Inclusive Language and Communication (film)
DURATION	11 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being able to communicate in an inclusive way is key to getting the very best out of people and meeting the needs of clients and customers. This short film looks at how the language used and the way we communicate can serve to reinforce bias and perpetuate stereotypes and examines the role that inclusive communication can play in supporting a working culture where everyone feels able to contribute and achieve their potential.

LEARNING OBJECTIVES

- Why language and communication are key to creating an inclusive working culture
- How exclusive language can impact on relationships, recruitment and motivation
- The importance of using respectful language when dealing with people from minority groups
- Why our micro-messages play such a crucial role in inclusive communication

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Six Steps to being more productive
DURATION	15 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Ensuring that we are as effective and productive as possible at work is all about making the right choices with our time and resources. This short film sets out six key things learners can do to improve productivity, from prioritising and planning work to reducing distractions, getting into 'deep work' mode, managing email communication and taking regular breaks.

LEARNING OBJECTIVES

- How to plan and prioritise work using the urgent/important (Eisenhower) matrix
- Ways of managing distractions and getting into deep work mode
- Good email management
- How to tackle complex or daunting tasks
- Why being more productive may involve saying no to other people's demands
- The importance of taking breaks to rest and recharge our batteries

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Six Steps to Effective Delegating
DURATION	14 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Effective delegation supports staff development and improves employee motivation, helping to build a culture of trust in an organisation and boosting both individual and team performance. Giving people the responsibility to carry out activities that will stretch and challenge them allows them to learn and grow, while at the same time giving managers more time to focus on other aspects of their role. This short film sets out six key things to bear in mind when delegating and looks at how to structure and monitor the delegation process so that the goals of the organisation are met and constructive professional development occurs in the process.

LEARNING OBJECTIVES

- The key benefits of delegating for you as a manager and for your team
- How to choose the right person for the task
- Why it's important to explain exactly what you require of the person you're delegating to and set clear boundaries and expectations
- How to support the development needs of the team by delegating authority and responsibility where appropriate
- How to monitor progress and provide feedback during the delegation process

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Six Steps to Leading Productive
DURATION	Meetings 60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

All too often, the meetings we attend are tedious, irrelevant and a waste of our time - when they ought to be a place where we can get together to share information, skills and experience and achieve something special. Meetings are an expensive activity for any organisation, so it's important that they actually achieve what they set out to do, and don't just stop people from getting on with their jobs. Using a mix of drama and expert commentary, this course looks at why so many meetings go wrong and provides six easy steps for reclaiming the power of the meeting and turning it into a dynamic space for constructive collaboration.

LEARNING OBJECTIVES

- The importance of creating and maintaining a positive atmosphere in meetings
- How to encourage creativity and get people to share ideas, information and resources
- How asking questions can help us manage conflict situations and find answers to problems
- What to do when people don't turn up
- Why thinking outside the group makes for better decisions
- What we can do to ensure buy-in and commitment

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Six Steps to Productive Meetings
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Meetings are a significant investment of time and money for any organisation - so it's important to make sure that when they do happen, they represent a worthwhile return on that investment and don't simply get in the way of everyone doing their job. Setting clear objectives, asking questions, creating a positive atmosphere and ending on a high are all part of leading great meetings that maximise everyone's contributions and reach a constructive conclusion. This short course shows how to lead meetings in a way that boosts creativity, encourages collaboration and achieves positive outcomes for everyone.

LEARNING OBJECTIVES

- How to start meetings on a positive note and maintain a positive atmosphere
- Why asking questions is better than making statements
- The importance of setting clear goals and objectives
- How to foster innovation and creativity
- Why thinking beyond the boundaries of the group makes for better and more sustainable decision-making
- Why ending meetings on a positive, future-oriented note encourages a willingness to honour commitments

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Six Steps to Productive Meetings
DURATION	11 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Meetings are a significant investment of time and money for any organisation - so it's important to make sure that when they do happen, they represent a worthwhile return on that investment and don't simply get in the way of everyone doing their job. Setting clear objectives, asking questions, creating a positive atmosphere and ending on a high are all part of leading great meetings that maximise everyone's contributions and reach a constructive conclusion. This short film shows how to lead meetings in a way that boosts creativity, encourages collaboration and achieves positive outcomes for everyone.

LEARNING OBJECTIVES

- How to start meetings on a positive note and maintain a positive atmosphere
- Why asking questions is better than making statements
- The importance of setting clear goals and objectives
- How to foster innovation and creativity

SUITE	Performance & Leadership
TOPIC	Communication
COURSE NAME	Understanding Communication Styles
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Everyone has different personality types and communication styles. When working in a team, it can be helpful to understand our own and others' styles so we can relate to each other better and communicate effectively. In some cases, adapting a communication style to the preferred style of individual team members can improve performance and productivity. In this Understanding Communication Styles eLearning short course, learners explore the different types of communication styles and how to recognise who has which style. This course looks at the core behaviours that link to each style and how these behaviours can affect the success and productivity of teams.

LEARNING OBJECTIVES

- Be aware of different personality types and communication styles
- Understand the correlation between personality types and communication styles
- Be aware of the different types of behaviour that can be displayed for each communication style
- Understand how to recognise different communication styles
- Understand how adapting their communication methods to match your team can improve performance and productivity

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Dealing with Sensitive Issues: Overview
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Certain problems that arise in the workplace touch on sensitive personal issues and need careful handling if they are to be addressed effectively and not lead to tribunal action. It's important to be guided by concern for the individual as well as being mindful of the impact of the issue on their work and colleagues. The aim should always be to have a constructive dialogue that focuses on finding a workable and sustainable solution. Combining drama and role-play with analysis of the legal implications for employers, 'Dealing with Sensitive Issues' looks at the challenges of addressing sensitive issues in the workplace and demonstrates some effective techniques for doing so.

LEARNING OBJECTIVES

- The importance of taking action early to stop issues from escalating
- How to broach personal issues and address they sensitively and effectively
- Considerations around learners' privacy and confidentiality
- Key legal considerations for employers when dealing with sensitive issues at work

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Dealing with Sensitive Issues: Overview (film)
DURATION	10 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Certain problems that arise in the workplace touch on sensitive personal issues and need careful handling if they are to be addressed effectively and not lead to tribunal action. It's important to be guided by concern for the individual as well as being mindful of the impact of the issue on their work and colleagues. The aim should always be to have a constructive dialogue that focuses on finding a workable and sustainable solution. Combining drama and role-play with analysis of the legal implications for employers, in this short film workplace mediator and psychotherapist Barry Winbolt looks at the challenges of addressing sensitive issues in the workplace and demonstrates some effective techniques for doing so.

LEARNING OBJECTIVES

- The importance of taking action early to stop issues from escalating
- How to broach personal issues and address they sensitively and effectively
- Considerations around learners' privacy and confidentiality
- Key legal considerations for employers when dealing with sensitive issues at work

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Handling Difficult Conversations
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

It could be addressing someone's behaviour or work performance, breaking the news about redundancies, turning someone down for promotion or trying to get a long-term absentee back to work. Whatever the issue at stake, being able to approach these kinds of difficult conversations constructively is a crucial skill for managers. A positive outcome can mean the difference between an employee becoming more engaged and productive, or getting increasingly dissatisfied, going absent or even making a grievance claim.

LEARNING OBJECTIVES

- The most common mistakes we make when having a difficult conversation and how to avoid them
- Effective preparation for a difficult conversation
- The importance of listening
- Key communication skills
- How to stay calm and defuse the situation
- How to get to the root of the problem
- How to negotiate and agree a way forward

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Handling Difficult Conversations (short)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Difficult conversations come in all shapes and sizes. It might be tackling an employee's poor performance, breaking news of redundancies or dealing with a sensitive personal issue affecting a member of staff - but whatever the issue, being able to approach tricky conversations with confidence is a crucial skill for all leaders and managers. Using a combination of original drama with insight from leading workplace mediation experts, this short course shows how to remove the fear factor from difficult conversations, employ a constructive approach and ensure they achieve the desired outcome.

LEARNING OBJECTIVES

- Why certain conversations can make us apprehensive
- Common mistakes that we make when having difficult conversations
- The importance of good preparation and knowing the facts
- Key communication skills and why it's essential to listen
- How to find a sustainable solution and move on

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Handling Difficult Conversations (film)
DURATION	10 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Difficult conversations come in all shapes and sizes. It might be tackling an employee's poor performance, breaking news of redundancies or dealing with a sensitive personal issue affecting a member of staff - but whatever the issue, being able to approach tricky conversations with confidence is a crucial skill for all leaders and managers.

LEARNING OBJECTIVES

- Why certain conversations can make us apprehensive
- Common mistakes that we make when having difficult conversations
- The importance of good preparation and knowing the facts
- Key communication skills and why it's essential to listen

SUITE	Performance & Leadership
TOPIC	Difficult & Sensitive Conversations
COURSE NAME	Having Difficult Conversations
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

In our working lives, we will all need to have difficult conversations sometimes. These require a range of communication skills: verbal (e.g. using different types of questions), non-verbal (e.g. body language) and conversation management (e.g. preparing for the conversation and remaining objective). This course focuses on verbal and non-verbal communication skills, the associated planning, and the preparation a manager should do before a challenging conversation with an employee. It follows the scenario of a manager meeting with an employee to discuss a performance issue. Learners must choose the best responses to the employee to progress.

LEARNING OBJECTIVES

- Learn to employ a range of communication skills to manage difficult conversations more effectively
- Recognise when a difficult conversation may be necessary
- Discover how to prepare effectively for difficult conversations
- Learn to employ a range of verbal communication skills
- Discover how to employ a range of non-verbal communication skills

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Drug and Alcohol Awareness
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Drugs and alcohol touch all our lives, directly or indirectly. For a healthy lifestyle, it is important to be aware of the effects drugs and alcohol can have on our wellbeing. Do learners know how to spot the signs of drug or alcohol dependence in themselves or others? Would they know what to do if they did spot the signs? This course explores drugs and alcohol from a wellbeing perspective.

LEARNING OBJECTIVES

- Drug and alcohol dependence, and their signs and symptoms
- How managers can support people struggling with dependence
- Understand that legal, prescribed drugs can cause addiction, just like recreational, illegal substances
- Strategies for cutting back on alcohol intake
- Avenues to get help for drug and alcohol problems

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Healthy Lifestyle - Drink
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Staying hydrated is important to our health and wellbeing. Water provides everything our bodies need to replenish the fluids it loses. However, there are many different beverages that we can drink. The question is, are we making the healthiest choices? By the end of this course, learners will be able to identify how drinking the right things can contribute to a healthier lifestyle.

LEARNING OBJECTIVES

- Understand why hydration is important to our wellbeing
- Understand the impact of unhealthy drink choices on your overall wellbeing
- Understand how to make healthy drink choices
- Understand the impact of healthy drink choices on your overall wellbeing

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Healthy Lifestyle - Exercise
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Exercise: some people love it, some people don't, but it's an essential part of a healthy lifestyle. Regular movement comes with a host of physical and mental health benefits, boosting our energy, moods and strength. By the end of this course, learners will be able to understand how exercise can contribute to a healthier lifestyle.

LEARNING OBJECTIVES

- Understand how exercise contributes to better health
- Understand how it contributes to better overall wellbeing
- Understand how to incorporate more movement into daily lives

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Healthy Lifestyle - Food
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

A balanced and varied diet is an important part of a healthy lifestyle. Consuming good quality food promotes good physical and mental health, boosting mood and increasing energy levels. This course explores what learners can do to make sure they're getting the most from their diet. By the end of this course, learners will be able to recognise the health benefits of a healthy diet and the different nutrients that make up healthy food.

LEARNING OBJECTIVES

- Understand the health benefits of a healthy diet
- Understand how this can have a positive impact on your wellbeing
- Recognise the different nutrients that make up healthy food

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Healthy Lifestyle - Sleep
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We need the right amount of good quality sleep to live a healthy lifestyle. Missing out on good-quality sleep can make it difficult to focus and think clearly and can cause long-term health issues. By the end of this course, learners should be able to identify the benefits of sleep and different habits they can adopt to help them sleep better.

LEARNING OBJECTIVES

- Understand the benefits of a good-quality sleep
- Understand the impact of sleep deprivation
- Understand how your body clock works
- Know how much sleep your body needs
- Know what you can do to ensure the best quality sleep

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Healthy Living Awareness
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

The Healthy Living course is aimed at building awareness about proper nutrition, physical activity and sleep to help learners improve their overall physical and mental wellbeing. It also describes the harmful effects of tobacco use and excessive alcohol consumption, and tips to help quit smoking and cut back on alcohol. Adopting a healthier lifestyle can not only make a person look better, but it can prevent them from developing a life-threatening illness and help them enhance their quality of life.

LEARNING OBJECTIVES

- The benefits of healthy eating, hydration, physical activity and sleep.
- The risks to health if nutrition, hydration, physical activity and sleep do not meet the recommended amounts.
- How you can make small changes to move towards a healthier lifestyle

SUITE	Performance & Leadership
TOPIC	Healthy Living
COURSE NAME	Work Life Balance (Challenge)
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Do learners have a good balance between their work responsibilities and their life outside of work?
Creating a healthy work-life balance can be challenging. In this course, learners meet Stefan, who is struggling to juggle all the competing demands in his life. By making the right choices about work-life balance, they learn coping techniques for balancing work and life – and help Stefan out along the way. Can they pass the Work-life Balance Challenge?

LEARNING OBJECTIVES

- Understand what work-life balance is
- How balanced is your work and social life
- Consequences of poor worklife balance
- How to make better work-life balance choices
- Coping techniques for balancing work and life

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Coaching Awareness
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Successful managers can get the best out of everyone in their team but creating and sustaining a high-performance culture is a challenge. Coaching is a non-directive technique which empowers team members to take increasing ownership of their own performance improvement. Managers who coach ask questions rather than providing answers, support instead of judging, and facilitate development instead of micromanaging. This course will give learners an awareness of how coaching can help them and their team. By the end of this course, they should be able to recognise how to use the GROW model to guide their coaching conversations.

LEARNING OBJECTIVES

- Understand what coaching is
- Understand the key principles of coaching
- Understand the key skills for coaches
- Understand how effective coaching benefits businesses
- Understand how to improve coaching methods

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Flexible Working
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

The working environment is evolving. Collaborative technology is improving and many organisations now have a global reach. Many organisations are thinking differently about their working practices.
Increasing flexibility for the workforce is a popular solution for learners and organisations to meet these changing requirements. This Take 5 encourages managers to think about the benefits and challenges of flexible working practices and how to implement them.

LEARNING OBJECTIVES

- Understand the benefits of flexible working for employers
- Understand the benefits of flexible working for workers and managers
- Understand how to implement and maintain a flexible working policy
- Learn to prepare for challenges and how to overcome them
- Learn how to communicate expectations with flexible working

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	How to Delegate
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Delegating is one of the key tools that a manager has to develop and motivate the individuals on their team. While it requires an investment of time and effort at the outset, giving people the space and time to carry out activities that will stretch and challenge them can be hugely beneficial in the long run, as it supports staff development and builds motivation and gives managers more time to focus on other aspects of their role. This course looks at how to delegate effectively by identifying the tasks that are appropriate to delegate and sets out ways to structure and monitor them in order to ensure that the goals of the organisation are met and that professional development occurs in the process.

LEARNING OBJECTIVES

- The benefits of delegating
- Why we may fail to delegate and common mistakes
- How delegating can support staff development
- Choosing suitable tasks for delegation
- Delegating according to individuals' skills and needs
- How to set SMART objectives
- The importance of planning, monitoring progress and providing feedback
- The five levels of delegation

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Inclusive Leadership
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

If we think about diversity as being the 'mix', then an inclusive leader is one who is able to actively draw out and use the knowledge, skills and insights of this diverse mix. Inclusive leaders do this by creating an inclusive workplace culture, building inclusive relationships both within their immediate team and beyond, and eliminating the impact of unconscious bias on their decisions.This ground-breaking training contains up-to-the-minute insights from pioneers in the field of inclusive leadership, combined with original drama demonstrating inclusive leadership in action and tools for developing inclusive leadership skills at all levels of their organisation.

LEARNING OBJECTIVES

- The benefits of being an inclusive organisation
- The key traits of inclusive leadership
- The skills necessary to become an inclusive leader
- Why inclusive leaders and inclusive teams are more effective
- How to build an inclusive culture
- The importance of building inclusive relationships
- How tackling the impact of unconscious bias in the workplace leads to better decision-making

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Introduction to Coaching
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Coaching is a development approach that is focused around helping people to recognise and draw on their own resources in order to face the challenges and demands of their job. As such, it represents an investment in building the capacity of people and developing the long-term skills and abilities of a workforce and can be particularly effective for people who are new to a leadership or management role. This short course shows how coaching conversations can support training and development goals and demonstrates key techniques and strategies through a series of dramatised conversations.

LEARNING OBJECTIVES

- The purpose of coaching
- The benefits of taking a coaching approach to development
- Situations in which coaching can be effective
- Key techniques and strategies to use in coaching conversations

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Making Appraisals Count
DURATION	17 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

The appraisal process enables you, as a manager, to help learners align their work with the organisation's long-term aims and objectives. A good appraisal will help them to focus on what needs to be done and ensures they have the skills and tools to do their job well. In this course learners will explore how to engage with others in the appraisal process to ensure successful outcomes.

LEARNING OBJECTIVES

- Understand the benefits of effective appraisals
- Demonstrate how to prepare for employee appraisals
- Identify tools, documents and strategies that support the appraisal process
- Understand how to set performance objectives that align with the organisation's aims, objectives, and competency framework
- Be aware of the importance of employee engagement in the appraisal process

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Managing Change
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

There are several drivers that may prompt a significant change in a learner's working environment. These could include restructuring, new management, moving to a new location, a shift to flexible or remote working, and shifts in how the organisation delivers its good and services. The challenge is to harness the opportunity presented and use it to consider new and different ways of working for a team. Our Managing Change Take 5 equips managers with the skills and knowledge they need to support their staff through periods of change and upheaval.

LEARNING OBJECTIVES

- Understand what can prompt change in an organisation
- The importance of communication during periods of change
- The benefits of managing change well
- The challenges when change is managed badly
- How to support learners during periods of change

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Managing Performance Effectively
DURATION	20 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Effective performance management depends on their ability to interpret performance monitoring data and design effective interventions to maximise everyone's potential. Learners will need to combine their understanding of their organisation's goals and their insight into the people they manage and the roles they perform. In this course tlearners will explore a range of possible interventions and contextual considerations and intervene to help four people.

LEARNING OBJECTIVES

- How to use formal and informal reviews effectively
- The importance of matching expectations for performance
- Management strategies for performance issues
- Why early intervention for issues is important
- How to monitor and adjust targets

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Managing Remote Workers
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Giving people the flexibility to work remotely can benefit staff and employers alike, enabling organisations to make financial savings and boost productivity while making it easier for their staff to balance the demands of work and home life, reduce the stress, expense and time of the daily commute and focus on tasks without the distractions of an office environment. Designed for organisations that are either new to remote working or looking to expand the flexible working options they offer their staff, this course looks at the benefits and challenges of remote working and provides advice for leaders and managers on how to ensure that their home workers remain connected, engaged and productive.

LEARNING OBJECTIVES

- Why a combination of home and office-based working can be a good solution
- The benefits and challenges of enabling people to work remotely
- How to hold effective online meetings
- How to manage key areas such as performance, coordination of effort and problem solving
- Key considerations for managers around the mental health and well-being of remote workers

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Managing Sickness Absence
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Sickness absence is a fact of working life, and one of sickness absence management's main purposes is to properly support people who are away from work or who have just returned. It is also a way to ensure the absence does not damage business. Absence, especially if it is regular or prolonged, can have an effect on the productivity of the team and organisation as a whole. This has to be managed with great sensitivity and fairness to everyone involved. Managers who have received training in this area may be more likely to handle the situation effectively and ensure a good outcome. This course explores best practice for managing sickness absence, including general absences, return to work interviews, regular or long-term absences, and formal capability procedures for managing performance concerns.

LEARNING OBJECTIVES

- Handle sickness absence fairly and effectively in the team
- Support the person experiencing sickness absence
- Identify when sickness absence is causing performance concerns
- Handle performance concerns appropriately
- Manage long term sickness absence effectively

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Maximising Potential through Developing Strengths
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

People perform best when they are doing what they are good at and what they love. Put simply, a strengths-based approach is one that focuses on what people are capable of and energised by, rather than on what they have done in the past or their technical knowledge. Instead of focusing on addressing a person's weaknesses, it places the emphasis on developing and enhancing their existing strengths and discovering their potential. Combining drama with expert commentary, this short course looks at how taking a strengths-based approach to development can deliver huge benefits in terms of identifying and maximising potential, improving engagement and motivation and boosting performance.

LEARNING OBJECTIVES

- The thinking behind a strengths-based approach
- The benefits for both organisations and individuals
- How this approach can be of particular use in energising and motivating staff, unlocking potential and improving performance
- How to conduct a performance appraisal interview based around strengths

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Mentoring Awareness
DURATION	10 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Mentoring can be a very positive experience for the employee being mentored and the mentor themselves. By passing on their greater experience, mentors play a crucial role in accelerating the development of the mentee and keep valuable knowledge circulating. There are many skills that can contribute to a successful mentor/mentee relationship. Training gives a clearer picture of what these are and how they help. Mentoring lets individual learners access a mentor's experience and expertise in one-to-one conversations. The mentee then applies these insights to fuel their own professional and personal development. This course outlines the key features of mentoring, contrasting it with coaching, as the two terms are often used interchangeably. It will help learners identify potential mentees – and mentors – and set up more effective mentoring partnerships.

LEARNING OBJECTIVES

- Awareness of mentoring and its importance
- Knowing the difference between mentoring and coaching
- Understanding what mentoring can achieve
- Identifying who can benefit from mentoring
- Awareness of the key skills needed to mentor effectively

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Monitoring Performance Effectively
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

In this course learners will explore good practice for monitoring their team's performance effectively. They will look at the benefits of ongoing monitoring, informal vs formal monitoring, and how to take a collaborative approach. How can they use these strategies in their own team? By the end of the course, learners will be able to identify effective strategies for monitoring their team's performance.

LEARNING OBJECTIVES

- Understand why performance monitoring is important
- Have strategies for performance monitoring
- Understand the importance of a collaborative approach
- Understand informal performance monitoring
- Understand formal performance monitoring

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Motivating People
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Once our fundamental requirements such as food and safety are satisfied, what motivates us or gives us purpose varies considerably from person to person. Understanding individual motivation and how it affects our behaviour and engagement at work is a key skill for leaders who want to attract and retain talent, maximise productivity and steer their organisation through periods of change and uncertainty. With a diagnostic tool designed to help managers identify and work with the individual motivators within their teams, this short course looks at some of the most common needs that motivate us and sets out how leaders can leverage they in order to get the very best out of individuals, teams and the wider organisation.

LEARNING OBJECTIVES

- Why being able to motivate others is a crucial skill for leaders
- The different factors that shape our personal motivation
- The 8 basic needs that determine our personal motivation
- How an understanding of individual motivators can be used to inform performance management conversations and improve staff engagement and productivity

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Supporting New and Expectant Parents
DURATION	45 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Becoming a parent is an important moment in a person's life - and as their employer or manager they have a key role to play in supporting they through their parenthood journey. The process starts from the moment they are informed of a pregnancy, and continues far beyond the individual's return to work afterwards, and the investment they make in effective communication, planning and support will be essential both for their well-being and their ongoing commitment to they as their employer. Employee maternity and paternity will also impact on their other staff and on the organisation as a whole, so the effective management of any transitions and changes is crucial. Developed in partnership with some of the UK's leading parenthood experts, this course takes learners through the process of working with new and expectant parents, and managing the implications of maternity and paternity for the wider organisation.

LEARNING OBJECTIVES

- The business and societal factors that demand best practice when managing parents in the workforce
- Key concerns for leaders and managers when managing new or expectant parents
- How to manage maternity and paternity transitions effectively
- The importance of work-life balance and how flexible working options can support this
- How to apply a simple and effective framework to underpin and support planning, communication and negotiations

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	Supporting Your Team's Performance
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Learners who feel supported by their managers and given all the tools they need to succeed are much more likely to perform well and be satisfied with their roles. All managers need to promote a positive atmosphere for their teams to work in to achieve their goals. It is important for managers to understand how to effectively support all members of their teams. This is true for leaders at all levels of a business. Supporting their team to make the most of their performance and job satisfaction is a key skill for all managers. Knowing the best strategies to use to support their team to do their best work can be very helpful. Our Supporting Your Team's Performance Take 5 course allows managers to put their skills to the test. How well can they support their team to make sure their performance is at its best?

LEARNING OBJECTIVES

- The importance of supporting your team as a manager
- Identify supportive actions
- Identify unsupportive actions
- Understand the skills required to improve performance
- Understand how to respond to challenging situations in a supportive way

SUITE	Performance & Leadership
TOPIC	Maximising Performance
COURSE NAME	The Performance Management Lifecycle
DURATION	10 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

The success of any organisation rests on the performance of its learners. Managers play a vital role in helping learners reach their best possible performance level through effective performance management. It is important that managers are clear on how best to manage their team's performance. Training in this subject helps to make this clear, with theoretical backing such as the three key stages of performance management providing an informative support to real-world practice. Organisations that invest in performance management training reap the benefits in terms of their managers' skillsets and employee relations, and ultimately their business' success. This short course covers what the performance lifecycle is and how each element of it helps to effectively manage the performance of learners. By the end of this course, they should be able to identify the stages of the performance management lifecycle.

LEARNING OBJECTIVES

- Understand performance management and its importance
- Understand the manager's role in performance management
- Understand the three key stages of performance management
- Understand why these three key stages are important
- Understand the importance of collaboration

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Building Resilience
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Building resilience is all about developing the skills we need to withstand pressure, change and trauma in our lives and improving our ability to recover from setbacks and adversity. In the working environment, resilience enables us to cope with increased pressure and demand, handle problems constructively and approach organisational challenges such as redundancies, downsizing and restructuring with greater equanimity. In this short course, we look at the benefits that resilience can bring in both our personal and professional lives and how we can embark on our own resilience-building journey.

LEARNING OBJECTIVES

- What we mean by ‘resilience'
- How resilience can help us in our professional and personal lives
- The seven habits of resilient people
- What we can do to develop our own resilience

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Building Resilience (film)
DURATION	12 minutes
ACTIVITY TYPE	Short Film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Building resilience is all about developing the skills we need to withstand pressure, change and trauma in our lives and improving our ability to recover from setbacks and adversity. In the working environment, resilience enables us to cope with increased pressure and demand, handle problems constructively and approach organisational challenges such as redundancies, downsizing and restructuring with greater equanimity. In this short film, we look at the benefits that resilience can bring in both our personal and professional lives and how we can embark on our own resilience-building journey.

LEARNING OBJECTIVES

- What we mean by ‘resilience'
- How resilience can help us in our professional and personal lives
- The seven habits of resilient people
- What we can do to develop our own resilience

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Mental Health in the Workplace: Overview
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Mental health problems among staff pose a growing risk to employers. Yet the stigma attached to mental health still persists in many of today's workplaces and a lot of employers are unaware of the extent of the problem and how to tackle it - meaning that employees are not getting the help and support that they need and organisations are suffering as a result. Combining original drama, legal analysis, insights from business psychologists and mental health professionals and stories from people with lived experience, this e-learning course looks at common mental health problems such as stress, anxiety and depression and their impact in the workplace and provides an introduction to what employers can do to support the mental well-being of their staff.

LEARNING OBJECTIVES

- The impact of employee stress
- Key triggers for stress in the workplace
- How to spot the warning signs that someone may be suffering from stress
- Practical steps to take to reduce stress and support good mental health

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Mental Health Knowledge Check
DURATION	5 minutes
ACTIVITY TYPE	Knowledge check
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Assess a learner's comprehension of mental health in the workplace with this five-minute knowledge check. There are ten questions to answer, and they will receive feedback after each question.

LEARNING OBJECTIVES

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Mental Health: Doing the Right Thing
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Mental health problems cost employers billions of pounds every year in sickness absence, reduced productivity, poor customer service and recruitment costs. Yet the stigma attached to mental health still persists in many of today's workplaces, meaning that people are not getting the help and support that they need and organisations are suffering as a result. Using a combination of legal analysis, expert insight and powerful personal testimony, this short course looks at common mental health problems such as stress, anxiety and depression and sets out practical ways in which employers can support people with mental health issues and create a supportive and compassionate environment that benefits everyone.

LEARNING OBJECTIVES

- The risks posed by mental ill health and the costs to employers
- Why it's essential to put mental health on the same footing as physical health
- Why good mental health starts with good management practice and an open dialogue
- Employers' legal obligations to protect the mental health of their staff

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Online Wellbeing
DURATION	12 minutes
ACTIVITY TYPE	Short course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Do learners know how to protect their wellbeing and safety online? Online technology has revolutionised our work, social and educational lives. Sadly, this technological revolution isn't all positive. Online abuse, internet addiction and unrestricted access to inappropriate content are all serious issues born from our increased reliance on technology. Ensuring a healthy balance and knowing how to protect ourselves and others online is vital in the digital age.

LEARNING OBJECTIVES

- Recognise the effects social media and other internet use can have on mental health
- Strategies for changing habits around internet use and social media
- What online abuse is and how to combat it
- How to protect yourself and others online
- Taking a balanced approach to online usage

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Recognising Anxiety & Depression
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Anxiety and depression are the most common mental health problems encountered in the workplace. This course will explore what anxiety and depression are, the signs and red flags that may indicate they or their colleagues are suffering from anxiety or depression, and where to seek support. By the end of this course, learners should be able to recognise the signs of anxiety and depression and identify where to seek further help and guidance.

LEARNING OBJECTIVES

- Understand what anxiety and depression are
- Understand the differences between anxiety and depression
- Be able to identify the signs and red flags that indicate you may be struggling
- Be able to identify the signs and red flags that indicate a colleague may be struggling
- Understand where to seek further help and guidance if you or a colleague are struggling

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Resilience
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Resilience is like emotional muscle memory. It enables us to manage challenges that arise in life. This course looks at examples of how resilience in the workplace affects the outcomes in various scenarios. A learner's challenge is to make decisions that recognise and support resilience in these scenarios.

LEARNING OBJECTIVES

- Understand what Resilience is
- Describe the characteristics that demonstrate resilience
- Describe why resilience is useful in the workplace
- Describe the attributes of resilience
- Understand how resilience can be improved

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Spotting Mental Health Red Flags
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Recognising the signs of mental health problems is the first step in getting support. In this course, learners will explore the importance of creating a workplace culture that promotes mental health and how to recognise the common signs that they or a colleague may need support. By the end of this course, learners should be able to recognise the common red flags for mental health problems in the workplace.

LEARNING OBJECTIVES

- Understand the importance of spotting mental health red flags
- Understand the importance of a pro mental health workplace
- Be able to recognise common mental health red flags

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Supporting their Colleagues' Mental Health
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

A key part of creating a positive mental health culture is knowing how to support colleagues when they experience mental health problems. In this course, learners will see how to offer an appropriate level of support and help a colleague access additional support if needed. By the end of this course, learners will be able to offer an appropriate level of mental health support in the workplace.

LEARNING OBJECTIVES

- Explore what mental health is
- Understand how to offer support to a colleague who may be struggling
- Understand when a colleague may need to access additional support

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	Wellbeing and Remote Working
DURATION	15 minutes
ACTIVITY TYPE	Short course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

The course highlights several ways that learners can take care of their wellbeing, such as taking notice of how they are feeling and techniques to give emotional relief. It also explains the importance of making proactive changes to their situation to help manage negative emotions, and how quality sleep, physical activity, a well-balanced diet, giving and learning, can positively impact health and wellbeing when working remotely.

LEARNING OBJECTIVES

- How to set up a workstation and improve the work environment at home
- Different time management techniques and how to manage distractions and interruptions
- How to identify and manage emotions and where you can get help and support

SUITE	Performance & Leadership
TOPIC	Mental Health
COURSE NAME	What is Mental Health?
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Everyone experiences mental health problems. In this course, learners will explore what mental health is, some of the more common mental health conditions, and mental health at work. By the end of this course, learners will be able to understand mental health in a workplace context.

LEARNING OBJECTIVES

- Understand what the term mental health means
- Understand what some of the common mental health conditions are
- Understand mental health in a workplace context

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Assert Yourself (short)
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Assertive behaviour enables us to do things like express our opinions, stand up for our rights, ask for what we want and disagree without conflict. It's all about communicating clearly and effectively, and being able to express our own views, needs and rights while at the same time respecting those of others. Illustrated with drama scenarios and commentary from an experienced behavioural psychologist, this short course shows how an assertive approach can help us take charge of our lives and achieve the outcomes that we want in a spirit of collaboration and respect.

LEARNING OBJECTIVES

- What we mean by 'assertiveness'
- The difference between passive, aggressive and assertive approaches
- The benefits of being assertive
- How we can use an assertive approach at work and in our daily lives

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Assert Yourself
DURATION	60 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Alll
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

When we find ourselves under pressure or in confrontational situations, we may react aggressively - or we may back down and say nothing. Neither approach is likely to result in a positive outcome and we're likely to come away from the situation wishing we'd handled things differently. Failure to assert ourselves and communicate clearly can have a negative impact on our interactions with colleagues, clients and customers and is likely to affect our personal effectiveness and productivity as well.

LEARNING OBJECTIVES

- What we mean by ‘assertiveness'
- The difference between passive, aggressive and assertive approaches
- The benefits of being assertive
- How we can use an assertive approach at work and in our daily lives

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Assert Yourself (film)
DURATION	10 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Assertive behaviour enables us to do things like express our opinions, stand up for our rights, ask for what we want and disagree without conflict. It's all about communicating clearly and effectively, and being able to express our own views, needs and rights while at the same time respecting those of others. This short film shows how an assertive approach can help learners take charge of their lives and achieve the outcomes that they want in a spirit of collaboration and respect.

LEARNING OBJECTIVES

- What we mean by 'assertiveness'
- The difference between passive, aggressive and assertive approaches
- The benefits of being assertive
- How we can use an assertive approach at work and in our daily lives

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Avoiding Workplace Conflict
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Conflict can be immensely costly to organisations, damaging to relationships and disastrous for productivity. Wherever it manifests itself, conflict is a major cause of stress in the workplace and it can lead to long-standing grievances, factionalism and absenteeism. Being able to handle conflict effectively, whatever the situation, is a skill that will help learners to build strong, constructive working relationships and improve the overall performance of their organisation. Featuring dramatised scenarios and expert analysis, this short course looks at the causes and patterns of conflict and provides a comprehensive toolkit for achieving positive outcomes.

LEARNING OBJECTIVES

- Why conflict develops and how it escalates
- The importance of interests and positions
- The need to separate people from problems
- The key communication skills for conflict resolution
- How to de-escalate conflict and embed new approaches to prevent it recurring.

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Avoiding Workplace Conflict (film)
DURATION	10 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Conflict can be immensely costly to organisations, damaging to relationships and disastrous for productivity. It might be an argument between a line manager and a member of their team, a personality clash between colleagues or even a power dispute between different departments in an organisation. Wherever it manifests itself, conflict is a major cause of stress in the workplace and it can lead to long-standing grievances, factionalism and absenteeism. Being able to handle conflict effectively, whatever the situation, is a skill that will help learners to build strong, constructive working relationships and improve the overall performance of their organisation. This short film looks at the causes and patterns of conflict and provides a comprehensive toolkit for achieving positive outcomes.

LEARNING OBJECTIVES

- Why conflict develops and how it escalates
- The importance of interests and positions
- The need to separate people from problems
- The key communication skills for conflict resolution

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Building Trust
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Trust is essentially our belief in the reliability, honesty or ability of another person or group of people, and the level to which we trust those around us is critical to the success of our collaboration and relationships with you. Just as there is a virtuous circle that comes from building trust with people, likewise when trust is damaged in some way, relationships can quickly deteriorate, resulting in people feeling detached and disengaged from each other, not sharing resources or information or even working against each other. Designed with a particular focus on new leaders but suitable for all staff, this course looks at how trust develops, its importance in working relationships and what we can do to improve our own ability to build and maintain it.

LEARNING OBJECTIVES

- How and why trust develops
- The difference between cognitive, emotional and transactional trust
- Why building and sustaining trust is a key skill for leaders
- The impact of a breakdown or lack of trust
- The importance of perspective-taking and empathy
- Steps we can take to improve our own ability to build and maintain trust

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Building Trust (film)
DURATION	14 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Trust is essentially our belief in the reliability, honesty or ability of another person or group of people. The degree to which we trust those around us determines to a large extent how successful or otherwise our working relationships will be, meaning that the ability to build and sustain trust is a crucial skill for leaders and managers. This short film looks at the importance of trust in the workplace, the kind of behaviours that can serve to build or destroy it and what learners can do to improve their own ability to build and maintain it on a day-to-day basis.

LEARNING OBJECTIVES

- How and why trust develops
- The difference between cognitive, emotional and transactional trust
- The impact of a breakdown or lack of trust
- The importance of perspective-taking and empathy
- How we can develop our own trust-building skills

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Developing Emotional Intelligence
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All Levels
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Distinct from our intelligence quotient (IQ), our EQ, or emotional quotient, is an indicator of our emotional intelligence, or our awareness of our own emotions and those of others and our understanding of their impact. This short course looks at the five core 'pillars' of emotional intelligence and shows how improving our emotional intelligence can help us increase our resilience, build and maintain constructive relationships and deal with difficult situations and people.

LEARNING OBJECTIVES

- What we mean by emotional intelligence (EI)
- The core competencies of EI
- How to develop and monitor our emotional intelligence
- How being emotionally intelligent can help us to improve key interactions in our professional and private lives

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Developing Emotional Intelligence (film)
DURATION	12 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Distinct from our intelligence quotient (IQ), our EQ, or emotional quotient, is an indicator of our emotional intelligence, or our awareness of our own emotions and those of others and our understanding of their impact. This short film looks at the five core 'pillars' of emotional intelligence and shows how improving our emotional intelligence can help us increase our resilience, build and maintain constructive relationships and deal with difficult situations and people.

LEARNING OBJECTIVES

- What we mean by emotional intelligence (EI)
- The core competencies of EI
- How to develop and monitor our emotional intelligence
- How being emotionally intelligent can help us to improve key interactions in our professional and private lives

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	How to be more Productive
DURATION	25 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being productive at work is all about making the right choices with the time and resources that we have available to us. This course looks at what can cause learners to be unproductive - from interruptions and a lack of planning to poor time management, email overload and an unwillingness to say no to other people's requests - and sets out tools and strategies for managing their workload better, reducing the impact of internal and external distractions, communicating and delegating effectively, and prioritising tasks using the urgent/important matrix.

LEARNING OBJECTIVES

- Why we might need to influence other people in the workplace
- Key behaviours that support more effective influencing
- Tactics and strategies for influencing
- The technique of influencing through story-telling
- How we can practice and improve our own influencing skills

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	How to Challenge
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Challenging others constructively in the workplace is a natural and healthy aspect of the collaborative process, indeed exercising the right to challenge others can help to boost our motivation and engagement. We may find challenging daunting, but a constructive challenge typically improves rather than worsens situations, and demonstrates a level of responsibility and emotional investment in our work. This course looks at how to challenge effectively by considering what's stopping learners from challenging in the first place, the different ways in which learners can challenge, and the situations in which each of these challenges might be appropriate, and explores strategies and techniques to give learners the confidence to express their opinions in a way that is both professional and constructive.

LEARNING OBJECTIVES

- The importance of being able to challenge effectively
- The sort of things we might need to challenge in the workplace
- Why we may be reluctant to challenge
- How challenging can support engagement and motivation
- Techniques and strategies for mounting an effective challenge
- How to say no and refuse requests that we cannot accommodate
- How to prepare for a challenge

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	How to Challenge (film)
DURATION	12 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being able to challenge others in the workplace is a natural and healthy aspect of the collaborative process. The idea of challenging colleagues might seem a daunting prospect, but a constructive challenge typically improves rather than worsens situations and demonstrates a level of responsibility and emotional investment in our work. This short film looks at how to challenge effectively by exploring strategies and techniques to give us the confidence to express our opinions in a way that is both professional and constructive.

LEARNING OBJECTIVES

- The impact on creativity and engagement for an organisation when individuals exercise their right to challenge
- Groupthink and the dangers of not expressing our opinions
- Why we avoid challenging in the workplace and how to overcome our reluctance to share our opinions
- Techniques and strategies to challenge effectively

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Influencing People
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

We spend a lot more time trying to influence other people than we might realise. From our earliest years at home and at school, we grow up learning how to influence our friends and family and we learn - often the hard way - what works and what doesn't. Being able to persuade and influence people is a key skill for everyone, but it's particularly important for leaders who need to communicate a particular vision and get people behind that vision to make it a reality. This course looks at why we might need to influence others in the workplace, sets out a range of different influencing behaviours and strategies and shows how we can improve our own ability to influence those around us.

LEARNING OBJECTIVES

- Why we might need to influence other people in the workplace
- Key behaviours that support more effective influencing
- Tactics and strategies for influencing
- The technique of influencing through story-telling
- How we can practice and improve our own influencing skills

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Influencing People (film)
DURATION	15 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being able to influence effectively is a key skill for everyone in the workplace, from individuals who want to get their suggestions heard to leaders who need to get people behind their vision and make it happen. This short film looks at when we might need to influence others in the workplace, sets out a range of different influencing behaviours and strategies and shows how we can improve our own ability to influence those around us.

LEARNING OBJECTIVES

- Why we might need to influence people in the workplace
- Effective techniques and strategies for influencing
- Key behaviours that support effective influencing
- How we can improve our own influencing skills

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Setting SMART Objectives
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

SMART objectives keep projects on track and workers motivated and engaged. They provide a clear way to measure progress and performance and to make sure each employee contributes to the organisation's overall goals in the best way. Setting good objectives is key to managing performance for individuals, their team, a project, and for personal development. In this course learners will find out about the benefits of setting SMART objectives. By the end of this module, learners should be able to recognise the process for setting SMART objectives.

LEARNING OBJECTIVES

- Gain an awareness of SMART objectives
- Learn how SMART objectives benefit learners and managers
- Learn to write SMART objectives
- Gain an awareness of effective employee support through SMART goals
- Understand the effects of SMART objectives on performance

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Time Management
DURATION	5 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

It is easy to get distracted or overwhelmed with the number of things that need to be done in a day. Not managing those tasks properly can prevent a person from doing their job well and can lead to added stress, decreased mental and physical health, and other problems at work. Effective time management techniques will give learners more time to do things they enjoy, such as spending time with family, relaxing or focusing on personal development.

LEARNING OBJECTIVES

- How time management can improve work-life balance and decrease stress
- Techniques to create an effective to-do list and prioritise tasks
- Different time wasters and techniques for how to avoid them

SUITE	Performance & Leadership
TOPIC	Personal Effectiveness
COURSE NAME	Working from Home
DURATION	30 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Being able to work from home gives us the chance to configure our working day to accommodate the various demands on our time and energy and make the most of our periods of peak productivity - but while it offers a huge number of advantages, it also brings with it a series of challenges around things like communication and team-working and raises the risk of isolation and exclusion. This course sets out what home workers can do to make sure that they stay healthy, happy and productive while remaining connected to their organisation and able to reap all the benefits that home-working has to offer.

LEARNING OBJECTIVES

- The benefits and challenges of working from home
- Online meeting and video call etiquette
- How to approach time management, work-life balance, motivation and communication
- How to configure our working day to suit our personal needs and working styles
- How to avoid feelings of isolation and support their mental and physical health as a home worker

SUITE	Performance & Leadership
TOPIC	Recruitment
COURSE NAME	Conducting Effective Interviews
DURATION	15 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	HR

DESCRIPTION

Making a good hire is one of the most vital ways to contribute to an organisation's long-term success. To ensure that happens, employers need to think about the interviewing skills of their managers.
Employers that invest in a functional, effective recruitment process are investing in the future success of their organisation. Getting the right people in the right positions at the right time is crucial for all businesses. Making sure they hire the right people has a huge effect on business success, and that process begins with effective interviews. Interviewing skills are important for all managers to develop and contribute to the success of their organisation. Our Conducting Effective Interviews eLearning short course follows a manager through an interview process. Learners are asked to make the right decisions to ensure the process runs smoothly and has a positive outcome.

LEARNING OBJECTIVES

- Prepare for an interview adequately and ahead of time
- Identify when to use open, probing, and closed questions
- Avoid inappropriate or discriminatory lines of questioning
- Structure an interview appropriately
- Understand the importance of effective interviewing techniques

SUITE	Performance & Leadership
TOPIC	Stress
COURSE NAME	Identifying Stress in Your Team
DURATION	5 minutes
ACTIVITY TYPE	Take 5
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Over time, uncontrolled work-related stress can lead to anxiety and depressive disorders, which are among the leading causes of absence. Would you know how to spot the signs if it appeared in your team? Our Identifying Stress in Your Team short course is a single module exploring what work-related stress is, how to spot it and how to support your team if they are stressed. It gives examples based on common scenarios managers might see playing out in their reports and suggests practical ways to reduce the burden of stress on their team before it becomes a larger issue.

LEARNING OBJECTIVES

- How common work-related stress is
- The 6 key areas that can cause stress
- Signs an employee is suffering from stress
- Techniques for managing their team's stress
- How to support your team

SUITE	Performance & Leadership
TOPIC	Stress
COURSE NAME	Managing your Personal Stress
DURATION	20 minutes
ACTIVITY TYPE	Short Course
SUGGESTED LEVEL	All
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Millions of working days are lost to work-related stress and its associated health problems every year. When our stress is allowed to continue unchecked, it can lead to depression and anxiety, which can have devastating effects. Controlling work-related stress is a shared responsibility between employers and employees themselves. It can help workers cope if they know how to recognise the signs of stress in themselves and the steps they can take to control it. In this course, learners will look at what happens to people suffering from stress at work. This will help them to understand causes, symptoms, and coping strategies.

LEARNING OBJECTIVES

- How to recognise causes of stress
- How to manage personal stress
- How to review work practices which may be causes of stress
- How to develop effective coping strategies for stress
- What the behavioural, physical, mental, and emotional symptoms of stress can include
- How to request a risk assessment for individual stress
- How to raise issues and areas for concern regarding stress at work

SUITE	Performance & Leadership
TOPIC	Stress
COURSE NAME	Mental Health in the Workplace: Stress Less
DURATION	12 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

Stress is now the leading cause of sickness absence in the UK today. It can have a drastic effect on our productivity, confidence and mental well-being - and if left unaddressed can lead to serious mental and physical health problems. Understanding the physical process behind the stress response and identifying our own triggers and reactions can help us to manage stress more effectively and reduce its damaging impact on our lives. Using a combination of real-life stories, expert insight and original drama, this short film looks at the nature of stress and its impact on our health and explains what we can do to combat it and support our general mental well-being.

LEARNING OBJECTIVES

- The impact of employee stress
- Key triggers for stress in the workplace
- How to spot the warning signs that someone may be suffering from stress
- Practical steps to take to reduce stress and support good mental health

SUITE	Performance & Leadership
TOPIC	Stress
COURSE NAME	Mental Health in the Workplace: Managing Stress
DURATION	15 minutes
ACTIVITY TYPE	Short film
SUGGESTED LEVEL	Beginner
SUGGESTED TARGET LEARNERS	Managers

DESCRIPTION

Stress is a major problem for employers and learners alike, costing UK businesses and organisations billions of pounds every year and blighting the lives of millions of people in the workplace and beyond. Employers have a legal responsibility to protect the physical and mental health of their staff, and a key part of this is being able to minimise the risks posed by stress in the workplace. Combining analysis from leading business psychologists with powerful personal accounts from people with experience of stress-related mental health problems, this short film looks at the key triggers for stress and sets out practical steps that employers can take to reduce their impact and support general mental well-being at work.

LEARNING OBJECTIVES

- The impact of employee stress
- Key triggers for stress in the workplace
- How to spot the warning signs that someone may be suffering from stress
- Practical steps to take to reduce stress and support good mental health
- Employers' legal obligations with regards to learners' mental health
- How good management, open communication and healthy working relationships are key to our psychological well-being at work

SUITE	Performance & Leadership
TOPIC	Stress
COURSE NAME	Stress Awareness
DURATION	40 minutes
ACTIVITY TYPE	Full Course
SUGGESTED LEVEL	Intermediate
SUGGESTED TARGET LEARNERS	All Staff

DESCRIPTION

To ensure the wellbeing of their learners, it is essential to understand and recognise common causes of stress. Work-related stress can develop when an employee is unable to cope with the pressures being placed on they at work. This might be down to an excessive workload, lack of flexibility, a lack of support or feeling uncomfortable in the workplace. The online course explains four models commonly used in analysing work-related stress. The course also demonstrates practical tips and techniques to help relieve and manage stress, from reducing the buildup of stress on a day to day basis to finding new ways to relax and provides information about where to find advice and support.

LEARNING OBJECTIVES

- What stress is and the effects it has on an individual's mind and body
- Four models used to analyse and assess work-related stress and how organisations can address it
- Stress relief techniques and stress management tools

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