

Training Directory

Selection of training courses available



Introduction



Our Training Promise

Our promise to you is that we will deliver training courses that have your business, your brand and your people at the forefront of the delivery. Whilst many of the courses we offer are accredited to Highfield Awarding Body for Compliance (HABC) these can be bespoke to you as well as covering the core curriculum of the qualification.

Carlisle Support Services are committed to developing exceptional people, it's a phrase that we live by to ensure that we are supporting our employees to become sector-based experts.

We are excited to be able to now offer our Training and Development services externally, extending our offering to help other companies develop their own exceptional people.

Being an approved Highfield Qualifications Centre enables us to provide training and examinations leading to a qualification from one of the UK's leading awarding organisations, a partnership that we are proud to be a part of.

Training Hubs/Centres

We have Training facilities in London (various venues), Luton, Liverpool and Manchester. We also have access and resources to train all over the UK.

If you have groups of 6 or more we will be happy to discuss delivering training at any location within the UK to suit your requirement.



Booking Process

If you would like to book a course or require additional information, please [visit our website](#) and submit your details. A member of the training team will be in contact with you within 24 hours or on the next working day.

Please take a look at our terms and conditions ([link](#))

If you would like to discuss your training needs with one of our training team please email csstraining@carlislepowerservices.com.

We have grouped our training services in the sections below to assist you in finding a suitable course for your needs.



Health and Safety

“Your safety is no accident”



Emergency First Aid at Work (HABC Level 3 RQF)

Course Overview

This course will engage, educate and inspire learners, whilst giving them the knowledge and skills of how to keep themselves and others safe in an emergency first aid situation, to stabilize a patients condition.

Course Objectives

- Responsibilities of the first-aider
- Assessing an incident
- Managing an unresponsive casualty
- The respiratory system
- Wounds and bleeding
- Shock
- Seizures
- Dealing with minor injuries
- Other injuries

Target Audience: Anyone who works in an environment where basic first aid could be used

Duration: 1 day

Delivery method: Workshop

Cost: From £95 per person (Cancellation charges subject to terms and conditions of bookings)

First Aid at Work (HABC Level 3 RQF)

Course Overview

The Health and Safety (First-Aid) Regulations 1981 require employers to provide adequate and appropriate equipment, facilities and personnel to ensure their employees receive immediate attention if they are injured or taken ill at work.

Course Objectives

- The role of the first aider
- Managing an emergency
- Communication and casualty care
- Asthma
- Bleeding (minor and severe)
- Bone, muscle and joint injuries
- Burns and scalds
- Chest pains (including heart attack)
- Choking (adult)
- Eye injuries
- Fainting
- Defibrillator prompts and how to respond
- Head injuries
- Health and safety (first aid) regulations
- Low blood sugar
- Poisoning
- Resuscitation (adult CPR)
- Seizures (adult)
- Severe allergic reaction
- Shock
- Stroke
- Unresponsive casualty
- Defibrillator pad placement

Target Audience: Anyone who has a responsibility for administering Emergency First Aid at the workplace

Duration: 3 days

Delivery method: Workshop

Cost: From £200 per person (Cancellation charges subject to terms and conditions of bookings)

First Aid Requalification

Course Overview

Workplace first aiders must requalify every three years in order to keep their skills up to date and maintain their qualification.

Course Objectives

- The role of the first aider
- Managing an emergency
- Communication and casualty care
- Asthma
- Bleeding (minor and severe)
- Bone, muscle and joint injuries
- Burns and scalds
- Chest pains (including heart attack)
- Choking (adult)
- Eye injuries
- Fainting
- Defibrillator prompts and how to respond
- Head injuries
- Health and safety (first aid) regulations
- Low blood sugar
- Poisoning
- Resuscitation (adult CPR)
- Seizures (adult)
- Severe allergic reaction
- Shock
- Stroke
- Unresponsive casualty
- Defibrillator pad placement

Target Audience: Anyone that has a current 3 day First Aid at Work qualification that is due to expire

Duration: 2 days

Delivery method: Workshop

Cost: From £180 per person (cancellation charges subject to terms and conditions of bookings)

Mental Health First Aid

Level 2

Course Overview

This 1-Day course covers the content of the Level 1 course but also expands on the effects of drugs and alcohol, incorporates the Mental Health First Aid Action Plan and covers ways in which a positive mental health culture can be supported within a workplace.

Course Objectives

At the end of the training course delegates will have a better understanding of subject matters, including:

- What is mental health first aid?
- Identifying mental health conditions
- Providing advice and starting a conversation
- Stress
- Mental health conditions
- Drugs and alcohol
- Mental health first aid action plan
- Mental health first aid in the workplace

Target Audience: Anyone who would like an overview of Mental Health & how to spot the signs

Duration: 1 day

Delivery method: Workshop

Cost: From £50 per person including certification (Cancellation charges subject to terms and conditions of bookings)

Supervising Mental Health First Aid Level 3

Course Overview

This 2-Day course goes into detail on a wide range of mental health conditions and the support and help provided by healthcare professionals. It covers the content of both the Level 1 and Level 2 qualifications but is aimed at Trainer/Assessors and/or supervisor level within the workplace.

Course Objectives

A range of Mental Health First Aid related subjects are covered including:

- What is mental health first aid?
- Post-traumatic stress disorder
- Identifying mental health conditions
- Self-harm
- Providing advice and starting a conversation
- Suicide
- Stress
- Eating disorders
- Mental health conditions
- Personality disorders
- Drugs and alcohol
- Bipolar disorder
- Mental health first aid action plan
- Psychosis
- Mental health first aid in the workplace
- Schizophrenia
- Depression
- Anxiety Numbers

Target Audience: Managers and Supervisors in the Workplace

Duration: 2 days

Delivery method: Workshop

Cost: £75 per person including certification (Cancellation charges subject to terms and conditions of bookings)

Manual Handling

Course Overview

This a workshop based course that can be run on site with written and practical assessments to complete.

Course Objectives

- To prepare you to carry out Manual Handling in a safe manner
- What to consider prior to carrying out any form of Manual Handling
- Using the correct technique for Manual Handling

Target Audience: Anyone who practices manual handling operations during their workday

Duration: 1 to 3 hours

Delivery method: Workshop and e-learning

Cost: From £35 per person (Cancellation charges subject to terms and conditions of bookings)

Manual Handling

Train the Trainer

Course Overview

This course will give learners the underpinning knowledge to carry out effective manual handling training in the workplace. The course covers the financial implications of getting it wrong and our legal and moral obligations.

Course Objectives

- Attendees will have knowledge of the economic and social impacts of Musculoskeletal Disorders (MSDs)
- Attendees will obtain an improved knowledge and understanding of simple anatomy and biomechanics of the spine, and the musculoskeletal system
- Attendees will have a developed understanding of unsafe lifting, carrying, lowering, pushing, pulling and team handling practices
- Attendees will have an improved awareness of the HSE Manual Handling Risk Assessment Tools
- Attendees will be able to critique current Manual Handling Risk Assessment forms and improve if necessary
- Attendees will have an improved technical ability when teaching Manual Handling techniques
- Attendees will be able to deliver more engaging and effective Manual Handling Training

Target Audience: Anyone that is responsible for the delivery of H&S training in the workplace. Delegates must have a current Train to Train, teaching or training certificate

Duration: 1 day + observations

Delivery method: Workshop

Cost: From £55 per person (Cancellation charges subject to terms and conditions of bookings)

Principals of Fire Safety

HABC Level 2 RQF

Course Overview

This course is accredited by the Institute of Fire Engineers (IFE) and is for people who want to learn about basic fire awareness for their role as a fire marshal in the workplace.

It helps learners to understand how a fire may start and spread, and how to assess and manage these risks in their workplace.

Course Objectives

- Combustion principles
- How fire and toxic fumes spread
- Introduction to fire legislation
- Fire risk assessment
- Emergency plan
- Fire action
- Fire exit and fire safety signage
- Role of a fire marshal in the event of a fire alarm
- Moving through smoke-filled areas
- Safely conducting an area/floor check
- Assembly points and roll calls
- Use of fire-fighting equipment
- Fire extinguishers*
- Fire blanket

* Role play including the use of a dummy fire extinguisher to allow learners to practise in the classroom environment.

Target Audience: All designated fire wardens and anyone with a fire evacuation responsibility. Attendees must be physically able to carry out the practical elements of the course

Duration: 1 day

Delivery method: Workshop

Cost: From £35 per person (Cancellation charges subject to terms and conditions of bookings)

Principles of Health & Safety in the Workplace HABC Level 1 RQF

Course Overview

This excellent course is a good induction and awareness of health and safety training. It's engaging, fun and easy to understand.

Course Objectives

Topics include –

- Accidents and injuries
- Slip, trips and falls
- Protective clothing
- Fire
- Manual handling
- Working at height
- Risk assessment
- Equipment
- Safety signs
- First aid
- Electricity
- COSHH (Control of Substances Hazardous to Health)
- Display screen equipment

Target Audience: Anyone who needs a basic level of H&S knowledge

Duration: 1 day

Delivery method: Workshop

Cost:

Health and Safety within the Workplace (HABC Level 3 RQF)

Course Overview

This course is designed to give delegates the confidence and knowledge to be able to manage their workplace safely. They gain the expertise to be able understand, create and write risk assessments.

Course Objectives

- Accidents at work
- Management of health and safety
- Risk assessment
- Display screen equipment
- Personal protective equipment
- Fire safety
- Manual handling
- Principles of health and safety law
- Hazardous substances

Target Audience: Anyone who has a responsibility for managing Health & Safety in their workplace and needs a Health & Safety qualification

Duration: 3 days

Delivery method: Workshop

Cost: £200 per person

Security Training

"The expert in anything was once a beginner"



SIA Licence Door Supervision

Course Overview

To get one of the qualifications linked to Door Supervisor licensing you will need to attend and take four training modules and pass three exams. The duration of the training should be 45 hours.

Training leading to the licence-linked door supervision qualifications must be delivered over a minimum of four days.

Course Objectives

- Common Security Industry Knowledge
- Door Supervisor Specialist Module
- Conflict Management Module
- Physical Intervention Skills Module

Target Audience: People working in Security and events

Duration: Minimum of four days

Delivery method: Workshop

Cost: From £125 per person (Cancellation charges subject to terms and conditions of bookings)

SIA Manned Guarding

Course Overview

To get one of the qualifications linked to Public Space Surveillance (CCTV) licensing you will need to attend and take two training modules and take and pass two exams. The duration of the training should be 32 hours. The course may be delivered over four days or during weekends and/or evening sessions.

Course Objectives

Session 1: Awareness of the Law in the Private Security Industry

Session 2: Health and Safety for the Private Security Operative

Session 3: Fire Safety Awareness

Session 4: Emergency Procedures

Session 5: The Private Security Industry

Session 6: Communication Skills and Customer Care

Public Space Surveillance (CCTV) Operations

Session 1: Introduction to the Roles and Responsibilities of the CCTV Operator and other CCTV Staff

Session 2: Codes of Practice, Operational Procedures and Guidelines

Session 3: CCTV Equipment and its Operation

Session 4: Legislation

Session 5: Dealing with Incidents

Session 6: CCTV Surveillance Techniques

Session 7: Emergency Procedures in the CCTV Control Room

Session 8: Health and Safety at Work in the CCTV Control Room

Target Audience: People working in Security and events who have a responsibility to guarding access and property (must hold a current SiA licence)

Duration: Minimum of four days

Delivery method: Workshop

Cost: Price available upon request

SIA CCTV Training

Course Overview

To get one of the qualifications linked to Public Space Surveillance (CCTV) licensing you will need to attend and take two training modules and take and pass two exams. The duration of the training should be 32 hours. The course may be delivered over four days or during weekends and/or evening sessions.

Course Objectives

Session 1: Awareness of the Law in the Private Security Industry
Session 2: Health and Safety for the Private Security Operative
Session 3: Fire Safety Awareness
Session 4: Emergency Procedures
Session 5: The Private Security Industry
Session 6: Communication Skills and Customer Care
Public Space Surveillance (CCTV) Operations

Session 1: Introduction to the Roles and Responsibilities of the CCTV Operator and other CCTV Staff
Session 2: Codes of Practice, Operational Procedures and Guidelines
Session 3: CCTV Equipment and its Operation
Session 4: Legislation
Session 5: Dealing with Incidents
Session 6: CCTV Surveillance Techniques
Session 7: Emergency Procedures in the CCTV Control Room
Session 8: Health and Safety at Work in the CCTV Control Room

Target Audience: People working in Security and events who have a responsibility of using CCTV equipment. (Must hold a current SiA licence)

Duration: 3 days

Delivery method: Workshop

Cost: From £180 per person (Cancellation charges subject to terms and conditions of bookings)

SIA Close Protection

Course Overview

To achieve the Level 3 Certificate for Working as a Close Protection Operative within the Private Security Industry you will need to attend and take two training modules and take and pass an exam. The duration of the training should be 140 hours or 14 days.

Course Objectives

- Close Protection Specialist Module
- Conflict Management
- First Aid Training

When applying for your licence you will be required to produce evidence that you have attained a full level 3 first aid award (not a one day emergency first aid qualification). You should present your valid first aid certificate to your training provider before you start your training. If you do not have a recognised first aid award you will need to get one in order to get your licence. This is in addition to the minimum 139.5 hours knowledge and practical skills training.

Exemption and Part-exemption Arrangements

If you already have some form of formal close protection training it may mean that you are exempt from all or part of the SIA approved training.

Target Audience: People working in Security and events who have a close protection responsibility (Must hold a current SiA licence)

Duration: 140 hours or 14 days

Delivery method: Workshop

Cost: Price available upon request

Physical Intervention

Course Overview

The Highfield Level 3 Award for Deliverers of Physical Intervention Training within the Private Security Industry has been developed to meet the requirements of tutors who work within the private security industry and need to deliver training in physical intervention skills. This qualification is supported by both the Security Industry Authority (SIA) and Skills for Security (SfS). Subjects covered include dynamic risk assessing, legislation relevant in the use of physical intervention, escorting techniques, managing and monitoring a person's safety, responsibilities during medical emergencies, good practices to follow after physical interventions and effective communication techniques.

Course Objectives

These include physical interventions and the implications of their use, how to reduce the risk of harm when physical intervention skills are used, use non-aggressive physical skills to protect yourself and others, good practice to follow after physical interventions, assess the training environment to reduce risks in preparation for physical intervention training and assess physical intervention skills.

Target Audience: Anybody that works in the security sector with a direct need to enforce physical intervention.

Duration: 2 days

Delivery method: Workshop

Cost: From £180 per person (Cancellation charges subject to terms and conditions of bookings)

NHS Conflict Resolution

Course Overview

As you may be aware, violence in the workplace is on the increase. It is estimated that on an annual basis within the NHS alone, there are some 95,000 violent incidents”

Our Training Instructors have been working closely with NHS Trusts to design a number of training courses to enhance the skills and build the confidence of their staff working and dealing with violence in the workplace.

Course Objectives

- Describe the common causes of conflict including those faced by the elderly, people with dementia/delirium and learning difficulties
- Describe different forms of communication
- Give examples of communication breakdowns
- Explain different methods of communication models that can assist conflict resolution
- Describe patterns of behaviour you may encounter during different interactions
- Explain the warning and danger signs
- Give examples of distance when dealing with conflict
- Give examples of impact factors
- Describe different methods for dealing with possible conflict situations
- Explain the use of ‘reasonable force’ as it applies to conflict resolution

Target Audience: Those that work in higher risk areas attend additional training in learning how to contain people in beds, chairs, relocate people up or down stairs, learning how manage a situation on the floor meeting NHS guidelines.

Duration: 1 day

Delivery method: Workshop

Cost: From £90 per person (Cancellation charges subject to terms and conditions of bookings)

Job Role Training

“A skilled worker, regardless of their job description, remains a treasure”



Counterbalanced Fork Lift

Novice Training

Course Overview

On successful completion of this theoretical and practical training course trainees should be able to operate the machine safely and skillfully. They will have practiced manoeuvring the machine both unladen and laden in confined areas, stacked and de-stacked at various levels and will have been instructed in daily and pre-shift inspection and refuelling procedures.

Course Objectives

At the end of this course, learners will be able to demonstrate and have a better understanding of the following:

- Health and Safety at Work Act 1974
- Provision and use of Work Equipment Regulation 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Personal Protective Equipment at Work Regulations 1992
- Accidents and associated risks
- Equipment instruction
- Understanding hydraulics
- Rated capacity and load centres
- Stability and instability factors
- Driving on inclines
- Pallet and load assessments
- Attachments
- Vehicle loading and unloading
- Battery care and maintenance or refuelling
- Use of seatbelts
- Pre-use checks and defect reporting
- Full practical training

Target Audience: Those with no prior experience of forklift truck operation experience

Duration: 3 Day Basic Operator Course (for those with no truck operational experience)

Delivery method: Warehouse based practical

Assessment: Theory and practical

Cost: Prices available upon request

Counterbalanced Fork Lift

Refresher Training

Course Overview

This course is for operators who already hold certification on the machine, but are due their recommended refresher. The HSE recommends that the qualification is refreshed between 3 to 5 years.

Course Objectives

At the end of this course, learners will be able to demonstrate and have a better understanding of the following:

- Health and Safety at Work Act 1974
- Provision and use of Work Equipment Regulation 1998
- Lifting Operations and Lifting Equipment Regulations 1998
- Management of Health and Safety at Work Regulations 1999
- Personal Protective Equipment at Work Regulations 1992
- Accidents and associated risks
- Equipment instruction
- Understanding hydraulics
- Rated capacity and load centres
- Stability and instability factors
- Driving on inclines
- Pallet and load assessments
- Attachments
- Vehicle loading and unloading
- Battery care and maintenance or refueling
- Use of seatbelts
- Pre-use checks and defect reporting
- Full practical training

Target Audience: Anyone who holds a current licence that is approaching expiry

Duration: 1 day

Delivery method: Warehouse based practical

Assessment: Theory and practical

Cost: Prices available upon request

Pedestrian Pallet Truck

Course Overview

This course is for operators who work in warehouse type locations and need the use of manual pallet lifting equipment.

Course Objectives

The course covers, but is not limited to, the following areas;

- Introduction and explanation
- Learn about Operator Safety Code and risk assessment
- How to carry out pre-use checks
- Factors affecting stability
- Handling the machine
- Stacking/de-stacking pallets
- Practical and theory examination

Target Audience: Colleagues who work in warehouse type locations

Duration: 1 Day

Delivery method: Warehouse based practical

Assessment: Theory and practical

Cost: Prices available upon request

PASMA (Towers for Users)

Course Overview

How to safely assemble, dismantle, relocate and alter a mobile access tower without risk of personal injury to the delegate or others.

Course Objectives

The course covers, but is not limited to, the following areas;

- Regulations and standards
- Components and hazards
- Tower assembly
- Stability and safe use of towers
- Repositioning towers
- Tower inspection
- Care and maintenance
- Tower dismantling

Target Audience: Colleagues who will be responsible for the assembly, dismantling, alteration, moving and inspecting of mobile access towers.

Duration: 1 day, lasting a minimum of 6 hours

Delivery method: Workshop

Assessment: Closed book course with a pass mark of 80% in both theory and practical

Cost: Prices available upon request

IPAF (Dual) Mobile Vertical (3a) + (3b) Mobile Boom

Course Overview

IPAF Operator course with practical training session and assessment covering two powered access products- Mobile Vertical (3a) + Mobile Boom (3b).

Course Objectives

Theory

- Introduction and pre-course theory test
- MEWP categories
- Structural parts
- Regulations- ISO 18878, European, HASAWA
- Regulations- PUWER, LOLER, MHSW, WAHR, RIDDOR
- Pre-use inspection / handovers
- Safe operating methods and hazards
- Theory test

Practical

- Practical training
- Practical assessment

Target Audience: Those who use, supervise or manage the use of powered access, including scissor lifts, self-propelled boom lifts, trailer mounted boom lifts and aerial work platforms.

Duration: 1 Day

Delivery method: Workshop

Assessment: Theory and practical

Cost: Prices available upon request

NVQ Level 2 Spectator Safety

Course Overview

The Spectator Safety qualifications provide the required knowledge and experience to work as a steward in sports grounds, at music festivals, marches and any other events that require spectator safety. The qualifications fulfil the requirements for stewarding set out by the government in the Green Guide. These qualifications also can form part of Spectator Safety apprenticeship frameworks at levels 2 and 3.

Course Objectives

The Level 2 certificate is comprised of mandatory units, including:

- Prepare for spectator events
- Deal with accidents and emergencies
- Control the entry, exit and movement of people at spectator events
- Monitor spectators and deal with crowd problems

Target Audience: Anyone in the security sector with a client specific need for close protection
– must hold a valid first aid certificate

Duration: A minimum of 12 days

Delivery method: Classroom and practical sessions

Cost: Price available upon request due to funding areas

Soft Skills Training

“Soft skills get little respect but will make or break your career”

DECISION
MAKING

IDENTIFY
FOCUS
AREAS

ESTABLISH
GOALS

com

ssk

LIFE
BALANCE

DETERMINING
GOALS
AND
OBJECTIVES

PROJECT
LOGO

ESTABLISH
GOALS

CONTENT

Train to Train

Course Overview

To equip delegates with the knowledge and skills to deliver structured training in the work place. Enable the delegates to understand the role of the trainer.

Course Objectives

By the end of this session the delegates will be able to:

- List and explain various training methods
- Deliver a structured training session
- Outline and use effective feedback techniques
- Demonstrate effective facilitation and coaching

Target Audience: Available to anyone who conducts training as part of their job role.

Duration: 2 days including 1 day observation

Delivery method: Workshop and on site observations

Cost: From £60 per person (Cancellation charges subject to terms and conditions of bookings)

Stepping into Supervision

Course Overview

This course is designed to enhance the knowledge and build the confidence of those colleagues who are either new to a supervisory role or are looking to make the step up into a supervisory role. The course is set out over 4 workshops and will be interactive and fast paced throughout.

Course Objectives

At the end of this course, learners will be able to demonstrate and have a better understanding of the following:

- Workshop One: Self-awareness- be able to demonstrate and identify how our behaviour impacts on others and how we can adapt our style to fit different situations
- Workshop Two: Communication – be able to list and work with different communication methods and be able to identify why effective communication is so important in our workplace
- Workshop Three: Finance – have a better understanding of what our internal finance processes are and how we can influence profit and loss
- Workshop Four: Problem solving and working with others – be able to work with others to solve problems and create solutions to different situations

Target Audience: Pathway level one and two colleagues

Duration: Three half day workshops and one full day workshop

Delivery method: Four interactive workshops with e-learning modules in-between

Cost: From £60 per person (Cancellation charges subject to terms and conditions of bookings)

Presentation Skills

Course Overview

This course will give delegates the knowledge and skills to present with confidence and get a message across effectively and with impact. Delivering a presentation can be a daunting experience so learning how to prepare for the event is just as important as the delivery itself.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to develop and deliver a presentation to their appropriate audience. They will know how to use different content to match different presentations and know how to make suitable preparations.

Target Audience: Pathway level one and two colleagues

Duration: One day

Delivery method: Workshop

Cost: From £60 per person (Cancellation charges subject to terms and conditions of bookings)

Introduction to Management

Course Overview

This course is designed to enhance the knowledge and build the confidence of those colleagues who are either new to a management role or are looking to make the step up into a management role. The course is set out over 4 workshops and will be interactive and fast paced throughout.

Course Objectives

At the end of this course, learners will be able to demonstrate and have a better understanding of the following:

- Workshop One: Management Principles – be able to clearly define the role of a manager and the difference between transactional and transformational leadership styles. Understand what motivates people to perform
- Workshop Two: Me as a Manager – be able to identify our own communication style, strengths and values and understand the importance of Emotional Intelligence in managing relationships
- Workshop Three: Managing Performance – be able to identify the different stages of the performance management cycles, set objectives and deliver effective feedback and coaching
- Workshop Four: Managing Change – be able to identify common barriers to success in teams and understand how humans react to change as well as understand strategies for successful implementation of change initiatives

Target Audience: People that are new to a management position or those looking to make the step into management

Duration: 4 days

Delivery method: Workshop

Cost: Price available upon request

Managing Performance

Course Overview

This course will give delegates the knowledge and skills to improve staff motivation and productivity by setting clear expectations, dealing with performance issues before they become disciplinary issues and being confident as a manager to deal with constructive and challenging conversations.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to identify what motivates people to perform, set clear expectations and monitor performance, delegate effectively, give feedback and hold challenging conversations.

Target Audience: Managers that have a line management responsibility and conduct regular performance reviews

Duration: 1 day

Delivery method: Workshop

Cost: Price available upon request

Communicating with Impact

Course Overview

How much of your time is lost because of the impact of poor communication? It might be upset customers, confused team members, ineffective change management or the inability to say “no” when your desk is already piled high – effective communication is at the heart of running a successful business. This one-day course will provide you with tools and techniques to communicate more effectively and confidently.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to understand the fundamentals of communication and their own communication style, be assertive and influencing effectively as well as deal with difficult people.

Target Audience: Anyone that has a desire to improve their communication skills or businesses that want to have a more aligned communication culture

Duration: 1 day

Delivery method: Workshop

Cost: Price available upon request

Managing Change

Course Overview

This course aims to demystify and simplify the topic of change management, providing managers with tools and techniques to understand the jargon, their roles in managing change and different approaches to effectively lead people through change projects.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to be more aware of, and competent in, the principles of effective change management and be able to apply these skills in leading people through a change project.

Target Audience: Managers that want to improve their change management skills or businesses that are currently going through or have plans for organizational change

Duration: 1 day

Delivery method: Workshop

Cost: Price available upon request

Time Management

Course Overview

The paradox of being busy is that we don't feel we have the time to invest in getting better organised. This one-day course is designed to empower you to become one of those people who have their priorities right. It's full of very practical tips and practice to help you leave feeling prepared for more effective and productive days in your workplace.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to start to shift their mind-set to that of an empowered and proactive individual to take control of their workload and apply a variety of techniques to business life through developing new skills and habits which will enable them to be more effective.

Target Audience: People that want to be more organized, want to regain ownership of their time or businesses that feel that their staff's hours of work are too long

Duration: 1 day

Delivery method: Workshop

Cost: Price available upon request

Assertiveness Skills

Course Overview

Would you like to be able to create productive working relationships even with people you may find challenging? Do you feel like your voice isn't heard as much as others in your work environment?

This programme will help you to build your confidence, be assertive without using aggressive or passive behaviour and know how and when to say no.

Course Objectives

On completion of this course, delegates will have the knowledge and tools to maintain positive & productive relationships at all levels, apply simple strategies in tackling more challenging interpersonal situations and behave in ways which demonstrates their respect for themselves and others.

Target Audience: People that feel that they would like to improve on how they interact with others and in certain situations or businesses that would like to have a more confident workforce.

Duration: 1 day

Delivery method: Workshop

Cost: Price available upon request

Customer Service Training

**“They may not remember your name, but
they will remember how you made them
feel.”**



Highfield Level 2 Award in Customer Service (RQF)

Course Overview

This regulated qualification has been designed for delivery to all learners working or preparing to work in a customer service role or where using a telephone is a part of their role.

This qualification covers the principles of customer service, including how to meet customers' expectations, the importance of appropriate behaviour and communication techniques, as well as ways to deal with problem customers.

Learning Outcomes

- The principles of customer service
- How customers' needs and expectations are formed
- Interpersonal skills and appropriate behaviour
- Responding to customers' problems or complaints

Target Audience: All customer facing colleagues

Duration: 1 day

Delivery method: Workshop

Cost: From £55 per person (Cancellation charges subject to terms and conditions of bookings)

Highfield Level 2 Award in Conflict Management (RQF)

Course Overview

Do your staff know how to effectively resolve a conflict situation? Are they equipped with the skills to de-escalate an emotive situation and feel empowered to make the right choice?

This training course will provide relevant knowledge and skills in internal and external conflict management.

Learning Outcomes

Communicate to solve problems and reduce potential for conflict

- Assess and reduce risks in conflict situation(s)
- De-escalate conflict in emotive situations
- Use good practice after conflict situations and the key factors that influence human responses in conflict situations.

Target Audience: For anyone who works in an environment where conflict may arise

Duration: 1 day

Delivery method: Workshop

Cost: From £55 per person (Cancellation charges subject to terms and conditions of bookings)

Long Term Development

“People don’t grow by accident, they grow by design. Design yourself. Design your future. Success never just happens”



Apprenticeships

In April 2017, the government introduced the apprenticeship levy, this is a compulsory tax on employers to help fund the development and delivery of apprenticeships, with the aim of improving the quality and quantity of those available.

There are two groups: levy payers and non-levy payers. Employers with a paybill of more than £3 million are required to pay the levy- whether they employ an apprentice or not. Your paybill includes all payments to employees that are subject to Class 1 secondary National Insurance Contributions, such as wages, bonuses and commission.

The levy amount payable is calculated at 0.5% of your paybill. All employers get a £15,000 allowance to offset against the amount they have to pay.

The levy payments will go into the new online Apprenticeship Service, which will enable you to manage your apprenticeship funding and delivery through a virtual account. You'll be able to see how much is in your account and allocate payments to providers of government-approved apprenticeships.

If you would like some help in finding a provider or would like to have a chat about the best way to maximise your levy pot, please do get in touch.

Help and Support

If you have any queries or would like to speak with somebody about your requirements, please do not hesitate to get in touch via:

E: csstraining@carlislesupportservices.com
Click the link for our **Enquiry Form**

Someone will get back to you within 24 hours or the next working day.



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