

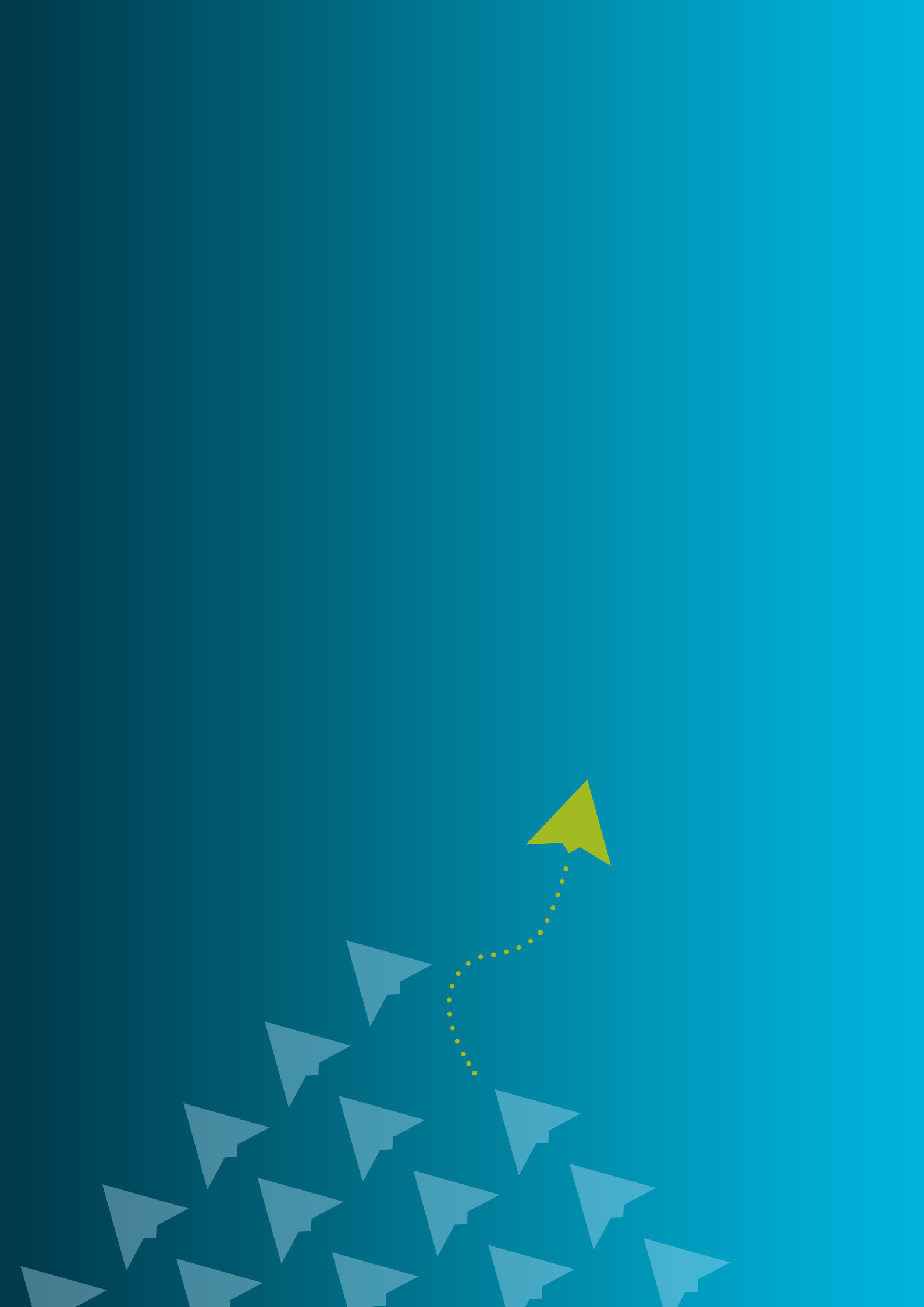


ROUNDHOUSE THINKING

# Transform Your Thinking

Training and  
Development Solutions





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# think

professionalism

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productivity

---

competitiveness

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Surrounded by glorious Derbyshire countryside, historic Broomfield Hall serves as the head office for Roundhouse Thinking and is an outstanding venue for our executive education and management training.







**ROUNDHOUSE THINKING**

It is time to transform your thinking. Join forces with Roundhouse Thinking for high-end executive education and management training that delivers measurable success for you and your business.

We offer first-rate, creative skills solutions to help individuals, teams and entire organisations to galvanise their performance and boost profitability.

As part of the Derby College Group (DCG), Roundhouse Thinking has a strong track record in bridging the skills gap for employers, ensuring their people develop, grow and achieve more. Our rapidly expanding portfolio spans everything from bespoke leadership programmes to accredited qualifications and from e-learning opportunities to team away days.

### **Choose Roundhouse Thinking for:**

- A comprehensive selection of subjects designed to foster the leaders and managers of tomorrow
- Tailor-made training to match your organisation's strategic vision, values and culture
- Inspirational, up-to-date and relevant content for an outstanding learning experience
- Expert trainers and business coaches who really know their subjects and provide unique methods of delivery
- Gold standard customer service: we are passionate about listening, understanding and putting your needs first in everything we do
- Courses delivered throughout the country – including Derby, Birmingham, Sheffield and London – or on your own premises to fit around busy schedules
- Leading-edge e-learning opportunities for advancing your knowledge on demand, anywhere and at any time
- Cost-effective solutions: our friendly and approachable team will work with you to develop the most effective training to suit your budget



Our clients range from major global names to SMEs and sole traders: all have benefited from our distinctive approach to translating knowledge into action. This directory provides just a snapshot of the exciting training opportunities on offer. Explore our website to find out more.

**[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)**

# Bespoke Leadership Programmes

Looking for a fresh approach to help your business harness new skills, address complex challenges and drive growth? Roundhouse Thinking can devise and develop tailor-made programmes which exactly match your organisation's values, culture and strategic ambitions.



We work in close partnership with you to create programmes that deliver instant impact. We cover the subjects which will bring most value to your team: it could be leadership, management, HR, finance or customer service, to name just a few. Or, you could opt for accredited qualifications which help you comply with latest regulations in areas such as first aid, health and safety, fire safety and food safety.

We pride ourselves on delivering exceptional customer service from your very first contact with us. Fully focussed on what you want to achieve, we invest time and effort in discussing and understanding your strategic ambitions before preparing a solution which truly reflects your corporate values and objectives.

Depending on the needs of your business, these solutions can range from one-day intensive courses to comprehensive long-term programmes and e-learning opportunities where your staff can benefit from professional development on the go. Whatever you select, your programme will be delivered by expert associates, based on relevant and engaging content, and carefully designed so that you achieve measurable results from day one.

## How it works

**Allocation of business expert:** a highly experienced member of our team will undertake an organisational needs analysis to identify skills gaps within your workforce and help you to create a cost-effective, robust, bespoke training programme.

**Skills solution developed:** we propose the training which we believe will have the most impact. You can also select further modules from the broad spectrum of courses we offer, including accredited qualifications.

**Business support:** your business expert will keep you updated throughout the whole process, ensuring delivery runs smoothly and that your desired results are achieved.

**Delivery commences:** the programme is delivered over your chosen period by our expert associates and business coaches. This could be in-house at your own premises, at our distinctive training venue – Broomfield Hall in the heart of the Derbyshire countryside – or at other training venues throughout the UK.

**Business impact:** we evaluate the impact of all the training we deliver so that you can assess its influence on individuals, teams and your organisation as a whole. To help you measure success, we conduct evaluations after each module, analyse the findings and make recommendations so that you can decide on your next steps.

## Follow-up

We ensure that your return on investment is met to its fullest. We identify learning progression routes for every individual and highlight future training opportunities for your workforce. We also provide you with copies of registrations and produce certification for all delegates as appropriate.

# What makes us different

- ▶ Our programmes are designed specifically to meet your requirements at a reasonable cost – providing your organisation with a quality solution.
- ▶ We embed your organisation's values within the programme and incorporate real-life scenarios, meaning individuals can learn how to deal with them effectively and can instantly apply their skills in the workplace.
- ▶ Training is directly linked to your leadership development strategy, allowing key members of your team to succeed within your organisation and to show measurable return on investment.
- ▶ Our in-house design team can develop and brand your programme, making it personal and consistent with your brand identity.
- ▶ Our expert business coaches offer professional one-to-one coaching to enhance individual and group performance.
- ▶ Training can be tailored for any group size and sessions can be delivered throughout the week, in-house at your own premises, at Broomfield Hall or at a range of venues across the UK. We provide interactive sessions for small groups and e-learning modules for employees across large organisations.
- ▶ Our commitment to excellent customer service is second to none. We work as your valued partner every step of the way, consistently going the extra mile to meet – and surpass – your expectations.

## Benefits for the individual

- Improved understanding
- Increased satisfaction and morale
- Higher levels of confidence
- Greater appreciation of colleagues
- Enhanced performance

## Benefits for the organisation

- Cost-effective solutions
- Reduced employee turnover
- Development of employee potential
- Improved customer satisfaction
- Enhanced company reputation and profile



**Find out how we can help you**  
**01332 836 638**

[enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)  
[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)



# Team Away Days

Employees are the heart of your organisation – so why not invest in one of our dynamic and high-quality Team Away Days to bring a whole new dimension to their working lives? It is not just about taking a break, enjoying fresh perspectives and learning new skills – our events are designed to deliver real business impact too.



Greater teamwork means greater productivity. Roundhouse Thinking specialises in Team Away Days that boost communication, promote innovative thinking, break down barriers, build connections, improve rapport and help each individual feel more engaged and valued. There are no interruptions and they just happen to be great fun too!

Among the many benefits, participants will:

- become more aware of their roles and responsibilities
- realise the importance of teamwork
- value each other's opinions and ideas
- understand the dynamics of the team
- develop more measured responses to problems, reducing the risk of conflict

Our events can be tailored to include elements of skills development, including 'bite-size' versions of courses in this directory. They also feature hospitality to make your day even more special.

Our own venue, Broomfield Hall, is an exceptional location for a Team Away Day. It is set in a 95-hectare estate featuring rolling landscapes, impressive gardens, extensive woodlands, an equestrian centre and a sports centre.

The Hall was originally built in 1870 by industrialist Charles Schwind and the gardens still retain their Victorian layout. Since 1947, the estate has become a renowned centre of agricultural and horticultural education, training generations of students for careers

in the land-based industries. Today it is part of the Derby College Group, home to Roundhouse Thinking and a high-quality venue for our training courses.

Elements of the many facilities on the Broomfield Hall estate can be incorporated into your plan for a memorable and productive day. We can, for instance, help you design experiences that include team games, treasure hunts, our climbing wall and wellbeing retreats.

We would love to work with you to plan your perfect Team Away Day.

**Find out how we can help you**  
**01332 836 638**

[enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)  
[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)





## Championing Collaboration



### Duration

1 day

### Location

Derby

### Numbers

6-50 people

Set in 47 acres of rural Derbyshire, Drum Hill provides the setting for a perfect away day experience which can be tailored to your organisation's vision, goals and strategic ambitions.

It features fantastic multi-purpose accommodation where delegates can undertake team activities incorporating themes such as trust, conflict, commitment, accountability and results. This could involve a number of activities throughout the day including abseiling, team games, orienteering and archery.

### What will it cover?

- Generating new ideas which can create powerful strategies or willingness to tackle a task
- Learning to work together toward a common goal
- Understanding one another's strengths
- Improving personal communication
- Understanding how to manage conflict

**Please contact us for costs**

## Escape Your Limits



### Duration

1 day

### Location

Derby

### Numbers

6-15 people

In partnership with one of the UK's leading Escape Room companies, we can offer you a whole host of intriguing scenarios where teams work together to solve challenges, problems and puzzles. This highly practical event can make a real difference to team building, team performance and improving relationships.

The escape room scenarios encourage colleagues to communicate with one another and express themselves in an environment outside the workplace. They will get to know more about each other as they work together and celebrate collective achievements.

### What will it cover?

- Communication
- Focus
- Efficiency
- Problem-solving
- Action planning
- Assertiveness
- Project management

**Please contact us for costs**

## Wellbeing Retreat



### Duration

1 day

### Location

Derby

### Numbers

6-25 people

For groups or individual team members looking to take themselves away from the office, Broomfield Hall offers the ideal environment – a peaceful space that allows for clarity of thinking.

With ample refreshments served throughout the day, including a healthy lunch, the retreat provides a relaxed experience for all. There is limited structure to the day's activities and a conversational tone, which makes for improvements in health and wellness, relationships, communication and success.

### What will it cover?

- Communication
- Networking
- Focus
- Wellbeing
- Team dynamics
- Listening techniques

This Team Away Day is weather dependent. However, there are options to bring the course indoors if necessary.

**Please contact us for costs**



# hot topics

**Looking for a short burst of knowledge?**

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**Want to keep up to date with the latest thinking?**

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**Need some 'how to' hacks to improve your efficiency?**

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**Keen to refresh your skills?**

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At Roundhouse Thinking, we are well aware of the changing landscape in leadership and management so we offer a series of fully customisable 'hot topic' courses to provide focused learning where and when you need it.

Practical and relevant, these short courses offer flexible training which can be delivered at your place of work – or at one of our own venues – at any time it is required.

#### **Topics include:**

- Sales Success
- Coaching Skills
- Handling Difficult People and Situations
- Minute Taking
- Report Writing
- Customer Service
- Managing Meetings
- Effective Leadership
- Inspirational Leadership
- Increasing Self-Awareness
- Saying 'No'
- Conflict Resolution
- Motivating Teams
- Translating Ideas into Action
- Tackling Your 'To Do' List
- Networking
- Essentials of Project Management
- Social Media
- Networking with Confidence
- Assertiveness
- Conflict Management
- Motivation and Delegation
- Personal Branding
- Release the Pressure
- Objective Setting
- SMART Goals
- Social Media Surgery
- Performing at your Best
- Customer Service Scenarios
- Productive Meetings
- Presentation Surgery
- Coaching Skills
- Delivering Impact

**For a full list of topics, see:**  
**[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)**

#### **Benefits**

- Time-friendly
- Fun and engaging learning
- Flexible delivery
- Sessions for up to 20 delegates

# Join a conference...

**Roundhouse Thinking hosts conferences and taster sessions throughout the year.**

**Join us to:**

- Hear from influential keynote speakers
- Discuss the latest business trends
- Meet industry experts
- Learn from inspirational leaders
- Take part in interactive sessions
- Make the most of networking opportunities



# ...or plan your own

**Do you need space to host your next event or conference? If you are looking to hire facilities, check out our iconic venues around Derbyshire.**

**We can offer:**

- Free Wi-fi
- Refreshments and catering
- Event management
- Central locations

**Call our events team on  
01332 836 638**

**[enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)  
[www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)**





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Please note: the prices quoted for courses are per person unless otherwise stated.

# Leadership and Management

Roundhouse Thinking is committed to promoting managerial and leadership excellence. Whether you are an established manager or just taking your first steps into a supervisory role, our unique courses will help you to meet challenges with confidence. Featuring recognised qualifications such as ILM awards, our portfolio delivers knowledge and expertise that will make a significant difference to your own performance as well as your organisation's strategic success.





# Courses

## **ILM Level 2 Qualification in Leadership and Team Skills**

Make the transition from working in a team to leading a team 14

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## **ILM Level 3 Award in Leadership and Management**

Move up to the next tier of management 15

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## **ILM Level 5 Award in Leadership and Management**

Prepare for senior management responsibilities 16

---

## **Effective Leadership Skills**

Develop your own leadership style 17

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## **Inspirational Leadership**

Ensure others buy into your vision 18

---

## **Effective Management Skills**

Improve your team's performance for business success 19

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## **Managing People**

Motivate, support and gain the trust of your team 20

---

## **Developing a High-Performance Culture**

Transform your organisation through trust and collaboration 21

---

## **Effective Communication Skills**

Get your messages across clearly 22

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## **Influencing and Persuading**

Use powerful techniques to produce the outcomes you want 23

---

## **Leading and Motivating Teams**

Empower your team to get the job done 24

---

## **Motivating Others**

Learn what drives people's behaviours 25

---

## **Motivation and Delegation**

Set the goals that inspire people to take action 26

---

## **Getting Things Done Through Others**

Improve the interface between senior management and the workforce 27

---

## **Getting the Best from Others**

Work effectively with other departments, project teams and organisations 28

---

## **Performance Management**

Adopt professional tools to help people achieve their best 29

---

## **Giving and Receiving Feedback**

Support your team to learn from their successes and their mistakes 30

---

## **Team Working**

Build a highly productive team all striving for the same goal 31

---

## **Myers-Briggs Type Indicator (MBTI®)**

Understand different types of behaviour for greater co-operation 32

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## **Managing Difficult Situations and People**

Ensure positive results when the conversations become tough 33

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## **Managing Difficult People**

Handle challenging behaviour effectively and nip problems in the bud 34

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## ILM Level 2 Qualification in Leadership and Team Skills

Certified by the Institute of Leadership and Management (ILM), this course helps you make the transition from working in a team to leading a team. Featuring three modules, it leads to a valuable recognised qualification.

The course involves six days in total: two days per month over a period of three months. All the assessments take place within the timeline of the modules, so there is no need for additional work outside these days. Assessments are evaluated and returned to Roundhouse Thinking within five weeks of each module.

### Course content

#### Developing yourself as a Team Leader

Unit: 8000-250

Credit value: 1

Guided learning hours: 6

Helping you to understand the role and responsibilities of a team leader and to improve personal performance

#### Improving Performance of the Work Team

Unit: 8000-251

Credit value: 1

Guided learning hours: 6

Developing your understanding of the team's organisational goals and how to motivate team members to achieve these

#### Understanding Change in the Workplace

8000-259

Credit value: 2

Guided learning hours: 8

Improving your capacity to deal effectively with change as required by a practising or potential team or cell leader

### Benefits for the individual

- Learn core leadership and management skills
- Put these skills into practice in your workplace
- Improve your team's performance
- Gain a nationally recognised qualification

### Duration

6 days (spread over three months)

### Locations

Derby, Birmingham, Sheffield, London

### Cost

£800

### Who should attend?

Practising team leaders, especially those who are in a supervisor or team leader role for the first time



### Benefits for the organisation

- Effective team leaders and motivated teams
- Increased productivity
- A qualification that can be customised to suit organisational and individual needs
- Workplace-based assessment that ensures new skills are effectively transferred to the job

### Progression route

- ILM Level 3 Award in Leadership and Management

Delivered on behalf of:



## ILM Level 3 Award in Leadership and Management

Institute of Leadership and Management (ILM) qualifications are internationally recognised and cater to all levels of management, offering a clear route to career progression. The Level 3 qualification is particularly suited to practising team leaders seeking to move up to the next level of management, as well as managers who need to lead people through organisational change, budget cuts or other pressures.

This course develops the skills and knowledge to help you lead, organise and motivate teams. The qualification is founded on work-based learning, with assessments centred on projects that relate to the employer and ensure learning is always relevant and applied.

### Course content

#### Understanding Leadership

Unit: 8600-308

Credit value: 2

Guided learning hours: 6

Gain a better understanding of leadership styles and qualities, with a review of your own leadership attributes and potential

#### Solving Problems and Making Decisions

Unit: 8600-300

Credit value: 2

Guided learning hours: 9

Learn how to describe a problem, its nature, scope and impact; gather and interpret information to solve a problem; evaluate options to make a decision; and plan, monitor and review the implementation and communication of decisions

### Benefits for the individual

- Gain a range of key management skills
- Put new skills into practice in your own role
- Build your leadership capabilities
- Motivate and engage teams
- Manage relationships confidently
- Develop your leadership skills using your own knowledge, values and motivations

### Duration

18 hours (including induction and tutorial)

### Locations

Derby, Birmingham, Sheffield, London

### Cost

£800

### Who should attend?

Anyone with management responsibilities – but no formal training – who is serious about developing their abilities



### Benefits for the organisation

- Effective and confident first-line managers
- Better relationships and communication in teams
- Measurable results: workplace-based assessment ensures new skills are effectively transferred to your business
- A broad range of optional units: this qualification can be tailored to your organisation's learning and development needs

### Progression route

- ILM Level 5 Award in Leadership and Management

Delivered on behalf of:



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)





## ILM Level 5 Award in Leadership and Management

The Level 5 qualification enables you to extend your skills and experience, improve your performance and prepare for senior management responsibilities. It focuses on delivering technical knowledge, strategic insight and practical expertise.

The qualification is founded on work-based learning, with assessments based on projects that relate to the employer and ensure learning is always relevant and applied.

### Course content

#### Becoming an Effective Leader

Unit: 8607-522

Credit value: 5

Guided learning hours: 9

Learn to understand your own ability to fulfil key responsibilities of the leadership role and evaluate your own ability to lead others

#### Managing Improvement

Unit: 8607-501

Credit value: 3

Guided learning hours: 8

Develop an understanding of the effectiveness of your organisation and your own ability to manage and improve quality to meet customer requirements. Know how to plan and implement projects to meet – and exceed – customer requirements

### Benefits for the individual

- Use core management techniques to drive better results
- Develop your ability to lead, motivate and inspire
- Provide strategic leadership as well as day-to-day management
- Benchmark your managerial skills
- Raise your profile in your organisation

#### Duration

21 hours (including induction and tutorial)

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£900

#### Who should attend?

Project managers, department heads and other practising middle managers



### Benefits for the organisation

- Encourage strategic thinking at this level of management to foster business improvement
- Engage middle managers with training and development: this qualification is designed to provide clear, measurable benefits to career-minded professionals
- Customise this qualification to meet your development needs

Delivered on behalf of:



## Effective Leadership Skills

Gain vital advice and insights to enhance your leadership style. This course delivers proven leadership and management techniques which you can apply directly to your own workplace. We look in particular at how successful leaders seize opportunities, address challenges and meet their responsibilities with confidence.

### Course content

- Defining your leadership style
- Outlining roles and responsibilities
- Emotional Intelligence
- Self-awareness
- Reviewing and appraising staff
- Leading teams
- Establishing trust

### Benefits for the individual

- Increased self-awareness
- Confidence in your leadership style
- Improved relationship with your team

### Benefits for the organisation

- Increased productivity and engagement
- Confident and inspired managers and leaders
- Re-alignment of direction

### Progression routes

- Managing Difficult Situations and People
- Performance Management

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£500

#### Who should attend?

New and experienced  
senior managers  
and leaders



“ All parts of this course were  
informative and beneficial,  
for my company and for my  
personal goals. ”

Jo, Harlow Bros



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Inspirational Leadership

This course helps you explore the responsibilities, challenges and opportunities for leaders. Focusing on improving your leadership style, it equips you with the knowledge and skills needed to lead more effectively in your organisation.

We look at crucial issues surrounding values, behaviours, organisational culture and Emotional Intelligence to help you build more productive relationships with your team.

### Course content

- Understanding leadership
- Leadership styles
- Situational leadership
- Organisational culture
- Values and behaviours
- Emotional Intelligence

### Benefits for the individual

- Increased knowledge of leadership techniques
- Understanding your own strengths and weaknesses
- Confidence in your leadership role
- Better relationship with your team

### Benefits for the organisation

- Motivated and informed employees
- Confident and inspired leaders
- Established direction and alignment

### Progression routes

- Emotional Intelligence
- Motivation and Delegation

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£450

#### Who should attend?

Both new and  
experienced managers  
and leaders



## Effective Management Skills

Develop the behaviours and attributes required to become a more successful manager. This course delivers vital knowledge and skills to help you not only to improve your own performance but also to enhance the effectiveness of your team.

We explore all aspects of the management role, ensuring you develop excellent communication and motivation skills to engage your team and reduce any potential for conflicts.

### Course content

- Understand the management role
- Leadership styles
- Communication skills
- Motivating others
- Time management
- Managing performance
- Team building
- Understanding conflict

### Benefits for the individual

- Improve how you manage yourself and others
- Enhance relationships in the workplace and with your team

### Benefits for the organisation

- Increased productivity
- Better employee engagement
- Reduced staff turnover

### Progression routes

- Effective Leadership Skills
- Identifying and Managing Other People's Stress in the Workplace

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£600

#### Who should attend?

All team leaders,  
supervisors and managers  
who have responsibility  
for line management



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)





## Managing People

To manage people well, you need a complex set of skills, including understanding others and being able to motivate them, support them and gain their trust. It entails being able to explain tasks, to keep everyone on track and productive, and to become self-aware so that you know what it is like to work for you.

If that wasn't challenging enough, every person you manage is different. You will need to be able to flex your style and adapt to individual needs, while keeping your eye on the bigger picture. Over two days, this course will give you plenty of tried-and-tested tips, techniques and theories. Then you will plan how to apply them to your own work context so that your people management skills will thrive.

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Line managers,  
team leaders and  
aspiring managers



### Course content

- What does a manager need to do?
- Reviewing your current management style and strengths
- Understanding what motivates others
- Personality: how people are different
- Adapting your style to get results
- Characteristics of a successful team
- What employee engagement means and the difference it makes to performance
- Handling challenging conversations
- How to coach your people
- Developing your personal action plan

### Benefits for the individual

- Identify actionable steps to help you improve your management
- Recognise individual needs and know how to address them
- Use your knowledge of motivation to get your people on board
- Increase your confidence in handling difficult situations

### Benefits for the organisation

- Improved team performance and motivation as a result of better management
- Capacity to address people problems swiftly instead of allowing them to escalate
- Increased employee engagement through better relationships with managers

### Progression routes

- Managing Difficult Situations and People
- Influencing and Persuading



## Developing a High-Performance Culture

What values and behaviours do you want in a healthy, high-performance workplace culture of which you are a part? This interactive and participative course will increase your personal effectiveness – and the effectiveness of your organisation – by developing and maintaining an agile, high-performance culture through people.

Designed for your personal and professional growth, and for the development of people you influence, the course will help you harness tools and techniques to enable successful transformation resulting in an improved culture and organisational performance.

### Course content

- Strategy and culture
- Values and guiding behaviours
- Shadow of the leader
- Coaching and feedback
- Support
- Develop insights and action steps

### Benefits for the individual

- Increase personal effectiveness
- Improve the effectiveness of others
- Deliver the image you want to portray
- Develop insights and actions

### Benefits for the organisation

- Differentiate your organisation from your competitors
- Nurture employees who know how to influence and inspire others to achieve results
- Develop trust and co-operation through a shared understanding of how strategy aligns to culture
- Improve employee engagement and support business success

### Progression routes

- Developing a Coaching Culture
- Effective Communication Skills

#### Duration

1-2 days

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£500

#### Who should attend?

Anyone who wants to grow personally and professionally and who is in a position where they influence the growth of others



### To book

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## Effective Communication Skills

Effective communication is the bond which holds organisations and relationships together. This course gives delegates the opportunity to think about and recognise their preferred communication style and the impact it has. It also demonstrates how they can adapt their approach to ensure positive outcomes when communicating with others who may have a different preferred style.

Through discussion, group activities and personal reflection, we will establish what helps and what hinders effective communication. We also identify what personal actions delegates can take to ensure they get their messages across clearly, develop rapport and build relationships face-to-face, by telephone or by email.

### Course content

- Communication barriers
- Sender and receiver: what is going on inside?
- Communication styles
- Ensuring understanding
- Assertive communication and behaviour
- Presenting a positive image – face-to-face, by phone and by email
- Action planning

### Benefits for the individual

- Increased understanding of your own communication style and how to adapt to develop rapport with others
- Greater awareness of impressions and how to ensure they are positive
- Increased confidence in communicating assertively

### Benefits for the organisation

- Clarity of purpose and process within the organisation
- More cohesive teams
- Improved customer relations

### Progression route

- Motivation and Delegation

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Leaders, managers  
and professionals  
wanting to enhance their  
communication skills  
at work to ensure they  
deliver results





## Influencing and Persuading

Managers are regularly called upon to influence in their roles – anything from asking a team member to stay late to gaining sign-off for a project from an important stakeholder. This course gives you a better understanding of the strengths and weaknesses of your own management style and helps you develop new influencing techniques and approaches to produce the outcomes you need.

### Course content

- The benefits of persuading and influencing
- Benchmarking your influencing challenges
- Clarity on what you want – creating your outcome
- Gaining their perspective – understanding the person you want to influence
- Deciding your approach – taking the right steps to succeed in your outcome
- Practise your approach
- Your actions and development

### Benefits for the individual

- Clarity of your requirements
- Effective approach to communication
- Understanding of others
- Results through adaption of style

### Benefits for the organisation

- Enhanced team work
- Quicker delivery
- Improved conflict management

### Progression routes

- Inspirational Leadership
- Time Management
- Effective Management Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Professionals who want to develop their range of communication skills and discover how to influence and persuade effectively



“ It was good to learn the different techniques of influencing upwards and sideways. ”

Georgina, Pattonair

### To book

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## Leading and Motivating Teams

Good managers need a range of technical skills to succeed in their role. Effective leadership includes responsibility for managing as well as the softer skills around understanding and motivating others to get the job done. This practical course enables delegates to identify their own preferred leadership style and the skills needed to adapt to different situations and individuals.

### Course content

- Differences between managing and leading
- Different styles of leadership and their use
- Motivation theory
- Getting people on side with different communication styles
- Stages of team development
- Empowering the team at different stages
- Prioritising tasks for efficient and effective operation
- Case studies and skills practice
- Actions to take away for continuing development

### Benefits for the individual

- Greater understanding of your own management and leadership style
- Ability to adapt to different situations and individuals
- Improved confidence in fulfilling your role
- Techniques to take back to the workplace

### Benefits for the organisation

- Adaptable and effective managers, leading to business success
- Motivated teams
- Succession planning for the future

### Progression route

- Leading with Emotional Intelligence

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Managers and leaders  
in small to medium-sized  
organisations



## Motivating Others

This course will help you explore what motivates people and drives their behaviours. Exploring the factors that affect performance and motivation in the workplace, it will help you recognise the needs of individuals and develop the knowledge and skills you require to get the best out of them.

### Course content

- Understand what drives behaviours
- Explore core values and how they may affect our own and others' behaviours
- Recognise how managing in an individual way increases engagement
- Identify ways to motivate through language and behaviour

### Benefits for the individual

- Increased knowledge of motivational techniques
- A more productive and fulfilled team
- Achievement of team objectives
- Better relationships with your team

### Benefits for the organisation

- Motivated employees
- Increased productivity
- Improved employee engagement

### Progression routes

- Influencing and Persuading
- Developing a High-Performance Culture

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

All team leaders,  
managers and leaders  
who have responsibility  
for motivating others



### To book

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## Motivation and Delegation

Learn how to motivate and delegate through differing communication styles and techniques. This course will help you to engage your team's eagerness so that targets and objectives can be achieved successfully.

### Course content

#### Motivation theory

- Why study motivation?
- Review the theories and principles involved in motivating individuals and teams
- Understand 'motivators' and 'satisfiers'
- Be aware of individual differences

#### 'SMART' Goals

- Define good quality goals against the 'SMART' criteria
- Write 'SMART' objectives
- Develop action plans

#### Delegation Strategies

- Why delegate?
- Barriers to effective delegation
- Understand the different levels of delegation
- Delegation strategies and your personal delegation style
- Three key success factors in planning to delegate an assignment
- How to run a delegation meeting
- Dealing with resistance and disagreement

#### Benefits for the individual

- Discover a simple process for planning to delegate an activity
- Develop techniques for overcoming self-imposed barriers to delegation
- Acquire strategies for tailoring your delegation to the needs of the individual concerned
- Learn how to set good quality goals that inspire people to take action
- Gain a variety of strategies to encourage enthusiasm within the workforce

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Professionals, managers, executives and directors – in both the public and private sectors – who want to develop and inspire people to take action and set compelling goals



#### Benefits for the organisation

- Capacity to delegate tasks in a clear and concise manner
- Efficient leaders within the workplace
- Motivational techniques that increase morale and staff retention

#### Progression routes

- Influencing and Persuading
- Inspirational Leadership

## Getting Things Done Through Others

The role of a supervisor or middle manager can be challenging, whether you have been promoted from within or brought in from outside. Developing the skills to interface between senior management and the workforce is crucial to ensure business goals are met and teams function effectively.

This is a practical course giving delegates the opportunity to explore different techniques that they can apply back in the workplace.

### Course content

- Roles, responsibilities and characteristics of a good line manager
- Balancing the human and business aspects of getting the job done
- Communication and communication barriers
- Developing trust
- Goal setting
- Successful delegation
- Constructive feedback
- Skills practices
- Actions to take away for continuing development

### Benefits for the individual

- Greater confidence in fulfilling your role
- Practical skills and techniques to manage people and maintain standards

### Benefits for the organisation

- Effective line managers
- Motivated teams
- Succession planning for the future

### Progression routes

- Influencing and Persuading
- Effective Negotiation

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Middle managers  
and supervisors



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Getting the Best from Others

How can you influence the actions of others? If you are their line manager, people will usually do what you ask – but what happens when you are not their line manager? Today's workplace regularly requires us to work with other departments, project teams or organisations where we have no direct control. This brings a new set of challenges.

Our two-day course will equip you to work with people effectively across boundaries, giving you the confidence to improve your working relationships where you are not the boss.

It helps you find other ways of getting people on board, motivating them, and helping them to understand how working with you and your team will benefit everyone. It provides you with a different approach based on relationships rather than authority.

### Course content

- The impact factors: what is it about you that affects how others respond to you?
- Your footprint: what does all we can see of you say about you?
- Sources of power: besides authority, what have you got and how can you use it?
- The other boots: learning to see things from another perspective and adjusting your language
- Influencing skills: what Cialdini discovered about how people are influenced, and the principle that underpins it all
- Prosody: the importance of tone, pace and inflection when we speak
- The 'Three Step Tango': a simple structure to help you understand where the other person is coming from and express your needs clearly
- Principled negotiation: what Harvard found when they researched how to agree a way forward
- The extra mile: exploring the factors that make people want to be on your side and do their best to please you

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone who works with  
other departments, project  
teams or organisations  
where they have no  
direct control



### Benefits for the individual

- Understanding of how you impact on those you communicate with
- Strategies for repositioning yourself as an ally
- Knowledge of how to influence and persuade effectively
- Awareness to use your personal power for positive results
- Ability to explore the other person's point of view and adapt your approach accordingly

### Benefits for the organisation

- Staff who can work more co-operatively across departments and divisions
- Staff with a better understanding of how to approach potential conflicts and different agendas
- Staff who can influence more effectively

### Progression routes

- Developing a Coaching Culture
- Influencing and Persuading



# Performance Management

This practical course provides you with the essential skills and knowledge to manage and motivate people in order to achieve their best. You will look at ways to develop and manage behaviour, learn tools and techniques to deliver effective performance management and gain practice in giving feedback.

## Course content

- Define performance management
- How does performance management relate to your organisation?
- An overview of performance improvement
- Understand professional development
- Managing behaviour
- Identify the benefits to the organisation and individual
- Carry out a performance management discussion
- Define the tools and techniques of performance management
- Giving and receiving feedback in a professional manner
- Explore development tools
- Initiate action planning

## Benefits for the individual

- Understand the benefits of performance management
- Practically apply performance management tools and techniques
- Learn how to obtain the best from employees
- Build the knowledge to undertake performance management conversations

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Leaders and managers  
who conduct performance  
management  
discussions



## Benefits for the organisation

- Recognise the importance of performance management conversations
- Understand how performance management relates to organisational objectives
- Understand how personal development correlates with performance management
- Ensure feedback is given in a professional manner
- Enhance individual/line manager relationships

## Progression routes

- Effective Management Skills
- Developing a Coaching Culture

## To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Giving and Receiving Feedback

Giving and receiving feedback effectively is vital to any organisation's performance. It contributes to an engaged, motivated workforce where team members can learn from their successes and their mistakes.

This is an engaging workshop with high levels of group participation. Because feedback can be shared with peers, team members and seniors, the course is relevant to individuals across the workforce. In particular, the skills you gain are part of the essential toolkit for those who are in a position of leading others.

### Course content

- Overview of the value of feedback
- Understanding feedback as a mechanism for organisation performance, including lean and quality performance
- Understanding our personal response to feedback
- Models of feedback

### Benefits for the individual

- Greater confidence in giving feedback
- Greater self-awareness in your own response to feedback
- Emotional Intelligence around responses to feedback
- Techniques for immediate use in the workplace

### Benefits for the organisation

- A culture of trust among staff and their teams
- Improved team performance
- Improved team communication

### Progression routes

- Performance Management
- Creating a Lean Environment

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

All professionals, especially those who are in a position where they lead others at any level



## Team Working

A high-performance team is one that works harmoniously, communicating effectively and striving for the same goal. This challenging and practical course features self-discovery exercises and activities – both indoors and outdoors – so that you have the opportunity to learn directly from experiences.

The experiences are designed to incorporate theory, self-assessment and reflection, allowing individuals to collaborate, understand each other and forge effective working practices that will improve their overall performance.

### Course content

- Types of teams and characteristics
- The obstacles to effective team working
- Critical components required for a high-performing team
- Strategies for effective leadership and team working
- Practise skills with activities that replicate reality
- Develop individual and team strategies for success

### Benefits for the individual

- Increased awareness of how you operate within a team and how you lead others
- An understanding of current theories and best practice in team working and leadership
- Key skills, tools, techniques, insights and actions to improve your performance

### Benefits for the organisation

- Improved productivity
- Increased employee engagement
- Enhanced communication and collaboration
- Better employee wellbeing and retention

### Progression routes

- Managing People
- Managing Successful Meetings

#### Duration

1-2 days

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who wants to learn more about team working, leading others and being part of a highly productive team



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Myers-Briggs Type Indicator (MBTI®)

Using the Myers-Briggs Type Indicator (MBTI®), this one-day course enables you to understand different types of behaviours, helping you to get the most from others and to collaborate and co-operate more effectively.

### Course content

- Increase self-awareness: looking at your own preference
- Group dynamics: different types and how they impact a team
- Recognising the preferences of your team
- Building rapport and effective working relationships
- Working and communicating to full potential

### Benefits for the individual

- Describe your personal style
- Identify how your preference impacts on others
- Recognise the preferences of the team you work alongside
- Adapt your style to work effectively with others
- Build rapport and effective working relationships
- Appreciate why people do the things they do
- Work and communicate to full potential

### Benefits for the organisation

- Avoid and resolve conflicts
- Play to each individual's strengths
- Identify gaps in the team
- Discover how your team style works best with customers
- Assist communication strategies
- Provide managers with the understanding to give effective feedback
- Inform personal development plans
- Encourage true psychological diversity
- Support people through life transitions
- Inform your own and others' decision-making
- Develop thinking skills
- Develop Emotional Intelligence

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

Price on application

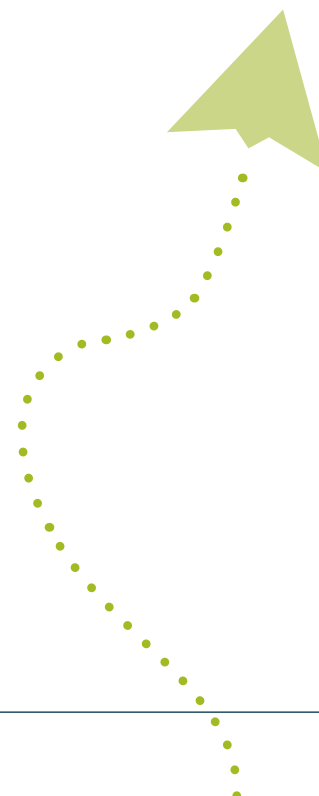
### Who should attend?

Professionals who manage or work within a team and need to recognise and adapt to individual styles



### Progression routes

- Emotional Intelligence
- Effective Communication Skills
- Building Resilience





## Managing Difficult Situations and People

In an increasingly demanding and competitive world, the ability to deal with 'difficult' people successfully is essential. This hands-on workshop focuses on how to approach challenging people in a professional and confident manner. It provides essential knowledge for managers and supervisors who are handling staff performance issues and for customer contact personnel working in a pressured environment.

We cover tools and techniques to help ensure a positive outcome when the communication becomes tough. Delegates will leave the day feeling more confident to broach the conversations they previously may have avoided.

### Course content

- Recognising possible causes of difficult behaviour
- Tools to manage oneself and any negative emotions
- How to build rapport
- Assertiveness skills
- Communication techniques to identify areas of common ground and solutions acceptable to both parties
- Tools to defuse a situation

### Benefits for the individual

- Increased confidence in your ability to defuse situations and achieve win-win outcomes
- Skills to behave and communicate assertively
- Successful outcomes when faced with challenging situations

### Benefits for the organisation

- Increased customer satisfaction when problems arise and are satisfactorily resolved
- Reduction in customer complaints
- More effective performance management
- Increased wellbeing of staff able to broach difficult subjects

### Progression routes

- Effective Communication Skills
- Emotional Intelligence

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

All those who need to be able to communicate effectively and deal with challenging situations in both the public and private sectors



“ I always enjoy every course but this one was particularly brilliant as we’ve all been affected by difficult people. The activities were great. ”

Joanne, The Coaching Inns Group



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Managing Difficult People

Difficult people can sap your energy, cause disruption, unsettle colleagues, use up your time and affect your team's performance. Of course, it's actually the behaviour we find challenging, not the whole person. What is worse, we often respond with behaviour that they find challenging, creating an ever-increasing circle of frustration.

This course highlights strategies for dealing with difficult behaviour and the appropriate responses that can have real impact on your team's productivity. Problems are recognised and nipped in the bud before they become troublesome, individuals learn to modify their behaviour and the work environment becomes a happier place for everyone.

### Course content

- Understanding human behaviour – what makes behaviour difficult?
- The importance of self-awareness – using reflection to analyse your own responses
- Understanding personal power
- Assessing the situation
- When and how to act – managing conflict and impact on performance
- How to challenge effectively
- Appropriate interventions
- Behaviour modification – how can individuals learn and change?
- Tips and strategies for dealing with difficult people

### Benefits for the individual

- The ability to assess a situation and decide when and how to intervene
- A range of techniques for handling challenging behaviour
- An understanding of how behavioural change occurs and what the barriers are
- An awareness of how your personal response and management style affects the behaviour of others

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Line managers and  
team leaders



### Benefits for the organisation

- More effective people management
- Less friction between team members
- Improved productivity and working relationships

### Progression routes

- Effective Communication Skills
- Performance Management

“ The whole course was enjoyable. ”

Stuart, WB Power Services

### To book

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# Strategy

Robust, credible and proactive strategies are the key to business and organisational success. Roundhouse Thinking's suite of strategy-based learning programmes will help you master the skills of developing, implementing and embedding winning strategies that your colleagues can understand and get behind. We focus on the practical elements of strategic thinking, planning and decision-making to help create a culture of high performance.





# Courses

## **Developing Your Strategic Thinking**

Build one of the most vital leadership skills 38

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## **Formulating a Strategy**

Create a working strategic plan for your organisation 39

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## **Translating Strategy into Action**

Deliver your strategic plan with confidence 40

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## **Developing a Business Strategy**

Take a more strategic approach to business planning 41

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## **Developing a Strategic Workforce Plan**

Improve your medium and long-term workforce planning 42

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## **Developing a Quality Strategy**

Implement robust quality processes and procedures 43

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## **Developing a Marketing Strategy**

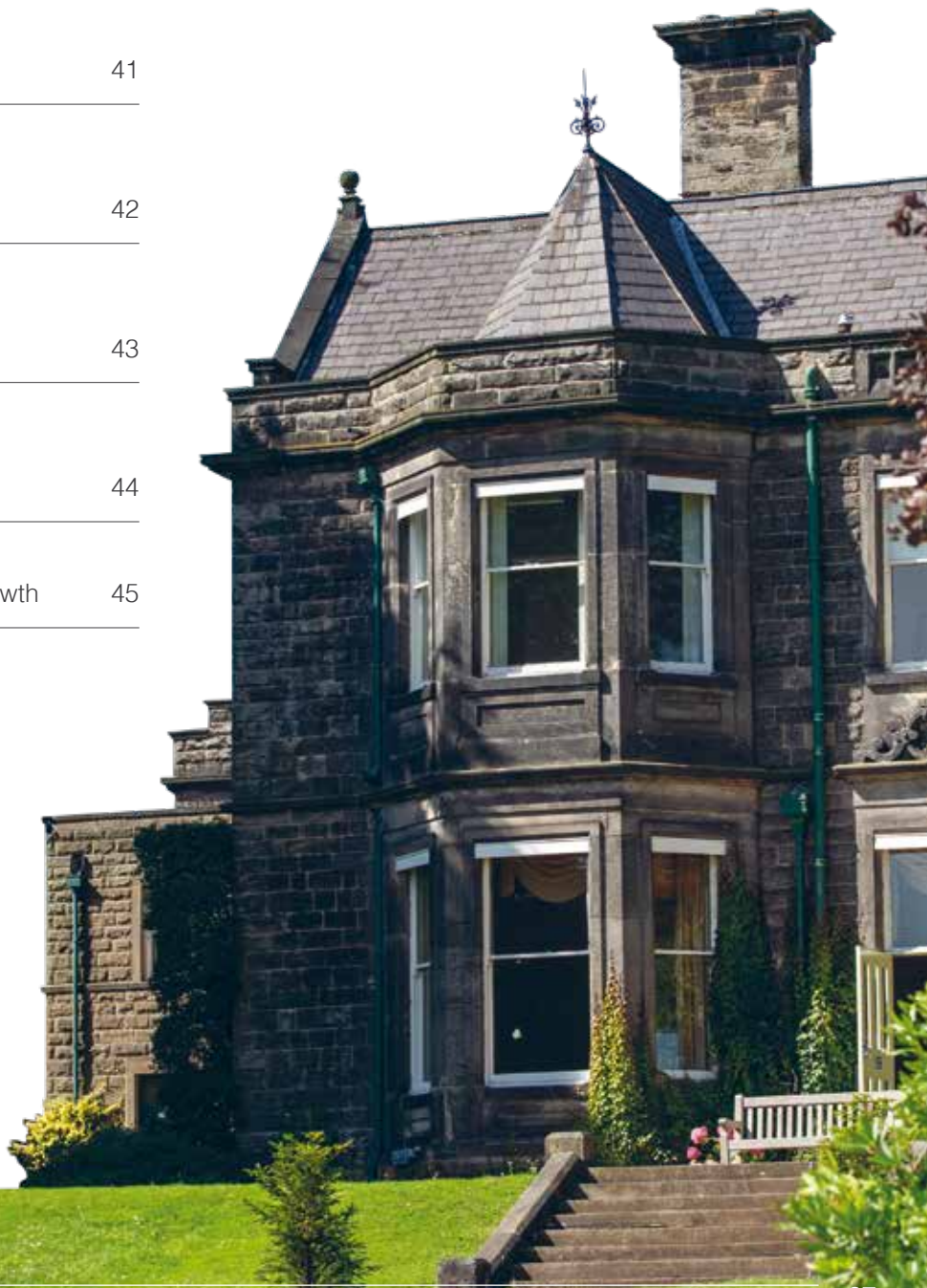
Achieve measurable benefits from your marketing activities 44

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## **Developing a Sales Strategy**

Set clear sales objectives for business growth 45

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## Developing Your Strategic Thinking

Many of us spend much of our time executing strategies of one form or another while dealing with day-to-day operational issues – and this course reflects how strategic thinking is increasingly recognised as a key skill for leaders and aspiring leaders.

The knowledge you gain will improve your contribution to leadership debates at your existing level and will also support your development and progression into a more senior role.

### Course content

- What is strategic thinking?
- Why strategic thinking in business today?
- Techniques for thinking more strategically
- Understanding the gaps in our strategic thinking
- Practice in strategic thinking – and speaking
- Action planning

### Benefits for the individual

- Understand the benefits of strategic thinking
- Raise your credibility by implementing strategic thinking techniques in your way of working

### Benefits for the organisation

- Leaders who can think more strategically and critically, enabling greater business effectiveness

### Progression routes

- Developing a Business Strategy
- Developing a Strategic Workforce Plan

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone in a leadership or management role who needs to develop their strategic thinking



## Formulating a Strategy

Formulating strategy is the bedrock for ensuring the effectiveness of any organisation. This course provides you with a broad insight into the world of corporate strategy, from the planning to the implementation phase. It delivers a clear and concise understanding of how to create a working strategic plan for your organisation.

### Course content

- Strategic planning
- Development of organisational strategies
- Defining key strategic outcomes and KPIs
- Measuring and reporting success
- Strategic management tools
- Mapping the environment – Porter's Five Forces
- Effective risk mitigation
- Defining customer benefits
- The financial management roadmap
- Effective strategy implementation
- Effective communication
- The Change Curve
- Balanced scorecard metrics
- Continuous improvement

### Benefits for the individual

- Understand concepts of long-term planning and develop the confidence and initiative to apply these effectively
- Apply strategic concepts to the development of the organisation
- Identify and assess issues and risks that may have an impact on your organisation

### Benefits for the organisation

- A strategic understanding of principal tools and models and their use within the company
- A roadmap for the development of corporate strategies
- Advice on the effective implementation of these strategies

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£450

#### Who should attend?

Senior managers,  
HR managers,  
departmental heads  
and board directors



### Progression routes

- Translating Strategy into Action
- Managing Internal Communications



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Translating Strategy into Action

Learn how to apply strategy within the workplace. With advice on how to align an organisation behind its strategy, this course will enable you to deliver a strategic plan confidently. You will gain an understanding of how to approach risk and how to assess the weaknesses of an implementation plan.

### Course content

- Create an implementation process
- How to translate strategy into action
- How to align an organisation behind its strategy
- Harness the power of your people
- Assess where resistance is
- Understand how to keep the pressure up and push through obstacles
- Secure synergies when integrating functions

### Benefits for the individual

- Knowledge, skills and confidence to repeatedly get results
- A refined strategic plan of action, ready to apply within the workplace

### Benefits for the organisation

- Professionals with the skills to develop and influence people when implementing strategy
- Transferable skills and knowledge to deliver positive outcomes
- Ability to evaluate the state of organisational readiness and identify and assess resource-based, political and mental blockers
- Improved capacity to work with goals, including strategic thinking, the pyramid principle, goal setting, mapping and analysis at every level of the organisation
- More productive collaboration, gaining attention for and communicating a vision
- Greater commitment and accountability – using incentives, winning support and influencing actions

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£450

### Who should attend?

Senior managers, HR  
managers, departmental  
heads and directors



### Progression routes

- Effective Communication Skills
- Introduction to Project Management
- Understanding Change





## Developing a Business Strategy

This course is designed to de-mystify the process of preparing a business strategy and provides a toolkit to support business strategy development. It covers all the components you need to put a strategy in place and concludes with action planning and advice on next steps for each individual delegate.

### Course content

- Why do we write a business strategy?
- What is a business strategy used for?
- What are the components of a business strategy?
- What are the internal/external factors to consider?
- Comparing business strategies
- Drafting an outline business strategy
- Action planning

### Benefits for the individual

- Deeper understanding of the benefits associated with developing a clear, coherent business strategy
- Greater confidence in developing that business strategy

### Benefits for the organisation

- Leaders who can take a strategic approach to business planning
- Greater awareness of the business strategy throughout the organisation
- A clearly defined route to success for new business ventures

### Progression routes

- Developing a Strategic Workforce Plan
- Developing your Strategic Thinking

#### Duration

1 day

#### Locations

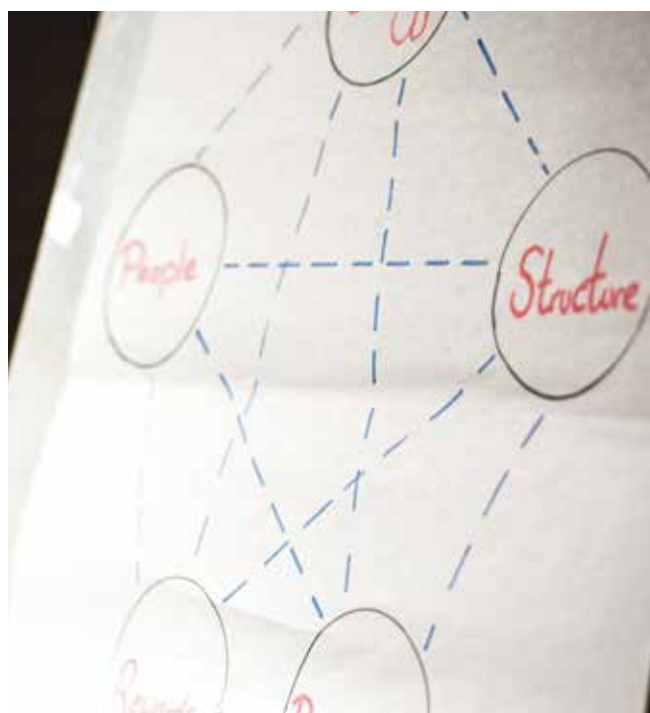
Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone aspiring to a more strategic role in their organisation or anyone setting up in business



### To book

Call: 01332 836638

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Developing a Strategic Workforce Plan

In an increasingly competitive market for talent, and an ever-changing business environment, organisations need to consider the medium and long-term planning of their workforce like never before.

This course explores both the internal and external factors involved in putting together a workforce plan that supports business strategy.

### Course content

- The benefits of effective strategic workforce planning
- Internal and external factors impacting workforce planning
- The components of a strategic workforce plan
- Building a strategic workforce plan
- Sustaining a strategic workforce plan

### Benefits for the individual

- Greater understanding of the benefits associated with strategic workforce planning
- Improved confidence in putting together a strategic workforce plan

### Benefits for the organisation

- A more planful approach to the workforce
- Greater business resilience due to more effective planning

### Progression route

- Developing a Business Strategy

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone needing to put together a strategic workforce plan, whether they are part of the HR function or the leadership team in a business



## Developing a Quality Strategy

Delivering products and services to customers is core business – so it is essential to ensure that what you deliver is high quality. Every organisation should have a quality strategy and systems in place which align with its core business strategy.

This course shows you how achieving a quality strategy starts at the very foundation of your business. It places an emphasis on creating robust quality processes and procedures.

### Course content

- Strategic quality management and strategic thinking
- Analysis of the current landscape
- Identifying goals and objectives
- Writing a strategy
- Measuring quality
- Approaches to control in quality

### Benefits for the individual

- Align objectives
- Reach key goals
- Meet the needs of internal and external customers
- Identify and continually improve quality
- Fewer errors and defects

### Benefits for the organisation

- Evaluation of how the organisation currently works and where quality can be improved
- Clear and visible responsibility, accountability and process ownership, so that the person responsible for the quality of each process is known – and they are fully aware of that responsibility themselves
- Opportunities to identify and mitigate risk
- Improved processes with better quality outcomes
- A continuous improvement culture

### Progression route

- Creating a Lean Environment

#### Duration

1 day

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone who is required to write, update or improve a quality strategy



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Developing a Marketing Strategy

This course provides an overview of the methods and techniques you need to develop and implement a successful strategic marketing plan which is specifically suited to the needs of your business.

It will help you to communicate your strategy effectively and show you how to measure your results in line with key business objectives.

### Course content

- Marketing tools and techniques
- Analysing the competition
- Target audience and positioning
- Price and promotion
- Current trends
- How to measure your marketing results

### Benefits for the individual

- Clear plan with objectives to follow
- Greater confidence in establishing a strategic marketing plan

### Benefits for the organisation

- Measurable outcomes
- The ability to keep up to date with current trends
- Opportunities to identify key marketing objectives

### Progression routes

- Marketing Communications
- Social Media Marketing
- Introduction to Digital Marketing Methods

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone who wants to see the real benefits derived from their marketing activity, whether they are business managers or marketing professionals





## Developing a Sales Strategy

An effective sales strategy is a vital part of building a growing business. This course will help you develop a strategy which ensures you make the best use of the resources available and co-ordinate a consistent approach across the business.

We look at how the strategy should be underpinned by clear objectives and a thorough understanding of your customers and target market. Key issues covered include deciding how best to sell, making sure you have the right resources and managing sales performance.

### Course content

- Understand the key components of a sales strategy
- Outline market and competitor analysis
- Understand product offering, customer engagement, retention, development and growth
- Create a sales strategy that optimises organisational resources
- Align sales strategy to the wider organisation

### Benefits for the individual

- Clear strategic direction and action plans
- Activity aligned to measurable KPIs
- Streamlined processes

### Benefits for the organisation

- Explore alternative opportunities to sell
- Improve customer service
- Identify key priorities and clear goals everyone can work toward
- Achieve measurable outcomes
- Ensure better engagement between sales and marketing departments

### Progression routes

- Closing a Sale
- Progressive Selling
- Strategic Selling

#### Duration

1 day

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£400

#### Who should attend?

Anyone looking to develop a new sales strategy or to improve an existing strategy



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Finance

Make more confident and informed financial decisions – with the help of Roundhouse Thinking's specialist courses. Aimed at professionals ranging from new budget holders to senior leaders, our training offers detailed insights into the fundamental elements of finance, including the various processes, products and risks involved in complex market scenarios.



# Courses

## Budgeting Basics

Create, manage and communicate budgets with ease 48

---

## Finance for Non-Finance Directors

Exert a greater influence on financial decision-making 49

---

## Finance for Senior Leaders

Understand financial data – and ask the right questions 50

---

## Commercial Awareness for Technical People

Gain financial perspectives to support your work 51

---

“ This was nothing like what I expected. It helped me to become more aware of how small changes can make a big difference to the bottom line. I have new-found respect for our finance team! The trainer was really credible and demonstrated real-life examples throughout. ”

Delegate from AESSEAL







## Budgeting Basics

This course is designed to help budget holders plan and manage their budgets efficiently to aid the smooth running of their organisation.

### Course content

- What budgets are and why they are needed
- Understanding your role within the budgeting process
- Understanding different budget types
- Putting together a simple budget
- Considering assumptions to incorporate within a budget
- Understanding direct, indirect, fixed and variable costs
- Allocating overheads
- Forecasting
- Flexing the budget

### Benefits for the individual

- Greater confidence in creating, managing and communicating budgets
- Understanding different sources of information

### Benefits for the organisation

- Improved competence in financial management, especially for those staff who are relatively new to budgeting
- Effective financial forecasting for more informed decision-making

### Progression route

- Finance for Non-Finance Directors

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Budget holders and people who are new to budget management



“ This topic was so useful for my current role. I am now more knowledgeable regarding balance sheets and it will help me to make better financial decisions. ”

Delegate from AESSEAL





## Finance for Non-Finance Directors

Whatever your professional background, this course offers vital knowledge of financial issues to improve your confidence and strategic awareness. You will interact more productively with finance-based colleagues, exert greater influence on decision-making, and manage the impact of those decisions on business results.

### Course content

- Familiarisation
- Nominal structures
- Profit and loss accounts
- Cash flows
- Balance sheet
- Key ratios
- Balance sheet movements
- Capital structure
- Cash control
- Capital versus revenue spend
- Asset management
- Leasing
- Valuing the business
- Case study
- Bringing it all together

### Benefits for the individual

- A complete understanding of tax efficiencies, allowances and financial strategies designed to help you save money, aid projects and manage budgets
- The knowledge to deliver greater profitability and reduce business risk
- An ability to evaluate financial statements fully
- A comprehensive self-assessment to guarantee knowledge transfer

### Benefits for the organisation

- Increased knowledge of business finance within the workforce, enabling staff to make informed decisions
- More detailed assessments of your organisation's financial health and affairs

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£500

#### Who should attend?

Directors and senior  
managers looking to  
understand more about  
company finance



### Progression routes

- Effective Leadership Skills
- Introduction to Project Management
- Budgeting Basics



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Finance for Senior Leaders

Senior leaders depend upon financial data and their financial teams to make business decisions on behalf of their organisation. This course is designed to support them in understanding financial data, asking the right questions, and working more confidently with internal and external stakeholders, including investors. It is also invaluable for aspiring senior leaders who want to be stretched and ready for their next role.

### Course content

- The role of finance in strategy
- Revisiting key financial statements, including balance, profit and loss
- Use of financial ratios to understand business performance
- Understanding external financial and economic data to shape business plans
- Putting together a financial strategy
- More effective budgeting and forecasting
- Cash flow and cash management
- Communicating financially to stakeholders

### Benefits for the individual

- Greater understanding of financial strategy
- Stronger engagement with the organisation's budgeting and forecasting cycle
- Increased confidence in the communication of decisions based on financial data
- Ability to discern fact from fiction in the presentation of financial data

### Benefits for the organisation

- Building capability among senior leaders to help the organisation undertake informed decision-making
- Greater ability to influence investors

### Progression routes

- Commercial Awareness for Technical People
- PRINCE2® Foundation and Practitioner

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£500

#### Who should attend?

Professionals already in – or aspiring to – senior leadership roles who want to increase their understanding of finances



## Commercial Awareness for Technical People

The aim of this course is to bring out the commercial context surrounding technical work. It allows technical staff to understand how they fit into a larger picture, why they may be asked to undertake tasks that do not appear to be technical and the impact their interactions have within the commercial context. The course emphasises the collaborative nature of delivery and the need to offer value to customers.

### Course content

- Stakeholders and their various needs
- Sales, bidding and the value chain
- Valuing *Good Enough* requirements management
- Five estimating methods
- Controlling change
- Identifying and managing risk
- Key elements of contracts, types of contracts and intellectual property rights

### Benefits for the individual

- Understand which technical concerns are commercially significant
- Understand how to produce better estimates
- Understand how to retain value and contribute to profitability

### Benefits for the organisation

- Better alignment between technical teams and sales teams
- Better relationships with customer personnel
- Better estimates feeding into bids

### Progression routes

- Effective Negotiation
- Translating Strategy into Action
- Finance for Non-Finance Directors

#### Duration

1 day

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£500

#### Who should attend?

Anyone in a technical role or from a technical background who would like a commercial perspective to aid their work



“ The trainer made what you’d expect to be a very dry subject incredibly interesting. It has helped me consider the financial impact of my decisions. ”

Delegate from AESSEAL



### To book

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# Marketing and Sales

Extend your reach and find new customers. Promote fantastic customer service. Generate high-value leads. Increase brand awareness. Use social media to its full potential. Roundhouse Thinking can help you transform your approach to marketing and sales in ways which deliver a substantial impact. Choose one of our dynamic courses and discover why investing time in training and honing your expertise can make a huge difference.





# Courses

## Building your Brand

Understand what makes a brand successful, impactful and sustainable 54

---

## Marketing Communications

Improve the credibility and visibility of your organisation 55

---

## Agile Marketing Foundation

Apply Agile principles to your marketing for optimal results 56

---

## Introduction to Digital Marketing Methods

Harness the latest digital tools as part of a powerful marketing strategy 57

---

## Social Media Marketing

Increase your social media presence and share meaningful content 58

---

## Foundation in Sales

Draw on best practice to boost sales performance 59

---

## Progressive Selling

Achieve greater success with large-scale and complex deals 60

---

## Closing a Sale

Become a master of persuasion, harnessing techniques used by top salespeople 61

---

## Strategic Selling

Secure high-profile, career-defining sales deals 62

---

## Effective Negotiation

Obtain win-win results when negotiation is part of the sales process 63

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## Building your Brand

Branding is just as important for small businesses as it is for large businesses. This creative course reveals what makes a brand successful and the techniques you can adopt to develop a sustainable brand.

Our aim is to give you a succinct understanding of the importance of your brand, along with the insights and tools to maximise its impact for a genuine competitive edge.

### Course content

- Importance of brand identity
- Brand identity
- Market research
- Competitor analysis
- Defining your brand
- Developing your brand strategy
- Launching your brand

### Benefits for the individual

- Complete understanding of brand, brand identity and the importance of branding
- Greater awareness of competitor analysis

### Benefits for the organisation

- Competitive edge
- Enhanced recognition and credibility with customers
- Brand consistency
- Help with recruitment and retention

### Progression routes

- Social Media Marketing
- Introduction to Digital Marketing Methods

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Marketing executives,  
business owners,  
managers, directors,  
graphic designers  
and anyone launching  
a start-up business



## Marketing Communications

Gain the key knowledge to ensure any marketing communications you create and deliver enhance your relationship with stakeholders and external partners. This course shows you how to make full use of all the communication tools and techniques available. It provides a detailed overview of targeted interaction with customers and prospects using one or more media such as direct mail, newspapers and magazines, television, radio, billboards, telemarketing, and the Internet.

### Course content

- Your brand's voice
- Identify communications objectives
- Map out target audiences and the persona of your buyers
- Understand the advertising opportunities available
- The importance of communications that align with a brand image
- Understand the effectiveness of a marketing campaign
- Evaluate the importance of marketing communications within an organisation

### Benefits for the individual

- Improved marketing communications
- Discover a range of creative thinking techniques
- Better evaluation of marketing communications campaigns
- Ability to select the right marketing approach according to target audience

### Benefits for the organisation

- Improved brand awareness and credibility
- Enhanced loyalty and trust
- Increased visibility of brand
- Lasting relationships with a target audience

### Progression routes

- Social Media Marketing
- Introduction to Digital Marketing Methods

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Professionals who are looking to develop their experience in marketing communications



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)





## Agile Marketing Foundation

Agile principles can bring an exciting new dimension to your marketing planning and practices, paving the way for optimal results. Growing in popularity, Agile Marketing helps professionals to prioritise according to business value while becoming more effective and efficient in their day-to-day working.

This one-day interactive workshop provides the ideal introduction to the concept of Agile Marketing and why it is needed. Delegates will learn how to contribute to agile projects, deliver more value and work more productively. They will also build a deeper understanding of the need for organisational agility, so they can play their part in wider transformation programmes.

### Course content

- The importance of collaboration
- Agile values
- Effective teams
- What is Agile Marketing?
- The Agile Marketing Manifesto
- Minimum Viable Product
- What is Scrum?
- Working with Kanban
- Agile and project management – AgilePM®
- Prioritisation methods
- Using User Stories

### Benefits for the individual

- Greater understanding of agility and agile processes
- Improved collaboration with agile teams
- More effective contributions to agile projects

### Benefits for the organisation

- Stronger team collaboration
- Recalibration of your organisation's position

### Progression routes

- Introduction to Project Management
- PRINCE2® Foundation and Practitioner
- Building your Brand

#### Duration

1 day

#### Locations

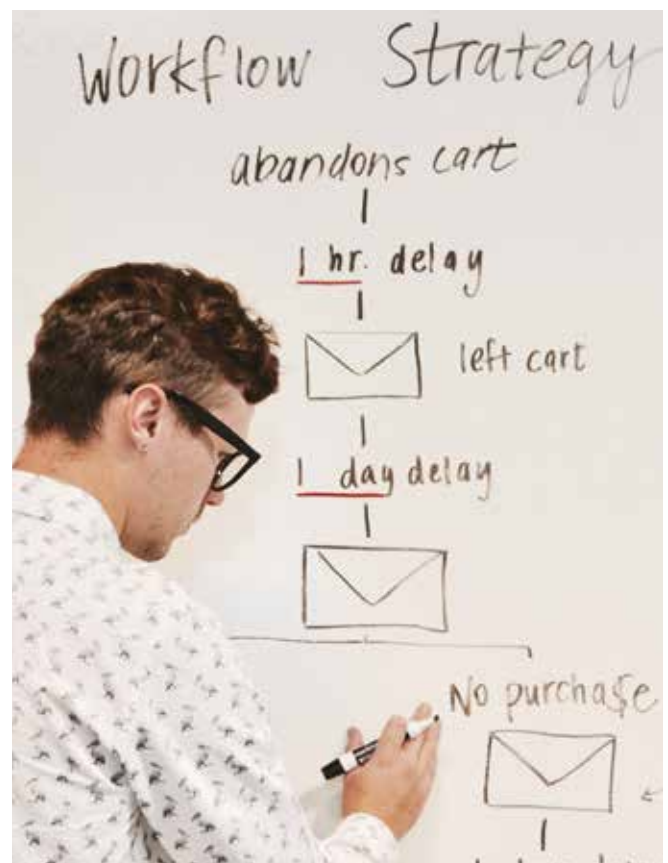
Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Marketing directors, managers, co-ordinators and executives, as well as representatives from marketing, PR, advertising, video and creative agencies keen to become more agile with their workflow





## Introduction to Digital Marketing Methods

This course is a must for individuals keen to use the latest digital marketing tools and techniques to improve brand awareness and achieve strategic goals and ambitions. It will give you a better understanding of how these tools and techniques can complement and enhance your organisation's overarching marketing strategy. We address the fundamental elements of digital marketing while exploring the background to each of the tools available.

### Course content

- Understand the breadth of marketing tools available
- Design and evaluate existing social media and digital marketing campaigns
- Create a bespoke digital marketing plan, taking into consideration your end goals
- Understand social media metrics and website analytics to improve marketing and measure success of marketing activities through Return on Investment (ROI)

### Benefits for the individual

- A bespoke written strategy to enhance digital marketing
- Clearer direction for digital marketing communications
- Improved reporting with a focus on ROI
- Improved confidence using new methods

### Benefits for the organisation

- Cost savings thanks to better utilisation of tools which are currently free to use
- Improved conversion rates
- Trackable and measurable results
- Increased number of enquiries

### Progression routes

- Social Media Marketing
- Building your Brand

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Marketers, business owners  
and anyone launching  
a start-up company



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Social Media Marketing

From setting up social media platforms to developing your social media presence and sharing meaningful content, this highly practical course can help you transform your business.

### Course content

- Understand why using social media could help your business
- Identify which platforms are best suited to your business
- Understand how to set up a successful profile on Facebook, Twitter, Instagram and LinkedIn
- Understand the basics of using Facebook, Twitter, Instagram and LinkedIn
- Clarify what to do and how often
- Techniques in increasing your social media followers
- Explore how to use social media platforms to promote your business
- Tips to make managing your social media easier and more efficient

### Benefits for the individual

- Step-by-step guidance to get your Facebook, Twitter, Instagram and LinkedIn set up for successful interaction with your target audience
- Increased confidence and understanding of how to use the main social media platforms for your business or personal use
- Practical tips you can implement immediately to increase your following

### Benefits for the organisation

- Improved understanding of how to use social media efficiently to generate potential sales leads
- Increased online presence among your target customers
- Active participation in social media to ensure your business reaches a wider audience

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone keen to incorporate social media into their business, or who would like to learn more from a personal perspective



### Progression routes

- Marketing Communications
- Building your Brand



## Foundation in Sales

Aimed at boosting performance in both telephone and face-to-face sales-based roles, this course focuses on building relationships with new prospects via practical and proven systems and processes. It offers a comprehensive, detailed introduction to the theory and practice of sales, drawing on real-world examples of best practice, predominantly from the business-to-business (B2B) sector.

### Course content

- The difference between an average sales person and a highly successful one
- Preparing for sales presentations and calls, including techniques for getting past the gatekeeper
- Create a positive first impression and build credibility and rapport
- How to elicit your prospect's needs and read buying signals
- Enhance your questioning and listening skills
- Using body language and non-verbal communication to your advantage
- Identifying your own and your company's USPs, then identifying your client's specific needs to match them with what you are selling
- How to get your point across without the 'waffle'
- Identifying and overcoming objections in a positive and influential manner
- Demonstrating a variety of closing techniques while learning the importance of practice

### Benefits for the individual

- A formal insight into a key business skill
- Confidence in an area sometimes seen as a 'dark art'
- Practical ideas to help in real-time situations
- A starting point for self-managed financial enhancement

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Individuals who are just starting out in sales, experienced business developers who have had little or no formal development in sales, or anyone seeking to refresh their skills



### Benefits for the organisation

- Immediate improvements to Return on Investment (ROI)
- Shorter bedding-in periods for sellers to achieve the benchmark
- Greater staff retention through achievement of targets

### Progression routes

- Progressive Selling
- Strategic Selling

### To book

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## Progressive Selling

Conventional wisdom in the world of business development once said that 'selling is selling' – and techniques that were successful in smaller consumer sales worked equally well in more complex business-to-business (B2B) transactions.

On the contrary, research has shown that these widely used conventional methods failed miserably when applied to more complex transactions. Our course dispels the myths and gives you vital pointers to progressive selling techniques that work. It helps ensure that decision-makers associate you with a 'solution focused' attitude.

### Course content

- Focus on a pattern of questions: situation, problem, implication, and need pay-off
- A behaviour analysis method based on the theory that customer behaviour changes according to the size of the sale
- Building the perceived value of your proposition
- The sale and buying cycles
- The implied and explicit needs
- The four stages of a sales call
- The development of needs
- The SPIN questions
- Successful probing strategy for larger sales
- Effectively using the SPIN model
- Demonstrating capability
- The three ways to demonstrate a solution
- The obtaining commitment stage
- Preventing objections

### Benefits for the individual

- Improved reputation with customers who will see you as a real consultant or problem solver working in their best interest

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone involved with sales in large organisations, structures and projects where a knowledge – and opinion – can offer real value to a client



### Benefits for the organisation

- Greater success in larger scale deals
- Improvements in revenue and contract longevity through higher value deals

### Progression routes

- Closing a Sale
- Strategic Selling





# Closing a Sale

Closing is converting commitment into a decision and this course is designed for sellers who wish to improve their closing skills. We will share advanced techniques that will produce positive outcomes for everyone involved in the process.

## Course content

- The five principles of closing: we provide an in-depth look at the stress points in closing clients, the natural 'decision-making points' when selling and the 'close early and often' ethos
- What is closing? How do you reach a decision? What is a pre-closed decision?
- We explore how to take the pressure off, build relationships, focus on process and detach from emotion
- The obstacles to closing: you will learn what the major barriers are and how to overcome them
- Become a master of persuasion: persuasion power is the difference between success and failure, the crucial factor in helping you get more of the things you want faster
- The trial closing corridor: you will learn how to guide candidates and clients through the process to ensure a positive decision can be reached
- Choosing the right tool for the job: we share the top ten 'real' closing techniques used by the most successful salespeople
- Major milestones in the process: we cover the many points in the recruitment process where closing is essential

## Benefits for the individual

- Clear strategies for persuading and influencing the buyer, including the power of pre-closing
- Increased confidence and competence when closing, using the most successful techniques

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Individuals involved in the buying cycle, business development executives, account managers, territory managers and anyone who has never received any formal development in the area of closing techniques



## Benefits for the organisation

- Up-skilling in a broad range of areas for financial enhancement
- Greater staff retention and Return on Investment (ROI)

## Progression routes

- Effective Negotiation
- Effective Communication Skills

## To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Strategic Selling

Strategic selling helps organisations to develop comprehensive strategies to win sales opportunities. This course delivers a selling process and action plan to sell solutions successfully where approval is needed from multiple decision-makers in a client's company. It will help you navigate the internal bureaucracy of customers' and prospects' organisations, increasing the closing rates for opportunities which have longer sales cycles.

### Course content

- Identify all key players in the client's business, understanding their degree of influence and their reasons for buying
- Uncover essential information to evaluate a client company's competitive position, address the business and personal motives of each decision-maker in the company, and differentiate their company by leveraging its unique strengths
- Know when to walk away from resource-intensive deals with low probabilities of success
- Learn how to focus time and energy on those opportunities most likely to secure profitable, long-term customers
- Gain more visibility to assess the status of important sales opportunities
- Allocate resources appropriately for large sales and improve team collaboration to pursue strategic opportunities
- Forecast revenue with greater accuracy

### Benefits for the individual

- Larger, more complex deals, generally leading to greater long-term profitability
- Knowledge to help you network at a higher level than before
- Opportunities to win career-defining deals

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Experienced sellers who need to secure approval from multiple decision-makers



### Benefits for the organisation

- A greater return from your sales force
- A route to higher profile client wins
- The opportunity to develop 'top performers' which sets an excellent example through the workforce

### Progression routes

- Progressive Selling
- Closing a Sale



## Effective Negotiation

Enter negotiations confidently to ensure that win-win results are obtained. This course is specially designed for those who face tough buyers and who want to develop the skills and techniques to achieve best outcomes. It will help you reduce the length of negotiations by justifying your position and avoiding unnecessary discounting.

### Course content

- Seeing negotiation as a two-way process and helping to apply this to day-to-day roles
- Understanding the psychology of why clients think they should pay less
- Exploring personality types and the benefits of confronting negotiation situations
- Developing a focus on cost/value and looking at the rules of negotiation
- Identifying trading variables – with practical application in role play and group exercises
- Gaining and maintaining control
- Phone and email negotiations: how to manage these situations
- Understanding the concept of influencing and how it differs from negotiation
- The profile of successful persuaders and overcoming obstacles to persuasion
- Negative vs positive influencing tactics
- Building rapport to facilitate influencing and negotiation

### Benefits for the individual

- Knowledge of how to negotiate effectively with skilled buyers
- Practice in the skills needed to avoid costly mistakes
- Coaching and tips for self-development
- Ideas and techniques to utilise in your future negotiations

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Sales people, sales negotiators and account managers with roles where negotiation is part of the sales process



### Benefits for the organisation

- Improved return on sales through robust, improved performance
- Standardisation of approaches
- A reduction in lost business down to 'price-related impasse'

### Progression routes

- Closing a Sale
- Progressive Selling
- Strategic Selling

### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Customer Service

It goes without saying that gold standard customer service delivers tangible business advantages. Roundhouse Thinking's specialist courses are designed to help any organisation create a consistent service culture and delivery. We will equip your team to add genuine value to customer relationships, address problems quickly and effectively, and constantly exceed expectations.





# Courses

## **The Characteristics of Customer Service**

Explore the way customers think about service 66

---

## **Dynamic Customer Service**

Understand and surpass your customers' expectations 67

---

## **Creating Competitive Advantage**

Answer key questions about how customer service impacts profitability 68

---

## **Dealing with Complaints**

Handle complaints effectively and leave your customers feeling valued 69

---

## **Customer Experience Management**

Develop improvement plans to strengthen customer loyalty 70

---

## **Organisational Strategies and Customer Service**

Focus on leadership and alignment in the context of customer service 71

---

## **Processes, Systems and Technology in Customer Service**

Drive strategy through systems like CRM 72

---

## **Recruiting and Developing for Customer Service Roles**

Bring in the right people with the right behaviours 73

---

## **Managing the Performance of a Customer Service Team**

Inspire and support your staff 74

---





## The Characteristics of Customer Service

Designed to help you understand the key aspects of customer service, this course focuses on the importance of positive relationships with customers.

We will help you explore the way customers think about the levels of service quality they receive and the impact that has on their loyalty to your organisation. We also place emphasis on the vital role which customer service plays in overall business success.

### Course content

- Definition of a customer
- Purpose of customer service
- Identifying and exceeding customer expectations
- Service quality
- The loyalty factor
- Evaluating customer service

### Benefits for the individual

- Understand the key terms in customer service
- Recognise how customers make decisions
- Understand how customer service contributes to business success

### Benefits for the organisation

- Increased awareness of the way customers think
- Improved customer loyalty and retention
- A competitive edge for your business

### Progression routes

- Customer Experience Management
- Dynamic Customer Service
- Effective Communication Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone working in a  
customer service role



## Dynamic Customer Service

Focusing on communication and relationship building, this course will help you identify measures that can make a big difference to your interaction with customers and provide you with the knowledge and skills to deliver a gold standard level of service.

### Course content

- Understanding and exceeding customer expectations
- Providing exceptional customer service
- Building trust and rapport
- Listening and communication skills
- Relationship building
- Internal and external customer service
- Transactional analysis

### Benefits for the individual

- Understand the other person's point of view
- Recognise how effective communication builds better relationships
- Understand the power of active listening and responding skills
- Use positive language
- Manage relationships effectively
- Improve customer experiences

### Benefits for the organisation

- Become recognised as a high-quality organisation that exceeds customers' expectations
- Differentiate your organisation from competitors
- Build co-operation between departments
- Reduce customer complaint levels
- Create customer loyalty

### Progression routes

- Dealing with Complaints
- Managing Difficult Situations and People
- Effective Communication Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone working in a customer service role, who interacts with external customers or who wants to build better relationships with internal customers



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Creating Competitive Advantage

How can customer service be used to deliver competitive advantage? This course helps you answer key questions about the relationship between customer service and profitability.

Looking in particular at how you can achieve customer retention and long-term loyalty, we explore how your organisation can grow and prosper by adopting a more customer-focused outlook.

### Course content

- Porter's generic strategies
- The loyalty ladder
- Service/profitability cycle
- The loyalty effect
- Customer lifetime value
- Bargaining power of customers

### Benefits for the individual

- Understand the importance of customer retention
- Recognise the value of a customer
- Understand how to create customer loyalty

### Benefits for the organisation

- Improved returns on investment
- A more customer-focused outlook
- Customer service aligned with business strategy

### Progression routes

- Customer Experience Management
- Developing a Sales Strategy
- Dynamic Customer Service
- Organisational Strategies and Customer Service

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Customer service/  
experience managers  
and supervisors as well as  
senior managers keen to  
boost their organisation's  
profitability





## Dealing with Complaints

Gain the knowledge and skills to handle complaints effectively and leave your customers feeling valued. Offering a range of tips and techniques, this course aims to increase your confidence when facing complaints, help you to understand matters from the customer's point of view and ensure a positive outcome.

### Course content

- The value of complaints
- Influencing through language
- Listening and being assertive
- Six steps of complaint handling
- Resolving complaints effectively
- Applying skills to written complaints

### Benefits for the individual

- Recognise the value of feedback
- Understand why customers become difficult/demanding
- Improve your ability to influence others through understanding and communication
- Ensure a positive outcome
- Improve the way you manage difficult situations

### Benefits for the organisation

- Confident and knowledgeable employees
- Effective service recovery
- Reduced costs and increased profits
- Greater customer loyalty and advocacy

### Progression routes

- Managing Difficult Situations and People
- Dynamic Customer Service
- Effective Communication Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone responsible for dealing with complaints and anyone working in a service role



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Customer Experience Management

This course will ensure you understand what is important to your customers and help you identify key areas for improvement that will enhance customer experience and ultimately create customer loyalty. Highlighting internal factors such as strategy and alignment, it will underscore what is needed to become a customer-focused organisation.

### Course content

- Service as a strategy
- Competitive advantage
- Vision and values
- Employee engagement
- Experience mapping
- Measuring customer loyalty

### Benefits for the individual

- Understand why customer experience is key to success
- Recognise the importance of organisational culture
- Develop and implement an improvement plan
- Effectively measure customer experience

### Benefits for the organisation

- Differentiate your organisation from competitors
- Increase employee engagement
- Produce better returns on investment
- Create customer loyalty and advocacy

### Progression routes

- Improving Personal Impact and Interpersonal Relationships
- Introduction to Project Management
- Dealing with Complaints
- Dynamic Customer Service
- Effective Communication Skills

#### Duration

1 day

#### Locations

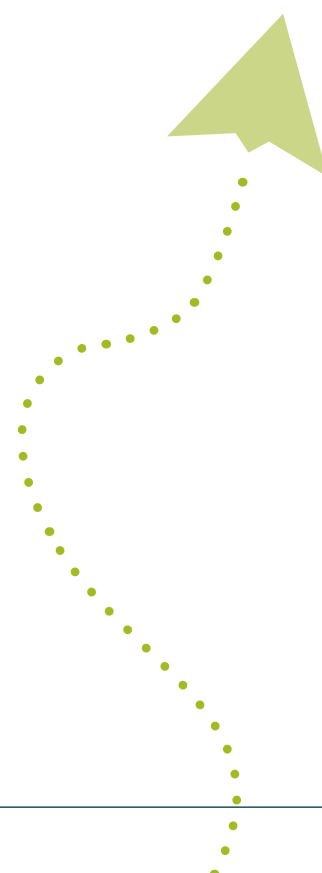
Derby, Birmingham,  
Sheffield, London

#### Cost

£500

#### Who should attend?

Customer service/  
experience managers  
and supervisors, senior  
managers/directors  
and anyone who has  
responsibility and  
authority to make changes  
aimed at improving the  
customer experience



## Organisational Strategies and Customer Service

Placing an emphasis on the significance of internal customer service, this course will help delegates understand what is needed within their business to engage employees and ensure that they, in turn, can provide high-quality external customer service. It has a particular focus on factors such as leadership and alignment.

### Course content

- Organisational culture
- Vision, mission and values
- Alignment
- Organisational structure
- Effective leadership
- Employee loyalty

### Benefits for the individual

- Recognise the importance of organisational culture
- Understand how to increase employee engagement
- Explore leadership styles and how to use them effectively

### Benefits for the organisation

- Become a more customer-focused business
- Make strategic changes to improve the customer experience
- Build better co-operation between departments

### Progression routes

- Customer Experience Management
- Effective Communication Skills
- Effective Leadership Skills
- Translating Strategy into Action
- Creating Competitive Advantage

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Senior leaders,  
managers and HR  
professionals



### To book

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## Processes, Systems and Technology in Customer Service

We help you identify and explore the internal processes, systems and technology that will create more positive experiences for your customers. With an emphasis on the in-house customer service function, this course will provide you with the knowledge needed to support your interactions and relationships with customers.

### Course content

- The customer service function
- In-house v outsourcing
- Success and performance criteria
- Internal processes
- Using technology in customer service
- Principles of a Customer Relationship Management (CRM) system
- Adding value through CRM

### Benefits for the individual

- Improve your knowledge of how technology supports customer service
- Develop effective methods and skills within the customer service function
- Enhance your relationships with customers

### Benefits for the organisation

- Harness a CRM system to drive strategy
- Introduce more efficient processes to underpin customer service
- Improve returns on investment

### Progression routes

- Organisational Strategies and Customer Service
- Customer Experience Management
- Recruiting and Developing for Customer Service Roles

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Managers, supervisors and team leaders responsible for customer service





## Recruiting and Developing for Customer Service Roles

With a focus on customer service roles, this course will help you understand how to recruit and develop the right people – and reduce the costs of getting it wrong. Offering a range of tools and techniques, it will provide you with the knowledge and skills to deliver a superior customer service performance.

### Course content

- Character recruitment
- Psychometric tests
- Interview process
- Competency-based interview questions
- Induction and development
- Competency frameworks
- Reward and recognition

### Benefits for the individual

- Understand how to recruit the right people for your team
- Reduce the risk of hiring the wrong people
- Develop an onboarding process to help improve skill and employee retention

### Benefits for the organisation

- A more capable, skilled customer service team
- Reduced costs through effective recruitment
- Improved customer retention and loyalty

### Progression routes

- Inclusive Hiring
- HR Essentials for Managers
- Customer Experience Management

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

HR professionals, managers  
and team leaders involved  
in the recruitment  
process



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Managing the Performance of a Customer Service Team

How can you transform and enhance the performance of your customer service team? This course will give you fresh ideas, knowledge and skills centred on performance improvement, motivation and managing behaviour. It will not only enable you to galvanise your team but also help you develop the behaviours required to be a successful manager yourself.

### Course content

- Managing performance
- Delegating
- Appraisals and reviews
- Core values and motivation
- Coaching skills
- Giving effective feedback
- Stress and performance

### Benefits for the individual

- Improve how you manage the performance of your team
- Improve relationships in the workplace
- Build a better rapport with your team

### Benefits for the organisation

- Sharper focus on customer service performance
- More confident and competent managers
- Increased competitiveness for your business

### Progression routes

- Customer Experience Management
- Effective Management Skills
- Giving and Receiving Feedback

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Managers, team leaders and supervisors in charge of customer service staff



### To book

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# Personal Effectiveness Skills

From time management to minute taking, report writing to delivering presentations, some skills are essential to the smooth running of an organisation, ensuring efficient administration and communication at every level. Roundhouse Thinking can equip your team with first-rate skills that will improve their confidence in their roles and bring about marked improvements in performance.





# Courses

## **Effective Administrator**

Manage yourself and your work with greater efficiency 78

---

## **Time Management**

Become more productive and less pressured 79

---

## **Managing Successful Meetings**

Run interactive meetings that everyone values 80

---

## **Minute Taking**

Prepare minutes in an effective, structured way 81

---

## **Report Writing**

Produce informative and persuasive reports 82

---

## **Presentation Skills**

Learn how to create positive impressions through presentations 83

---

## **Presentation Success**

Prepare and deliver more effective, convincing presentations 84

---

## **Polishing Presentation Skills**

Build on existing skills to refine your presentation techniques for greater impact 85

---

## **Business Networking: Getting Started**

Seize opportunities through networking and referrals 86

---

“The content was interactive and kept everybody’s attention.”

Bev, Pattonair





## Effective Administrator

This course is designed to provide skills development for those working in support roles within a business. It covers the fundamentals of managing yourself, helping you to become more effective in your role. The course is also valuable for people looking to embark on an administration career route who want to ensure they are 'interview ready'.

### Course content

- The role of an effective administrator
- The importance of effective time and self-management
- Communication and how it builds better relationships
- Understanding communication styles
- Planning the next steps

### Benefits for the individual

- Gain the confidence and skills to be more effective in time management, relationship management, communication and interpersonal skills
- Manage yourself and your work with greater efficiency

### Benefits for the organisation

- Build greater competence and skills in administration

### Progression routes

- Budgeting Basics
- Presentation Skills

#### Duration

1 day

#### Locations

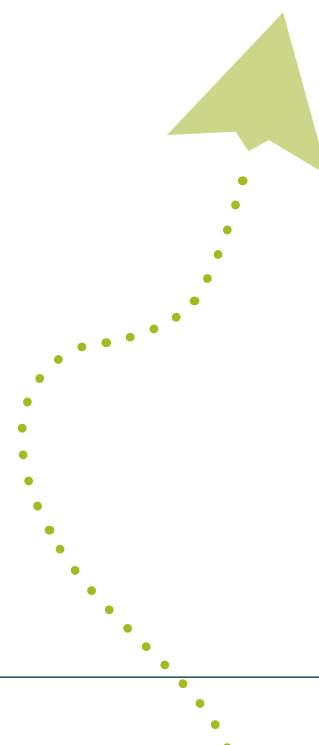
Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Individuals in an administrative or support role within a business who are looking to increase their effectiveness in their role



## Time Management

“Time once gone can never be recovered.” Time is a key resource in all aspects of business – and ensuring we make best use of it is vital for effective organisations. This interactive course helps delegates to identify how they can become more efficient and to establish routines that will ensure greater productivity.

### Course content

- Time stealers
- Prioritising
- The art of delegation
- The email mountain
- Efficient meetings
- Strategies for working smart
- Actions to take away for developing new habits

### Benefits for the individual

- A more organised approach to tackling work
- Strategies and tools to ensure tasks are completed in a timely fashion
- Improved work-life balance

### Benefits for the organisation

- Greater productivity and efficiency
- Deadlines and projects achieved on time
- A happier, healthier and more productive workforce
- A more competitive and profitable bottom line

### Progression route

- Effective Management Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who works to deadlines, who needs to be more productive and less pressured, or who simply wants to become more organised and in control of their work



“The whole course was enjoyable and delivered in a friendly manner.”

Sharon, Pattonair



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Managing Successful Meetings

This course will help you to plan and conduct different types of meetings effectively. Underlining the importance of an agenda and clear objectives, it develops your skills in running interactive and productive meetings that attendees will find valuable.

### Course content

- Identify different types of meetings
- Explain the purpose and objectives of a meeting
- Understand how to prepare effectively for a meeting
- Identify the interpersonal skills needed to manage successful meetings
- Evaluate your own ability to chair/lead a meeting
- Identify areas for development in your own performance when managing meetings

### Benefits for the individual

- Ability to plan meetings more effectively
- Improved assertiveness in meetings
- Increased productivity and speed in meetings
- An evaluation of your own ability to lead a meeting

### Benefits for the organisation

- Reduce costs and improve efficiency
- Avoid time wasting
- Increase productivity

### Progression routes

- Report Writing
- Time Management
- Performance Management

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who is  
required to lead or  
chair meetings





## Minute Taking

The aim of this course is to help you to plan meetings and type up minutes in an effective and structured way. Covering the importance of an agenda and how to take notes during meetings, it will equip you with the knowledge and skills to support the people chairing meetings, to make efficient use of attendees' time and to ensure that everyone is clear of the actions required of them following the meeting.

### Course content

- Recognise the purpose and importance of minutes
- Understand the minute taker's role
- Know how to plan and prepare a meeting
- Understand the importance of an agenda
- How to take notes during a meeting
- Improve listening and questioning skills
- Select and record key points and actions
- Writing up minutes effectively: layout, grammar and content

### Benefits for the individual

- Plan meetings more effectively
- Improve note-taking in meetings
- Save time writing up minutes
- Gain confidence in writing minutes

### Benefits for the organisation

- Reduce costs and improve efficiency
- Increase productivity
- Improve communication
- Ensure relevant and accurate information

### Progression routes

- Report Writing
- Managing Successful Meetings

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone responsible for  
taking and distributing  
minutes of meetings



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Report Writing

If you need to plan, write and present documents and reports in a clear and professional way, this course is the ideal choice. It focuses on understanding requirements and developing key messages, so that you can produce informative, well-structured and persuasive reports.

We provide practical business writing techniques and introduce you to the principles of written communication to ensure you express your ideas and findings in a clear, concise and well-organised manner.

### Course content

- Understanding the objective of a report
- Gathering and selecting relevant information
- Developing key messages
- Identifying the needs of the readers
- Structuring and sequencing
- Improving the way you present a report

### Benefits for the individual

- Present information in a clear and concise way
- Build your confidence
- Improve the way you deliver information
- Achieve better outcomes from submitted reports

### Benefits for the organisation

- Improved communication
- Relevant and accurate information
- Better decision-making

### Progression routes

- Minute Taking
- Managing Successful Meetings

#### Duration

1 day

#### Locations

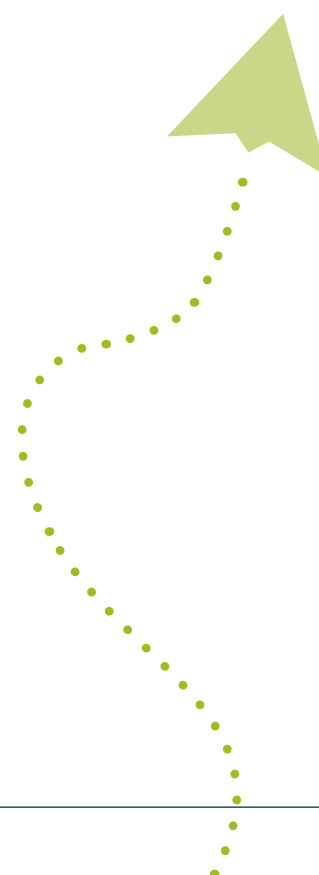
Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone responsible for gathering and presenting information in a written format



# Presentation Skills

Speaking in front of a group of people can be a challenging ordeal – yet giving presentations is a significant part of getting things done in many business scenarios. This two-day course takes delegates through the preparation and structuring of a short presentation.

You will have the opportunity to practise and receive feedback from the facilitator and other delegates. You will also receive a link to a recording of your presentation to review at any time. Some pre-course preparation will be needed, as well as preparation time between day 1 and day 2. We run the course with a maximum of eight delegates to ensure sufficient practice and feedback time.

## Course content

- What makes a good presentation and a good presenter
- Creating a positive impression
- Preparation and structure
- Organising content
- Making it memorable
- Visual aids - not just PowerPoint
- Managing nerves
- Managing the audience
- Film clips of presentations
- Skill practices
- Actions to take away for continuing development

## Benefits for the individual

- Increased confidence in giving presentations
- A structured approach to preparing a presentation
- More creativity in engaging the audience

## Benefits for the organisation

- A high standard of representation for your organisation
- Clear, effective and efficient group communications

## Progression routes

- Polishing Presentation Skills
- Effective Communication Skills

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone who needs to make formal or informal presentations inside the organisation or to external stakeholders



“ I was dreading doing my own presentation but I felt much more confident afterwards. ”

Lindsay, Solvay

## To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Presentation Success

Being able to present effectively is a key skill in the workplace. You may want to persuade and impress your audience, or just make sure that they have a good grasp of the facts.

This course will give you the tools to plan, prepare and weigh up different approaches so that you can choose the one that will work best for you in context. You will have the opportunity to rehearse your presentation skills and receive constructive feedback from your colleagues.

### Course content

- What makes a good impression?
- Storytelling – what works and why
- Projecting the image you want – body language, voice and appearance
- How to structure a presentation
- Different approaches to delivering content
- Knowing your audience
- Effective planning and preparation
- Opportunity to rehearse
- Dealing with nerves and troubleshooting
- Using visual aids and props

### Benefits for the individual

- Knowledge of how to plan and prepare a presentation
- Access to a range of approaches and techniques
- The chance to rehearse a presentation and receive feedback
- Greater confidence in delivering a presentation

### Benefits for the organisation

- Staff who can plan, prepare and deliver more effective and convincing presentations
- Staff with increased confidence in their ability with presentations

### Progression routes

- Polishing Presentation Skills
- Effective Communication Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who needs to give effective presentations in the workplace





## Polishing Presentation Skills

Once the basics of presenting are mastered, there is sometimes a need for you to refine your techniques and create a greater impact.

Delegates on this course will receive feedback on a 10-minute presentation that they have already given or plan to give. After working on some improvements, they will then deliver a second version for further feedback from the facilitator and other delegates. All delegates will receive a link to a recording of their presentations to review at any time.

Some pre-course preparation will be needed so that your presentation is ready to be delivered at the beginning of the workshop. We run this course with a maximum of six delegates to ensure sufficient practice and feedback time.

### Course content

- First delivery of presentation
- Creating a positive impression
- Making it memorable
- Managing nerves
- Managing the audience
- Second delivery of presentation
- Actions to take away for continuing development

### Benefits for the individual

- Increased confidence in giving presentations
- More creativity in engaging the audience

### Benefits for the organisation

- A high standard of representation for your organisation
- Clear, effective and efficient group communications

### Progression routes

- Effective Communication Skills
- Emotional Intelligence

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Professionals who have experience in delivering presentations and need to develop their skills for higher profile audiences



### To book

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## Business Networking: Getting Started

If you are planning to launch a new business venture, the value of successful networking cannot be overstated. Our course offers the ideal introduction to networking as a powerful way to develop relationships with other businesses that can help connect you to the type of clients with whom you want to work.

Clients referred to you from the relationships you build are far more likely to buy from you, be less price sensitive, and be more loyal.

This course will give you the information and tools you need to improve your confidence, ensuring you make a great first impression and can get your business networking off to a flying start.

### Course content

- Introductions
- Why go networking?
- Types of networking
- Networking tools you should use
- What to expect when you enter the room
- Introduce yourself to others and circulate
- Stand up and tell everyone about yourself
- Did you come to buy? Neither did anyone else
- Follow up and build relationships
- Credibility and trust – it takes time
- Just do it – get out there and network

### Benefits for the individual

- Understand why networking will help your business
- Identify the right networks to join
- Make a great initial impression
- Behave in ways that ensure mutually beneficial relationships are built

### Duration

3 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Small business owners who are looking for opportunities and support through networking and referrals – and who want help to get started



### Benefits for the organisation

- Develop business through network referrals to secure the right type of clients
- Adopt a cost-effective and powerful way to promote your services, leading to loyalty and repeat business
- Choose an incredibly effective way to grow your business, with clients who are less price-driven
- Enhance the visibility and credibility of your business and brand
- Build a support network of like-minded businesses for advice and guidance

### Progression route

- Effective Communication Skills

### To book

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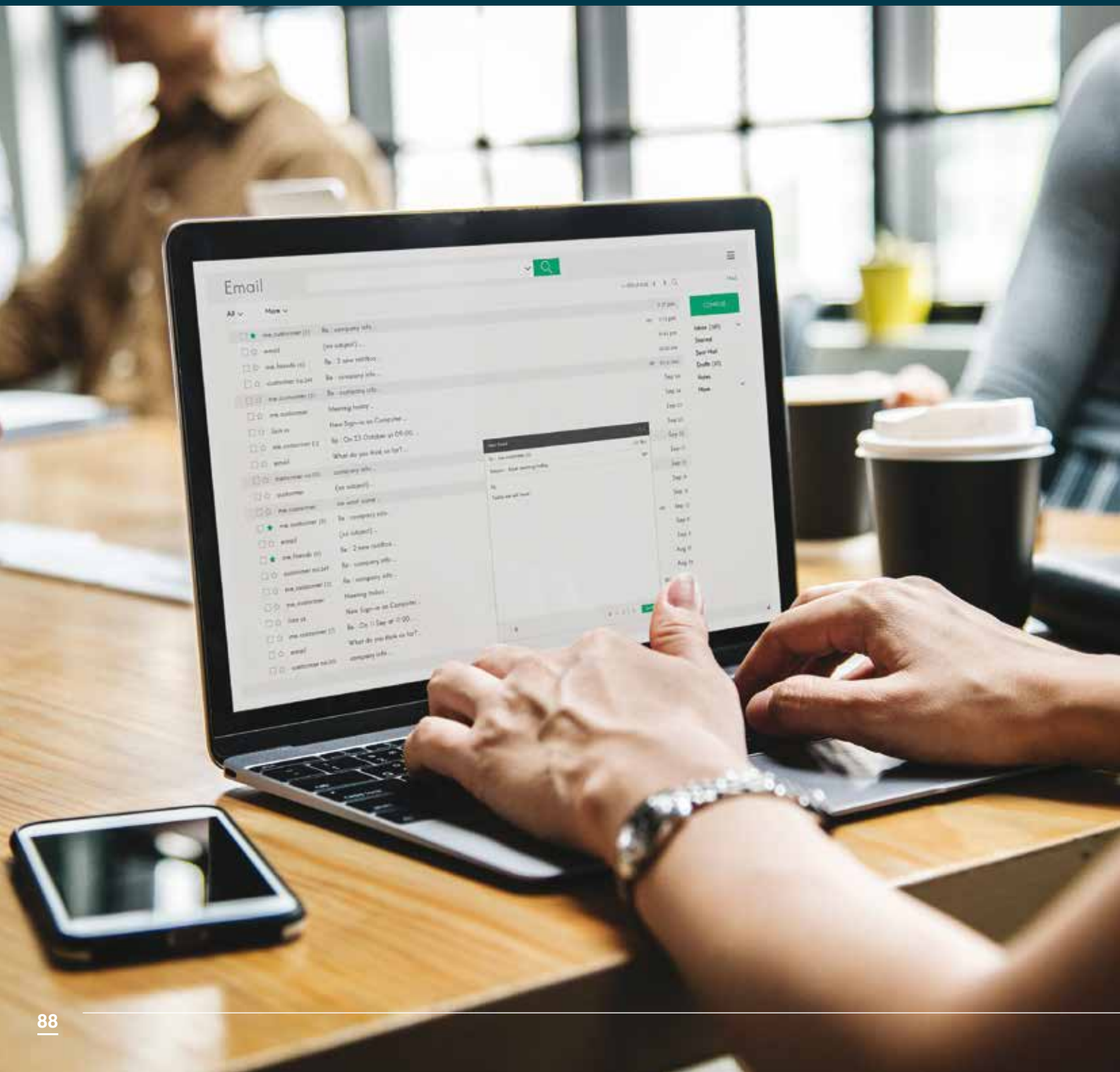






# IT

We offer a comprehensive suite of IT courses to develop your confidence and ability, whether you are a beginner getting to grips with the Microsoft Office packages used within business today or an IT professional keen to harness the full capacity of Microsoft SQL Server. We also deliver training on other important IT themes which are relevant to all organisations, including data protection and cyber security.





# Courses

## Basic Excel

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## Basic Excel

Microsoft Excel is the world's favourite spreadsheet application, with an incredible number of uses. Our Excel for Beginners workshop is designed for individuals with little or no experience of the application. It gives them the knowledge, skills and expertise to build practical, functional spreadsheets that aid productivity both in the workplace and at home.

### Course content

- Navigating around the Microsoft Excel screen
- Entering data in a variety of formats
- Working with rows and columns
- Formatting cells
- Working with worksheets
- Using AutoFill
- Using formulae and functions
- Printing your spreadsheets
- Creating and editing simple charts
- Protecting your spreadsheets

### Benefits for the individual

- Ability to contextualise the tools within Microsoft Excel to your own workplace
- Confidence to use tools within Excel, including hints and tips to save time

### Benefits for the organisation

- Confident and proficient Microsoft Excel practitioners
- A more productive and efficient workforce

### Progression routes

- Intermediate Excel
- An Introduction to Word

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£125

#### Who should attend?

Anyone keen to use  
Microsoft Excel confidently  
and productively within  
the workplace



“ The course was great! The trainer was lovely and really helpful. ”

Charlotte, Scarsdale Vets



## Intermediate Excel

This one-day workshop will help intermediate Microsoft Excel users to advance their skills. You will learn how to use some of Excel's more powerful features so that you can complete your work more effectively and quickly.

### Course content

- Workbook and worksheet protection
- Cell referencing
- Using functions – including SUMIF, COUNTIF, COUNTIFS and TODAY
- Introduction to charts
- Data tools
- Excel tables
- Cell linking within worksheets and workbooks
- Sorting and filtering
- Auditing and error checking
- Using outlines

### Benefits for the individual

- Ability and confidence to use more of Excel's tools and functions to improve your performance in the workplace
- A broad range of hints and tips to save time

### Benefits for the organisation

- More confident and proficient Microsoft Excel practitioners, operating at an intermediate level
- An efficient workforce, capable of producing and presenting high-quality spreadsheets which will assist business analysis and planning

### Progression routes

- Advanced Excel
- Further Microsoft Word Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£150

#### Who should attend?

Anyone with a working knowledge of Microsoft Excel who would like to take their skills to the next level



“ It was a nice way of learning, relaxed and enjoyable. ”

Louise, Rolls-Royce plc



### To book

Call: 01332 836638

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Advanced Excel

Extend your knowledge of Excel's advanced features and learn how to perform more complex tasks. This workshop will help put the full power and potential of Excel at your fingertips.

### Course content

- Pivot tables
- Data consolidation
- Using outlines
- Lookup functions
- Statistical, Math and Trigs functions
- Nested and Array functions
- Data tables
- Data validation
- Auditing spreadsheets
- Introduction to Macros

### Benefits for the individual

- Set yourself apart as an expert user of Excel in the workplace
- Streamline your tasks, with all the hints and tips you need to save time and boost efficiency

### Benefits for the organisation

- Microsoft Excel practitioners with high-level skills
- Increased productivity, efficiency and morale in the workplace

### Progression route

- Further Microsoft Word Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£180

#### Who should attend?

Anyone with a good understanding of Microsoft Excel who wants to gain more advanced skills



“ The content and delivery were engaging and the trainer was enthusiastic. ”

Paige, Rolls-Royce plc





## An Introduction to Word

Microsoft Word is the most common word processing application adopted worldwide and skills in Word are a valuable asset sought universally by employers. This one-day course is designed for individuals who have little or no experience of the application, giving them the basic knowledge and expertise to create professional documents for use in the workplace and at home.

### Course content

- An introduction to Microsoft Word
- Editing your documents
- Using tables
- Linking information
- Working with images
- Reviewing your documents
- Using auditing tools

### Benefits for the individual

- Ability to contextualise the tools within Microsoft Word to your own workplace
- Confidence to use these tools, including hints and tips to save time

### Benefits for the organisation

- More confident and proficient Microsoft Word practitioners
- A more productive workforce

### Progression route

- Further Microsoft Word Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£125

#### Who should attend?

Anyone with little or no knowledge of Microsoft Word who would like to use it confidently within the workplace



**Highly  
Rated★**

### To book

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## Further Microsoft Word Skills

Learn how to harness the full power of Microsoft Word to produce your documents with greater efficiency and speed. This one-day course is for individuals who already have a good understanding of Word and will help them use its more sophisticated features and complex functions more effectively.

### Course content

- Setting up your documents
- Cover pages
- Formatting your documents
- Problem solving
- SmartArt
- Working with forms
- Automation – contents, indexes and more

### Benefits for the individual

- Ability to use Microsoft Word for more specialist purposes and scenarios in the workplace
- Confidence in using advanced tools to save time and increase efficiency

### Benefits for the organisation

- Microsoft Word practitioners with greater expertise and skills
- Improved productivity and efficiency for a competitive edge

### Progression routes

- Basic Excel
- Intermediate Excel
- Advanced Excel

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£125

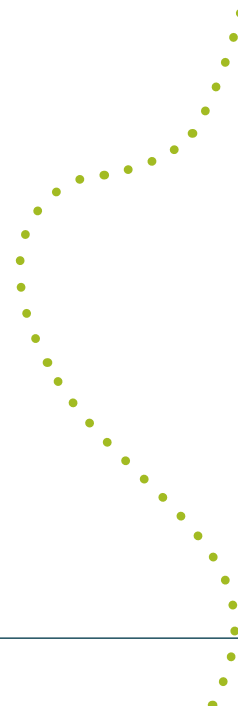
#### Who should attend?

Anyone keen to build on their current Microsoft Word skills to use it even more productively within the workplace



“ All of the course was useful – it covered a lot of areas I didn’t know about before. ”

Kemur, East Midlands Railway



## An Introduction to GDPR

The General Data Protection Regulation (GDPR) increases an organisation's responsibilities relating to how it manages and shares data. Highly practical and interactive, our course covers what GDPR is, the principal differences between GDPR and the previous legislation, and the impact on organisations. It looks at the elements of GDPR that are pertinent to your business and helps you to identify and minimise potential areas of risk.

### Course content

- Principles of GDPR
- Applications for an organisation's data
- Types of personal data
- Rights and regulations
- Lawful data processing
- Consent
- The role of stakeholders and the Data Protection Officer (DPO)
- Right to erasure
- International transfers and the use of cloud services
- Next steps to meet GDPR

### Benefits for the individual

- A better understanding of GDPR and methods to accomplish GDPR management
- Capacity to identify any areas of risk

### Benefits for the organisation

- Clearer understanding of GDPR
- Compliance with GDPR to help avoid reputational damage and minimise monetary and legal penalties that may be incurred due to data breaches
- Understanding of the gaps between previous data protection policies and the new regulations, including the methodologies and actions required to eliminate those gaps

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Senior managers and staff who want a clear and concise understanding of GDPR as it affects their business



- Protection and respect for the 'rights and freedoms' of customers and staff, leading to improved reputation and positive publicity or marketing opportunities

### Progression route

- Cyber Security 101

### To book

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## Data Protection Law Overview for Business

The Data Protection Act 2018 (DPA18) and the General Data Protection Regulation (GDPR) are now in force, increasing organisations' responsibilities relating to how they manage and share data.

Highly practical and interactive, this course covers what the laws are and the impact they have on organisations. You will look at the elements of DPA18/GDPR that are pertinent to your business and identify potential areas of risk. You will also gain guidance on how to minimise risk, increase opportunities and ensure your business is compliant.

### Course content

- DPA18/GDPR and how they apply to your organisation
- The rights of the data subjects
- DPA18/GDPR principles and their impact on business
- Different methods for the lawful processing of personal information
- Consent, how it should be obtained and how it should be maintained correctly
- Different categories of personal data and the required protections
- International transfers and the use of cloud services
- Methodologies to help your business comply with DPA18/GDPR
- Where to start your DPA18/GDPR transformation

### Benefits for the individual

- Greater understanding of data protection laws and their impact on businesses
- Ability to identify areas of risk that should be addressed
- Methods for accomplishing DPA18/GDPR management

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£500

### Who should attend?

Senior managers and staff who want a clear and concise understanding of GDPR as it affects their business



### Benefits for the organisation

- A clearer understanding of the gaps between your current data protection policies and the new regulations – and the methodologies and actions required to eliminate those gaps
- Awareness of roles and responsibilities within the organisation, categorisation of data and the different levels of protection that should be applied
- Both technical and non-technical methods to ensure appropriate security is applied
- Compliance with data protection laws to help avoid reputational damage and minimise any monetary and legal penalties that may be incurred due to data breaches.
- Protection and respect for the 'rights and freedoms' of customers and staff to ensure they continue to trust your organisation, leading to increased reputation and positive publicity or marketing opportunities

### Progression route

- Cyber Security 101



## GDPR for Schools

The General Data Protection Regulation (GDPR) increases schools' responsibilities relating to how they manage and share data. This course enables delegates to understand what GDPR is, the principal differences between GDPR and the previous legislation, and the impact on schools. It helps them identify areas of risks they need to address and methods of accomplishing GDPR management.

The course is designed specifically for schools due to issues surrounding age, consent, the use of Special Category Data and the involvement of governing bodies and third parties.

### Course content

- Principles of GDPR
- Applications to school data
- Types of personal data
- Rights and regulations
- Lawful data processing
- Consent
- Safeguarding of data relating to children and young people
- The role of stakeholders and the Data Protection Officer (DPO)
- Right to erasure
- International transfers and the use of cloud services
- Next steps to meet GDPR

### Benefits for the individual

- Better understanding of GDPR, methods to accomplish GDPR management and identification of any areas of risk

### Benefits for the organisation

- Clearer understanding of GDPR, the gaps between the school's previous data protection policies and the new regulations, and the methodologies and actions required to eliminate those gaps
- Compliance with GDPR to avoid reputational damage and minimise monetary and legal penalties that may be incurred due to data breaches

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Senior managers, head teachers and governors who want a clear and concise understanding of the areas of GDPR that affect schools and educational institutions



- Understanding of the implications of special category data
- Respect and protection for the 'rights and freedoms' of pupils and staff so they have continued trust in the school, leading to increased reputation and positive publicity or marketing opportunities

### Progression route

- Cyber Security 101

### To book

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## Cyber Security 101

A data breach can have a big impact on customer perceptions of a business. Handled well, the impact can be minimised, handled badly and it could lead to bankruptcy. This course provides a brief overview of cyber security threats, simple counter-measures that the layperson can adopt to protect their business and best practices that can be utilised for IT systems on a day-to-day basis.

You will improve your awareness of the types of threats to your business, gain a better understanding of terminology relating to cyber security, learn simple steps that can be taken to reduce the risk of a cyber security incident and develop action plans to increase levels of cyber protection.

### Course content

- Introduction
- The cyber security threats for your business
- How to create and manage strong passwords
- Two-factor authentication
- Virus and malware – what they are and how to protect against them
- The importance of software updates
- Protecting against phishing, social engineering and other malicious attacks
- Securing your mobile devices
- Device configurations – making them more secure
- Access controls to protect your data
- Virtual Private Networks and how they can be used
- Overview of other technology and more advanced techniques you can take as the next steps
- What to do if you do have a data breach
- Just do it – make an action plan for your business

### Benefits for the individual

- Greater awareness of simple strategies to protect against cyber attacks
- Capacity to change behaviour within the business that could lead to a data breach and reputational damage

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£400

### Who should attend?

Delegates from small businesses (1 to 50 people) who do not have the time or dedicated resources for IT security



### Benefits for the organisation

- Cheap and easy methods to protect a business from a costly cyber attack
- The start of a cyber security strategy on which to build
- Prevention of data breaches
- Knowledge of what to do in the event of a data breach

### Progression route

- Data Protection Law Overview for Business

## Microsoft SQL Server 2016 and 2017 Relational Database Design and Querying Fundamentals

This course provides a foundation for designing, building and working with relational databases. The training focuses on the fundamentals of relational database design to deliver a better understanding of how data is stored, queried and manipulated.

Delegates will have the opportunity to design a practical working database, with plenty of hands-on exercises to implement their design. They will also write some basic queries so they are acquainted with the foundations of the Structured Query Language (SQL). No previous knowledge of the SQL language is assumed. Knowledge of basic programming concepts would be helpful but not essential.

### Course content

- How to analyse business requirements
- Map a database design to business requirements
- Design and build a relational database
- Entity relationships
- Primary and foreign keys
- Understand and implement constraints
- Normalise data to improve data management
- The purpose of the SQL Server Database Engine
- Work with the SQL Server Management Studio (SSMS) Client Tool
- Create a database
- Create and manage tables and columns
- Write basic SELECT queries to retrieve data from a database
- Write basic data modification statements

### Progression routes

- Microsoft SQL Server 2016 and 2017 Introduction to Querying
- Microsoft SQL Server 2016 and 2017 Programming
- Microsoft SQL Server 2016 and 2017 Querying Data for Report Developers

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£700

#### Who should attend?

Anyone familiar with working in a Microsoft Windows operating system environment who would like to develop and use relational databases for business purposes



### To book

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## Microsoft Server 2016 and 2017 Programming

Comprehensive and intensive, this five-day course includes plenty of illustrated examples and practical hands-on exercises to enhance your learning experience.

Delegates should be familiar with basic programming concepts and also understand the fundamental design of relational databases, including the purpose of primary and foreign keys, entity relationships and data normalisation. Our SQL Server 2016 and 2017 Relational Database Design and Querying Fundamentals course would be the ideal way for you to gain this knowledge.

### Course content

- Identify the primary components of a typical SQL Server 2016 or 2017 installation
- Identify the tools available in SQL Server 2016 or 2017
- Use SQL Server Management Studio (SSMS)
- Understand the components of Transact-SQL (T-SQL)
- Retrieve, filter and sort data
- Work with the native SQL Server data types
- Query data from multiple tables using joins
- Summarise and group data
- Use window functions for ranking and aggregating data
- Combine and limit result sets
- Work with subqueries
- Use crosstab queries
- Use common table expressions
- Work with SQL Server date and time data
- Modify data with INSERT, DELETE and UPDATE
- Merge data with the MERGE statement
- Understand and implement transactions
- SQL Server locks
- SQL Server indexes
- Understand query performance issues
- Create and manage views

### Duration

5 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£1700

### Who should attend?

Anyone new to querying and programming with Microsoft SQL Server products who needs a total immersion in the subject on a SQL Server 2016 or 2017 platform



- Control the flow of program execution
- Create and implement stored procedures
- Handle errors and exceptions
- Create and implement user defined functions
- Create and implement triggers

### Progression routes

- Microsoft SQL Server 2016 and 2017 Reporting Services
- Microsoft SQL Server 2016 and 2017 Integration Services
- Microsoft SQL Server 2016 and 2017 System Administration Fundamental

### Training tailored to you

Customised versions of this course can be devised and delivered to suit individual requirements. Specific content from the course could also be combined with material from other relevant programmes to produce a bespoke training package. Just ask us for details.



## Microsoft SQL Server 2016 and 2017 Introduction to Querying

This course provides a measured and relatively gentle introduction to querying data stored in a Microsoft SQL Server 2016 or 2017 database and could also prove beneficial to delegates who want to refresh their existing querying skills. It is a comprehensive course, with plenty of illustrated examples and practical hands-on exercises, paving the way to our Advanced Querying programme.

Ideally, students should be familiar with basic programming concepts as well as the fundamental design of relational databases, including the purpose of primary and foreign keys, entity relationships and data normalisation. You can gain this knowledge on our two-day Microsoft SQL Server 2016 and 2017 Relational Database Design and Querying Fundamentals course.

### Course content

- Use SQL Server Management Studio for querying purposes
- Understand the basic structure of SQL Server databases
- Understand the components of Transact-SQL (T-SQL)
- Retrieve data from tables using the SELECT statement
- Filter data using the WHERE clause
- Sort data using the ORDER BY clause
- Query data from multiple tables by using joins
- Summarise and group data using aggregate functions
- Combine and limit result sets
- Work with simple nested subqueries
- Work with correlated subqueries
- Add rows of data to a table using the INSERT statement
- Remove rows from a table using the DELETE statement
- Modify existing rows using the UPDATE statement

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£700

### Who should attend?

Anyone new to querying data stored in either a Microsoft SQL Server 2016 or 2017 database – or anyone wanting to update their skills



### Progression route

- Microsoft SQL Server 2016 and 2017 Advanced Querying

### To book

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## Microsoft SQL Server 2016 and 2017 Advanced Querying

Take your querying skills to the next level on this advanced course featuring plenty of illustrated examples and practical hands-on exercises. You will gain a deeper insight into your data, understand how SQL Server internally handles the data you query, and learn how to manipulate data in new and meaningful ways for the purposes of analysis and reporting. There are useful techniques for querying temporal data, such as working with date intervals and data islands, and we look at best practices for writing efficient queries and avoiding common pitfalls.

Delegates should ideally be familiar with basic programming concepts and understand the fundamental design of relational databases – as taught on our Microsoft SQL Server 2016 and 2017 Relational Database Design and Querying Fundamentals course. Additionally, you should have attended the Introduction to Querying course or possess equivalent knowledge.

### Course content

- Use functions native to SQL Server
- Manipulate NULL values in queries
- Conditionally manipulate data using the CASE expression
- Understand native SQL Server data types
- Implement variables
- Implement advanced join techniques
- Aggregate data to higher grouping levels
- Rank data using SQL Server ranking functions
- Analyse data with window functions
- Restrict data result sets
- Correlate data with the APPLY operator
- Implement temporary data storage
- Transform data using pivot operators
- Understand Common Table Expressions (CTEs)
- Work with native SQL Server date and time data
- Implement advanced data modification techniques
- Understand the role of transactions in SQL Server
- Understand the role of views in SQL Server databases

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£700

### Who should attend?

Anyone who has taken the Introduction to Querying course – or who has equivalent knowledge gained in the workplace – and wants to advance, refresh and update their skills



### Progression routes

- Microsoft SQL Server 2016 and 2017 Reporting Services
- Microsoft SQL Server 2016 and 2017 Integration Services
- Microsoft SQL Server 2016 and 2017 System Administration Fundamentals

## Microsoft SQL Server 2016 and 2017 Querying Data for Report Developers

This course is designed from the ground up – starting with basic queries and advancing to more complex querying methods – so you do not need previous knowledge of the SQL language. It helps delegates build the skills to retrieve data from a Microsoft SQL Server database in a report authoring environment, whether that be through Microsoft SQL Server Reporting Services or a similar reporting tool. The last module, which is optional, will also give students the opportunity to put their SQL skills into practice by creating a simple report.

Delegates should ideally be familiar with basic programming concepts and should also understand the fundamental design of relational databases – knowledge which you can gain by taking our two-day Microsoft SQL Server 2016 and 2017 Relational Database Design and Querying Fundamentals course. On completing this programme, you will be able to retrieve data using the SQL language and write effective queries for reporting purposes.

### Duration

3 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£1050

### Who should attend?

Anyone who needs to  
familiarise themselves with  
the querying techniques  
available to retrieve data  
from a Microsoft SQL  
Server database



### Course content

- Understand SQL syntax
- Retrieve, filter and sort data
- Work with the SQL Server date and time data types
- Query data from multiple tables by using joins
- Summarise and rank grouped data
- Combine and limit result sets
- Work with subqueries
- Understand basic common table expressions
- Implement stored procedures
- Implement SQL code to create a simple report

### Progression routes

- SQL Server 2016 and 2017 Reporting Services
- SQL Server 2016 and 2017 Integration Services
- SQL Server 2016 and 2017 System Administration Fundamentals



### To book

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## Microsoft SQL Server 2016 and 2017 Integration Services

You will learn about the SQL Server Data Tools (SSDT) development environment to create SSIS projects and packages, work with control flow tasks and design data flows using various transformations and data sources/destinations (including SQL Server databases, flat files and Excel). We also cover SSIS project and package management, deployment, debugging, error handling and logging techniques. Our training is enriched by illustrated examples and practical exercises.

Delegates should ideally be familiar with basic programming concepts and understand the fundamental design of relational databases and data normalisation. Some prior working knowledge of SQL Server 2017 (or earlier), and the use of SQL Server Management Studio, is assumed, along with knowledge of the SQL query language, in particular the SELECT, UPDATE, INSERT and DELETE statements.

### Course content

- Understand the role SQL Server Integration Services plays in business intelligence
- Create and develop integration services projects and packages in SSDT
- Understand and implement control flow tasks
- Understand and implement data flow transforms and components
- Implement logging
- Debug and implement error handling
- Implement checkpoints and transactions
- Deploy Integration Services projects and packages
- Manage and secure Integration Services projects and packages
- Understand basic data warehousing concepts
- Manage changing data with the SSIS CDC components

### Progression routes

- Microsoft SQL Server Reporting Services
- Microsoft SQL Server Administration Fundamentals

#### Duration

4 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£1400

#### Who should attend?

IT professionals, business analysts and developers who need to implement data transfer or Extract, Transform and Load (ETL) solutions by using Microsoft SQL Server 2016 or 2017 Integration Services



### Training tailored to you

Interested in only certain elements of this course? Thanks to its modular structure, we can devise and deliver customised versions of the programme to suit your needs. For example, if you want to cover just the essentials of SSIS, you could attend the first three days of the course only.



## Microsoft SQL Server 2016 and 2017 Reporting Services

This course provides concise coverage of the subject matter, including hands-on exercises which enable delegates to gain confidence quickly in using Reporting Services. On the first two days you will become familiar with the development tools used to create and author reports, enabling you to design basic and then more complex reports. We cover all of the data regions used in report design as well as various interactive features and the implementation and use of report parameters.

Day 3 focuses on advanced report design concepts, such as ways of making reports truly dynamic and professional, as well as the implementation of mobile reports and KPIs. On the final day, we deal more specifically with the role of the Report Server itself, so you will learn how to deploy reports to a Report Server, manage Report Server content, handle subscriptions, and control access to reports.

Delegates should ideally be familiar with basic programming concepts and understand the fundamental design of relational databases and data normalisation. Some prior working knowledge of SQL Server 2017 (or the previous version), and the use of SQL Server Management Studio, is assumed. In addition, you should be familiar with the SQL query language: our Microsoft SQL Server 2016 and 2017 Querying Data for Report Developers course would be an ideal primer.

### Course content

- Understand the Reporting Services architecture and report lifecycle
- Create and edit reports using tables, matrices and lists
- Use expressions to enhance report capabilities
- Enhance reports by implementing interactive features
- Incorporate charts, indicators and other graphical features into reports
- Work with data sources and datasets
- Understand advanced report design concepts
- Implement mobile reports and KPIs
- Set up report publishing and execution settings

### Duration

4 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£1400

### Who should attend?

Anyone who needs to learn and understand the full reporting lifecycle of designing, managing and accessing reports in a Microsoft SQL Server 2016 or 2017 environment



- Manage Report Server content with the Reporting Services web portal
- Distribute reports with subscriptions
- Secure Report Server resources

### Progression routes

- Microsoft SQL Server Integration Services
- Microsoft SQL Server Administration Services

### Training tailored to you

Thanks to its modular structure, customised versions of this course can be devised and delivered to suit individual requirements. Just ask us for details.

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## Microsoft SQL Server 2016 and 2017 System Administration Fundamentals

Concise and hands-on, this course ensures delegates become familiar with the Microsoft SQL Server administration concepts, tools and utilities quickly. It focuses on managing a single on-premises SQL Server database instance and does not delve into more advanced enterprise features – but you will gain a strong grounding in SQL Server architecture and administration upon which to build in future.

We cover configuration of server instances and databases, database transaction logs, the creation and maintenance of indexes, and managing SQL Server security. The focus then shifts to the best ways of moving and protecting data and ways to automate the many tasks involved in the day-to-day administration of a SQL Server instance. The final part of the course looks at monitoring and troubleshooting SQL Server performance and related issues. The installation of SQL Server, covered in the first module of the course, is optional and can be omitted to free up time for other topics.

Delegates should be familiar with working in a Microsoft Windows Server operating system environment and have an understanding of the fundamental design of relational databases. A good working knowledge of the SQL language will also be assumed.

### Course content

- Configure a SQL Server 2016 or 2017 instance
- Create, configure and manage databases
- Understand SQL Server internal storage mechanisms
- Implement and manage indexes
- Understand and implement SQL Server security
- Understand data transfer utilities
- Backup and restore databases
- Automate tasks in SQL Server
- Monitor and troubleshoot SQL Server
- Understand SQL Server transactions and locking

### Duration

3 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£1050

### Who should attend?

Anyone keen to develop the essential skills to maintain a Microsoft SQL Server 2016 or 2017 system infrastructure



### Progression routes

- Microsoft SQL Server Reporting Services
- Microsoft SQL Server Integration Services



## Power BI Desktop: Complete

Ideal for anyone who needs a total immersion in how to harness Microsoft Power BI Desktop to its full effect, this comprehensive training is delivered with plenty of illustrated examples and augmented with practical hands-on exercises.

There are no specific technical prerequisites for the course, but it may prove beneficial for you to be familiar with Excel and/or relational database technologies. The key consideration is that you should have a basic understanding of your organisation's need to collect, cleanse and analyse data, in order to visualise and gain significant insights into that data.

### Course content

#### Day 1: Introduction and Power Query

- **Introducing Power BI Desktop**  
Overview and Power BI Desktop components
- **Loading and Transforming Data**  
Discovering and loading file-based data, loading data from databases, DirectQuery and Connect Live, loading data from the Internet, shaping and transforming datasets, merging and appending data, structuring, managing and parameterising queries

#### Day 2: Data Modelling and DAX

- **Data Modelling**  
Basic concepts, creating a data model, preparing data for dashboards, creating and managing relationships
- **The DAX Expression Language**  
Introduction to DAX, extending the data model with calculated columns, adding measures to the data model, creating a date/calendar table, implementing time intelligence

#### Day 3: Dashboards and Reports

- **Visualising Data**  
Table visualisations, using a matrix, using cards, implementing and formatting charts, tree maps, gauges and KPIs, implementing maps, visual, page and report filters, implementing slicers, using charts as slicers, enhancing dashboards

- **Publishing Reports (optional)**  
Introduction to PowerBI.com, publishing reports to PowerBI.com, refreshing data

### Training tailored to you

Interested in only certain elements of this course? As the course structure is fully modularised, customised versions of the programme can be devised and delivered to suit individual requirements.

#### Duration

3 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£950

#### Who should attend?

Delegates who are new to designing and implementing self-service Business Intelligence (BI) solutions using Microsoft Power BI Desktop



### To book

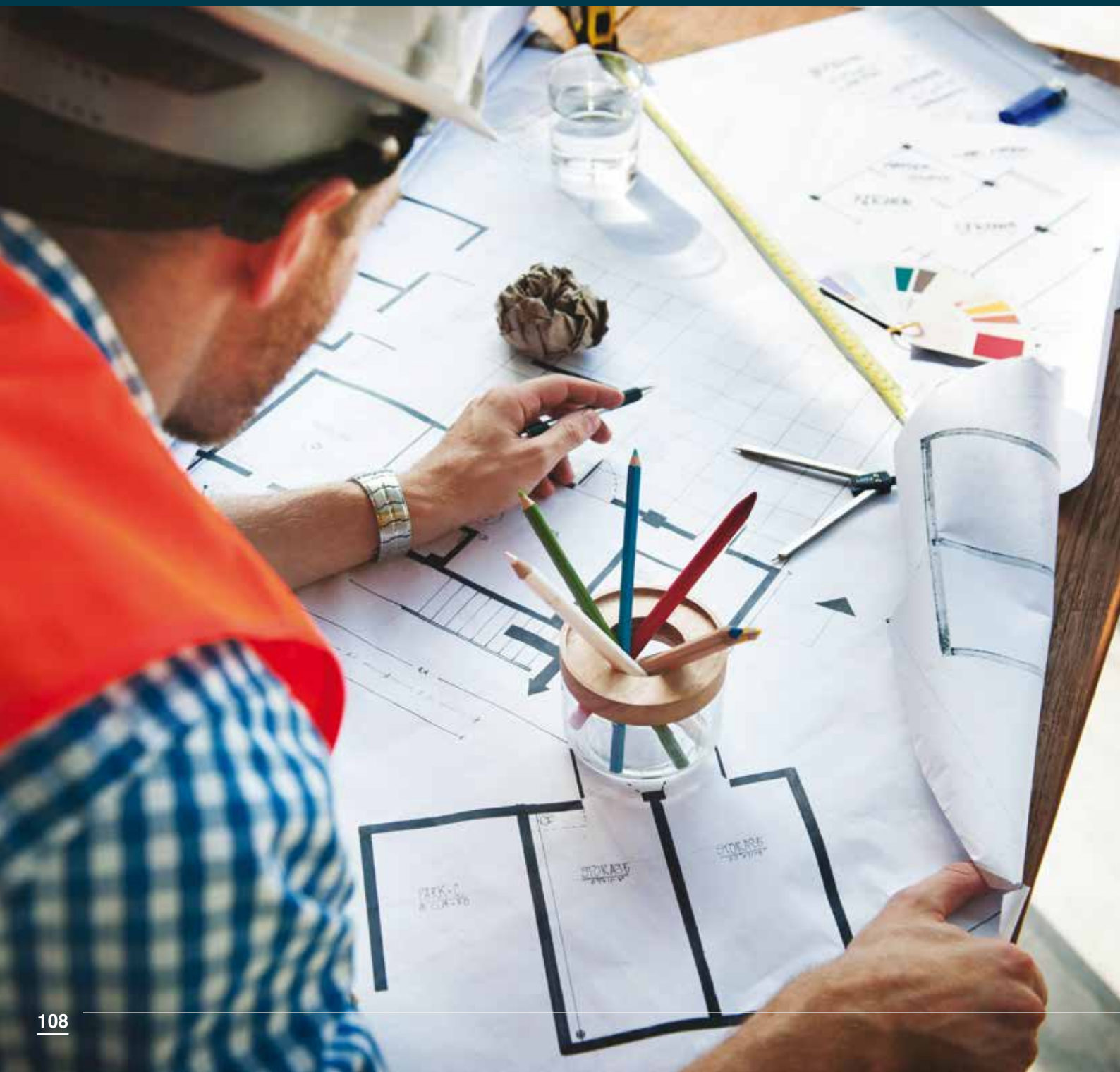
Call: 01332 836638

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Project Management

Complex long-term projects can prove demanding for even the most experienced of managers. Roundhouse Thinking offers project management training courses and qualifications for organisations of all kinds. These enable you to choose the style and methods that best streamline your work processes and ensure objectives are achieved in an efficient manner. Training ranges from general overviews of project management and event planning to specific approaches including Agile, Scrum and PRINCE2®.





# Courses

## **Project Management Fundamentals**

Take your first steps towards effective project management 110

---

## **Introduction to Project Management**

Become more confident and competent in delivering your projects 111

---

## **Project Management Techniques**

Build your toolkit further for project management success 112

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## **Event Planning**

Run fit-for-purpose events with ease and confidence 113

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## **How to Make Agile Work for You**

Harness Agile approaches to product development 114

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## **How Scrum Works**

Get the best out of Scrum and take greater control over how you work 115

---

## **Introduction to Revit and BIM**

Become proficient in using Revit to produce 3D models 116

---

## **PRINCE2® Foundation and Practitioner**

Advance from beginner stage to reach registered PRINCE2® Practitioner status 117

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“ It was all very informative. The trainer was very engaging, not at all overbearing. Just a very knowledgeable guy with a nice training style. Thanks. ”

Laura, Derwent Living



## Project Management Fundamentals

Learn more about the key elements in project management, including the factors that can mean the difference between success and failure. This course explores concepts using practical exercises so that people new to project management can understand what is involved in effective delivery. As part of the course, you will set up and manage a project.

### Course content

- Understanding the structure of projects
- How to manage stakeholders and their expectations
- Defining a project's scope
- Defining who should do what
- The need to recognise and manage the uncertainties
- Five useful estimating methods
- How to create a realistic schedule
- Managing against targets
- How to control change
- How to manage issues
- The importance of closing projects

### Benefits for the individual

- Increased confidence to take on projects
- Better understanding of what a project manager does and does not need to do
- Effective tools to define and manage projects

### Benefits for the organisation

- Increased probability of successful delivery
- A focus on what really needs to be done within a project
- Containment of costs

### Progression routes

- PRINCE2® Foundation and Practitioner
- Finance for Non-Finance Directors
- Creating a Lean Environment

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone new to project management



“Intersecting the training with personal stories really put the topic into context.”

Nicolle, Derwent Living



# Introduction to Project Management

This course explores the fundamental principles of successful project management delivery. It incorporates a number of easy-to-apply, effective tools and techniques that, when used in the workplace, allow you to become more confident and competent in project management.

## Course content

- Project management terminology
- Key characteristics of all projects
- Understand what makes a good project manager
- Breaking down the project into separate phases
- How to identify objectives which align with business goals
- Why defining the scope early means more chance of success later
- The importance of identifying and managing stakeholders throughout
- Create a Work Breakdown Structure (WBS) to identify and plan work
- Identify the roles and responsibilities of your team members
- Understand the pitfalls of estimation and learn effective ways of estimating work
- Perform effective scheduling using Gantt charts
- Apply the critical path technique to help you deliver on time
- How to write a project plan
- How to track progress in order to keep on course
- How effective reports can make the difference to enable you to track effectively
- The best way to manage change without jeopardising your project
- Key risk management techniques to help you avoid failure
- How to improve your project management practices in future

## Benefits for the individual

- Gain key skills, tools and techniques to help plan and manage your projects

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Project managers,  
executive managers  
and professionals



- Learn how to avoid the most common problems on projects
- Gain a framework which you can apply to any size or type of project
- Build confidence in project management

## Benefits for the organisation

- Skills, tools and techniques that can be shared with the wider workforce and project teams
- Implementation of new knowledge, skills and techniques straightaway
- More efficient outcomes through the way projects are driven and delivered

## Progression routes

- PRINCE2® Foundation and Practitioner
- Project Management Techniques

## To book

Call: 01332 836638

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Project Management Techniques

Involving exercises, case studies, presentations and tutor-facilitated discussions, this highly practical course provides anyone running a project with a toolkit for success. The aim is to help you get projects up and running quickly so that they can be delivered with confidence.

### Course content

- Stakeholder identification, mapping and engagement
- Requirements gathering using prototypes, prioritisation and traceability
- Scope definition, control and responsibility assignment
- Delivery approaches, lifecycles and iteration
- Estimating techniques, realistic budgets, contingency
- Scheduling, critical path analysis, timeboxing and resource scheduling
- People management, team development, conflict, square pegs and round holes
- Monitoring and control, earned value management, Kanban boards, root causes

### Benefits for the individual

- Better engagement with stakeholders
- Clearer requirements, clearer scope and fewer changes
- Improved control over the project

### Benefits for the organisation

- More realistic estimates
- More reliable schedules
- Effective delivery

### Progression routes

- PRINCE2® Foundation and Practitioner
- Finance for Non-Finance Directors
- Creating a Lean Environment

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£650

#### Who should attend?

Anyone looking for a set of pragmatic techniques to use when delivering projects



“The discussions about effective communication and the variety of project management tools available were very helpful.”

Adem, Derwent Living





## Event Planning

This course covers the various elements of event planning, such as strategy, human resources, marketing, logistics and finance, to guide you through the process with ease. The skills you gain are transferable and can be applied to both internal and external events. On completion of the course, you will understand all the avenues which are integral to event planning and know how to apply them to deliver a variety of successful events.

### Course content

- Develop a set of key skills to ensure the events you plan are fit for purpose
- Project management
- Finance
- Compliance, including health and safety, insurance and first aid
- Marketing

### Benefits for the individual

- Improved understanding of event planning
- Confidence when delivering events
- A valuable event checklist
- Opportunities to develop your communications further with key stakeholders

### Benefits for the organisation

- Improved commercial awareness, planning and budgeting
- Better understanding of practical considerations such as health and safety, first aid, transport, access, insurance and photography arrangements

### Progression routes

- Introduction to Project Management
- Finance for Non-Finance Directors

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£600

#### Who should attend?

Marketers, owners of start-up companies and professionals working in the event industry who are looking to gain a better understanding of how to plan and manage an event



### To book

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## How To Make Agile Work For You

Providing an understanding of Agile approaches to product development, this course focuses on three of the Agile methods – Scrum, DSDM and Kanban – to illustrate how they can be used in different environments. Although Agile originated in software development, it has now been adopted in engineering, marketing, HR and administration.

Featuring exercises, case studies, presentations and tutor-facilitated discussions, this is a practical course which emphasises the collaborative nature of Agile and the flexibility it offers to customers. No technical knowledge is required.

### Course content

- Background to Agile: issues with the traditional approach, how Agile helps, timeboxing, roots of Agile, Agile lifecycles, product vs. project
- How Agile works: the Agile manifesto, Agile principles, the Cynefin framework, process control: defined vs. empirical, different Agile methods
- The Scrum Framework: Scrum roles, Scrum events, Scrum artifacts
- DSDM - Agile Project Management: the DSDM lifecycle, DSDM roles, timeboxes, MoSCoW prioritisation
- The Kanban Method: workflow visualisation, work in process, Kanban principles, managing flow
- How will you make Agile work for you?

### Benefits for the individual

- Learn how to deliver early and often
- Build your collaboration skills
- Become more productive

### Benefits for the organisation

- Deliver what the customer needs
- Enable innovation
- Identify and manage bottlenecks

### Progression route

- PRINCE2® Foundation and Practitioner

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£450

#### Who should attend?

Anyone who would like to understand Agile product development and project management



## How Scrum Works

This course will deepen your understanding of Agile approaches to product development, with a focus on Scrum. It explains what Scrum is and how to get the best out of it. Through exercises, case studies, presentations and tutor-facilitated discussions, we emphasise the collaborative nature of Agile and the flexibility it offers to customers. No technical knowledge is required.

### Course content

- Background to Agile
- How Agile works
- The Scrum Framework
- Scrum Roles
- Scrum Events
- Scrum Artifacts
- Product Backlog
- Scaling Scrum

### Benefits for the individual

- Understand how to apply Scrum
- Understand how to take control over how you work
- Develop better products

### Benefits for the organisation

- Unleash productivity and innovation
- Improve customer satisfaction
- Manage complexity

### Progression route

- PRINCE2® Foundation and Practitioner

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£450

#### Who should attend?

Anyone who would like to understand Scrum within the wider Agile context



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Introduction to Revit and Building Information Modelling (BIM)

This practical course will instruct you on how to draw a 3D model in Revit. You will learn how to produce sections, elevations from the model and print out working drawings to scale. You will also input and output data from the drawing, including schedules, specifications of materials and components, quantities and cost information. In addition, you will export data into a spreadsheet for further manipulation. You do not need any CAD experience to make the most of this course.

### Course content

- Introduction to Revit and the concept of BIM
- Produce grid and elevation lines
- Edit and save components or families
- Design and insert a wall stack (foundation and cavity wall)
- Draw internal walls
- Edit and insert a ground floor
- Draw and edit a curtain wall
- Insert windows and doors into the model
- Draw a gable end roof
- Add fascia boards, barge boards and gutters to the roof
- Prepare your drawing for printing (A4, A3 and A1)
- Add scales, dimensions, notation and schedules
- Input and output data for the model, including cost information, quantities and material specifications
- Export data into a spreadsheet for further manipulation

### Benefits for the individual

- Become proficient in using Revit to produce 3D models and working drawings
- Gain an understanding of Building Information Modelling (BIM) and its impact on the construction industry

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone employed in  
or aspiring to roles in  
architecture, quantity  
surveying and  
construction  
management



### Benefits for the organisation

- Integrate BIM into your organisation
- Promote collaborative working between all job roles involved with the design and construction of a building
- Co-ordinate cost data, carry out material take-off from the model and generate material and component specification
- Easily identify when building elements and components clash within the model and avoid expensive alterations on site

### Progression routes

- Introduction to Project Management
- PRINCE2® Foundation and Practitioner



## PRINCE2® Foundation and Practitioner

Progress from beginner stage all the way through to becoming a registered PRINCE2® Practitioner. Offering expert tuition and coaching, this course trains you in fully applying the PRINCE2® principles to the running and management of projects.

Days 1 to 3 introduce you PRINCE2® and include foundation stage training, exam preparation and the Foundation Exam 1. The Foundation Exam consists of 75 questions, five of which are trial questions which do not carry a mark. Of the remaining 70 questions, the candidate needs to score 50% or more (i.e. 35 or more) to pass.

Days 4 to 5 cover practitioner training, exam preparation and the Practitioner Exam 2. The Practitioner Exam consists of 80 multiple choice questions over 2.5 hours and a pass mark of 55% is required to become a registered Prince2® Practitioner.

The price of the course covers registration, tuition, materials including your Prince2® textbook, examination, accreditation and full catering during the course. Please note that we do not charge VAT so the price quoted represents the total cost.

### Course content

- PRINCE2® and project management terminology
- Overview of the method: starting up a project, initiating a project, directing a project, controlling a stage, managing stage boundaries, managing product delivery, closing a project
- Management products: project brief, business case, risk register, quality register, issues register, lesson log, daily log
- Core principles: continued business justification, manage by exception, learn from experience, defined roles and responsibilities, manage by stages, focus on products, tailoring
- Integration with other methods: quality review technique
- Produce detailed explanations of all principles, themes, processes and worked examples of all

### Duration

5 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£1700

### Who should attend?

HR administrators, HR officers, HR managers, other managers with HR responsibilities, business owners and directors



Prince2® products as they might be applied to address the particular circumstances of a given project scenario

- Show understanding of the relationships between principles, themes and processes and PRINCE2® products and apply this understanding
- Demonstrate understanding of the reasons behind the principles, themes and processes of PRINCE2®, and what underpins these elements
- Demonstrate ability to tune Prince2® to different project circumstances

### Progression route

- Finance for Non-Finance Directors

### To book

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# Logistics and Supply Chain Management

Roundhouse Thinking has an excellent track record in supporting organisations in their drive to harness high-quality lean processes. Spanning approaches such as Sigma and 8D, our courses help develop the knowledge and practical skills of managers, engineers and other professionals so that they can implement lean thinking and process improvement with confidence. We have also introduced training which addresses growing concerns about modern slavery as well as courses that focus specifically on aerospace quality regulations.



# Courses

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## Creating a Lean Environment

Improve predictability and reduce cost in your organisation 120

---

## Lean Six Sigma – Yellow Belt

Enhance quality, efficiency and productivity in the workplace 121

---

## Process Improvement

Organise your way of working for maximum efficiency 122

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## Product Quality Improvement Facilitation

Gain new tools and techniques in data analysis, action planning and tracking 123

---

## Problem-solving using 8D

Harness the global standard toolkit for addressing difficult, recurring and critical problems 124

---

## Modern Slavery Awareness and Supply Chain Responsibility

Gain the knowledge to deal effectively with labour exploitation 125

---

## Investigating Modern Slavery

Build your investigation and interview skills to tackle this critical issue 126

---

## Aerospace Supplier Quality Management (AS9100D standard)

Ensure greater control over suppliers to meet quality delivery objectives 127

---

## Aerospace Regulatory Awareness

Achieve full compliance with the latest complex regulations 128

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## Creating a Lean Environment

If you want to implement lean thinking, this practical course provides you with the essential skills and knowledge you need. It is designed to equip you with a solid understanding of lean and the basic tools to improve processes, while advancing your problem-solving skills and providing the foundation for further lean development training.

### Course content

- Overview of the lean tools and how they work together
- The seven QC tools – collecting meaningful data and using it to provide valuable information
- Standardisation in workflows – the requirements, steps and processes for implementing standardised work
- 5S – the five steps to develop an effective, visual workplace
- Kaizen – the six-stage model of continuous improvement

### Benefits for the individual

- Understand the key lean tools and the benefits and difficulties of implementing them
- Gain a set of practical models to use in any implementation

### Benefits for the organisation

- A solid understanding of the key lean tools
- Capacity to make informed decisions about how to move forward
- Priorities for moving toward better process control and improvements

### Progression routes

- Modern Slavery Awareness and Supply Chain Responsibility
- Project Management Fundamentals

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Leaders who are keen to improve predictability and repeatability, and to reduce costs in their organisation





## Lean Six Sigma Introduction – Yellow Belt

This course gives you an introduction to the fundamental methods and techniques used at Six Sigma Lean Yellow Belt level which can be applied in the manufacturing and services sectors to improve quality, efficiency and productivity.

It develops the right behaviours and understanding of workplace process improvement techniques, including workplace organisation methods and safety, and the importance of standardisation and process adherence to comply with customer requirements (VOC and CTQCs).

You will learn to apply process performance management to understand process and local business health, as well as employing visual workplace techniques and operator equipment care to enable processes to run with minimal variation. On completion of the course, you will benefit from on-going supported Yellow Belt project mentoring.

It is recommended that you have a comprehensive knowledge of the processes with which you work before attending this course.

### Course content

- Leadership principles
- 6S
- Standardisation
- Process Adherence
- Process Performance
- Visual Management
- Equipment Care

### Benefits for the individual

- Knowledge and ability to apply fundamental lean techniques to control and improve processes used within the work environment
- Greater ownership, compliance improvements and a sense of pride in the workplace

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£400

#### Who should attend?

Operations personnel  
including office-based staff,  
shop floor employees,  
engineering teams and  
first-line supervisors



### Benefits for the organisation

- Complexity removed from simple process improvement
- A simple and logical improvement framework
- Sustained incremental improvements in day-to-day processes
- Confident employees who can identify potential improvements and achieve a lasting turn-around of poorly performing processes

### Progression route

- PRINCE2® Foundation and Practitioner

### To book

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## Process Improvement

This highly interactive, practical and participative course is designed for anyone seeking to understand and improve their business processes. You will be able to assess the effectiveness of your current processes in line with business goals and to identify both accountabilities and responsibilities for key processes.

Our facilitator will guide you to complete your own matrix to include all roles and processes. This matrix will become an integral part of your business improvement plan and will help you to solve business challenges leading to improved efficiencies and profitability.

### Course content

- Identify roles, responsibilities and processes
- Devise and test a bespoke process flow
- Develop a personalised best practice matrix for your business

### Benefits for the individual

- Increased knowledge of how to improve effectiveness for process owners and collaborators
- Tools and techniques that can be implemented in the workplace
- A proven structure for continuous improvement
- Fresh insights and meaningful actions

### Benefits for the organisation

- Discover any overworked employees
- Organise processes so that nothing is overlooked
- Identify any training needs
- Assign and reassign processes to employees for maximum efficiency
- Improve shared understanding and employee engagement to support business success
- Identify non-added-value processes to deliver a continuous improvement strategy

### Progression routes

- Creating a Lean Environment
- Project Management Techniques

#### Duration

1-2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who has responsibility for introducing, maintaining and assigning processes within their business



# Product Quality Improvement Facilitation

Providing practitioners with the right process steps, language and tools to increase their effectiveness in product quality improvement, this course covers the fundamentals of data analysis, prioritisation, action planning and tracking within a visually managed framework.

Interactive, intensive and specially designed, it is ideal for delegates who work in quality management, supplier quality management, manufacturing engineering, production management or controlling the supply chain. The techniques covered can, however, be applied in all areas of an organisation, so you will gain very powerful transferable skills. It is recommended that you have a good knowledge of problem-solving prior to attending the course.

## Course content

- A framework for undertaking product quality improvement activities: Quality Operating System [QOS]
- Stakeholder management, including inspiring leadership to promote the need for change
- Activity governance at all levels
- A focus on facilitation skills to address the challenges of driving activity, especially remotely at sub-tier suppliers

## Benefits for the individual

- Build on your existing knowledge to facilitate simple and standardised product quality improvement – an essential ingredient in a customer-focused environment
- Gain new tools and techniques in data analysis, action planning and tracking
- Strengthen stakeholder management to drive change and remove roadblocks
- Improve activity governance and facilitation skills
- Develop your confidence to tackle product quality problems head on
- Use effective and efficient reporting mechanisms

## Duration

1 day

## Locations

Derby, Birmingham, Sheffield, London

## Cost

£450

## Who should attend?

Personnel required to improve product quality, including managers, engineers, technicians, supervisors and operators



## Benefits for the organisation

- Identify priority areas to address when product quality is a customer concern
- Use tried and tested data analysis techniques coupled with a standardised visual tracking mechanism known to improve product quality by up to 25%

## Progression route

- PRINCE2® Foundation and Practitioner

## To book

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## Problem-solving using 8D

8D is now the global standard toolkit for solving difficult, recurring or critical problems within all industries and sectors. This course provides you with the core knowledge to become an 8D practitioner. It includes deployment guidance, practical application exercises and step-by-step guidance on each of the 8 disciplines.

The aim is to help you undertake problem-solving to 8D standard to reach the ultimate goal of reducing the risk of problem recurrence. The course is ideal for office-based staff – especially process owners – and managers, engineers, technicians, supervisors and operators with responsibilities in areas such as quality, supplier quality, manufacturing engineering, production, operations and maintenance. Whatever your role, you will gain powerful transferable skills which can be applied in all areas of an organisation.

### Course content

- Leading and facilitating an 8D problem-solving activity
- Robustly applying the 8D problem-solving toolkit (D0-D8)
- Completing the 8D problem-solving template
- Recognising and dealing with issues of team dynamics and challenging people
- Practising effective customer and stakeholder management

### Benefits for the individual

- Knowledge in applying the 8D toolkit to difficult problems
- Ability to contribute positively to reducing the risk of problems recurring

### Benefits for the organisation

- Robust corrective and preventive actions to reduce the risk of repeat occurrences and minimise the cost of poor quality
- Improved long-term customer-supplier relationships and customer satisfaction
- Major strides towards zero defects

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£500

#### Who should attend?

Personnel required to lead and support problem-solving activity



### Progression routes

- Process Improvement
- PRINCE2® Foundation and Practitioner





## Modern Slavery Awareness and Supply Chain Responsibility

This workshop aims to raise awareness of modern slavery and labour exploitation, within both the workplace and supply chains. It will provide you with the confidence to deal effectively with reported incidents of exploitation.

The course is specially designed for managers, HR managers and departmental heads who would like a better understanding of how their organisation and staff can develop their knowledge and skills in dealing with modern slavery issues.

### Course content

- Human trafficking – a criminal's perspective
- An understanding of human trafficking, people smuggling and labour exploitation
- The Modern Slavery Act
- The Gangmaster Licensing and Labour Abuse Authority legislation and licensing standards
- Case presentation and discussion
  - Operation Atwood
- Q and A session and feedback

### Benefits for the individual

- In-depth knowledge of modern slavery
- Confidence in dealing with modern slavery issues

### Benefits for the organisation

- Improved knowledge surrounding modern slavery and the supply chain
- Greater staff confidence in dealing with modern slavery issues
- Compliance with policy and statutory legislation by all staff
- Protection of vulnerable people within the organisation

### Progression route

- Investigating Modern Slavery

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

All staff who are involved with suppliers, procurement, staff supervision and recruitment agencies



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Investigating Modern Slavery

This two-day course adds investigation and interview skills to what is taught during our Modern Slavery Awareness and Supply Chain Responsibility workshop. It is an advanced course aimed at companies with a higher level of risk, such as those employing large numbers of seasonal or temporary staff and those who provide labour/work in food production, construction and the service industry.

### Course content

#### Day 1

- Human trafficking – a criminal's perspective
- An understanding of human trafficking, people smuggling and labour exploitation
- The Modern Slavery Act
- The Gangmaster Licensing and Labour Abuse Authority legislation and licensing standards
- Knowledge check to reinforce learning
- Case presentation and discussion
  - Operation Atwood

#### Day 2

- Different types of interviews – complainant/person under investigation
- PEACE interview model
- Planning and preparation
- Rapport building
- Effective listening
- Questioning style
- Evidence and 'points to prove'
- Gap analysis
- Challenges
- Closure
- Evaluation of the interview
- Developing further lines of enquiry

### Benefits for the individual

- In-depth knowledge of modern slavery and interview skills
- Confidence in dealing with investigations and modern slavery issues

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Senior managers,  
HR managers and  
department heads who  
would like to develop their  
knowledge, skills and  
confidence in dealing with  
investigations, interviews,  
sensitive allegations and  
recruitment in the  
workplace



### Benefits for the organisation

- Compliance with policy and statutory legislation by all staff
- Modern Slavery Act compliance
- Improved knowledge and confidence in dealing with modern slavery questionnaires and reported incidents
- Protection of vulnerable people within the organisation

### Progression routes

- HR Investigation and Interview Skills
- Effective Communication Skills

## Aerospace Supplier Quality Management [AS9100D standard]

Controlling external providers is a mandatory requirement within the aerospace supply chain. This course demonstrates how to manage this control using best practice tools and techniques. It includes supplier selection and capability assessment designed to assist organisations in evaluating the capability of their existing or potential suppliers to achieve sustainable on-time and on-quality delivery objectives.

We provide a step-by-step journey through the AS9100 rev D requirements, offering practical guidance on how to achieve and maintain compliance. It is recommended that delegates have a comprehensive knowledge of the processes within which they work before attending this course.

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£450

### Who should attend?

Purchasing personnel  
including buyers, supplier  
quality engineers and  
commercial managers



### Course content

- Undertake supplier selection assessments
- Confirm supplier pre-production planning and production readiness
- Track purchased product verification/product conformity
- Set up supplier performance monitoring, including high-risk supplier identification
- Set up and conduct ongoing supplier surveillance using a risk-based approach
- Ensure customer designated sources are used (where required)
- Confirm flow down of quality requirements
- Undertake supplier continual improvement



### Benefits for the individual

- Best practice tools and techniques required to control suppliers in the aerospace supply chain

### Benefits for the organisation

- Less complexity in aerospace supplier control
- Greater control over suppliers to achieve on time and to meet quality delivery objectives

### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Aerospace Regulatory Awareness

Interactive, intensive and specially designed, this course provides delegates with a broad awareness of aerospace regulatory requirements to fulfil their manufacturing operational roles and responsibilities. It aims to enable robust compliance with regulations within the 'cut and thrust' of today's fast-paced manufacturing environments.

We cover the fundamentals, include practical exercises and provide essential knowledge for working with all the aerospace primes. The course can also be tailored to cover specific aerospace prime requirements.

### Course content

- The regulatory basics, how to comply and why rules exist
- AS9100 overview
- Customer quality requirement flow down and scorecards
- Airworthiness and safety including legal, ethical, moral and human factors
- Importance of work instruction compliance
- Impact of foreign object debris and damage (FOD) and how to prevent FOD
- Inspection and stamp holder requirements
- Control of non-conformance and problem-solving requirements

### Benefits for the individual

- Gain knowledge that is essential for all personnel manufacturing aerospace components
- Strengthen your awareness of fundamental airworthiness regulatory requirements
- Understand how assuring compliance with these standards is essential for maintaining organisational reputation in the aerospace sector

### Duration

2 days, preferably  
separated by 1-4 weeks

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£600

### Who should attend?

Personnel required  
to improve product  
quality including  
managers, supervisors,  
operators, engineers and  
technicians working in  
production, manufacturing  
engineering and  
quality roles



### Benefits for the organisation

- An opportunity to take the complexity out of myriad aerospace regulations by concentrating on the key fundamentals to achieve regulatory compliance and product conformance
- Fully focussed employees who return to the business having received hard-hitting explanations of what can happen when things go wrong
- Entire leadership teams with the ability to contribute positively to achieve full regulatory compliance

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

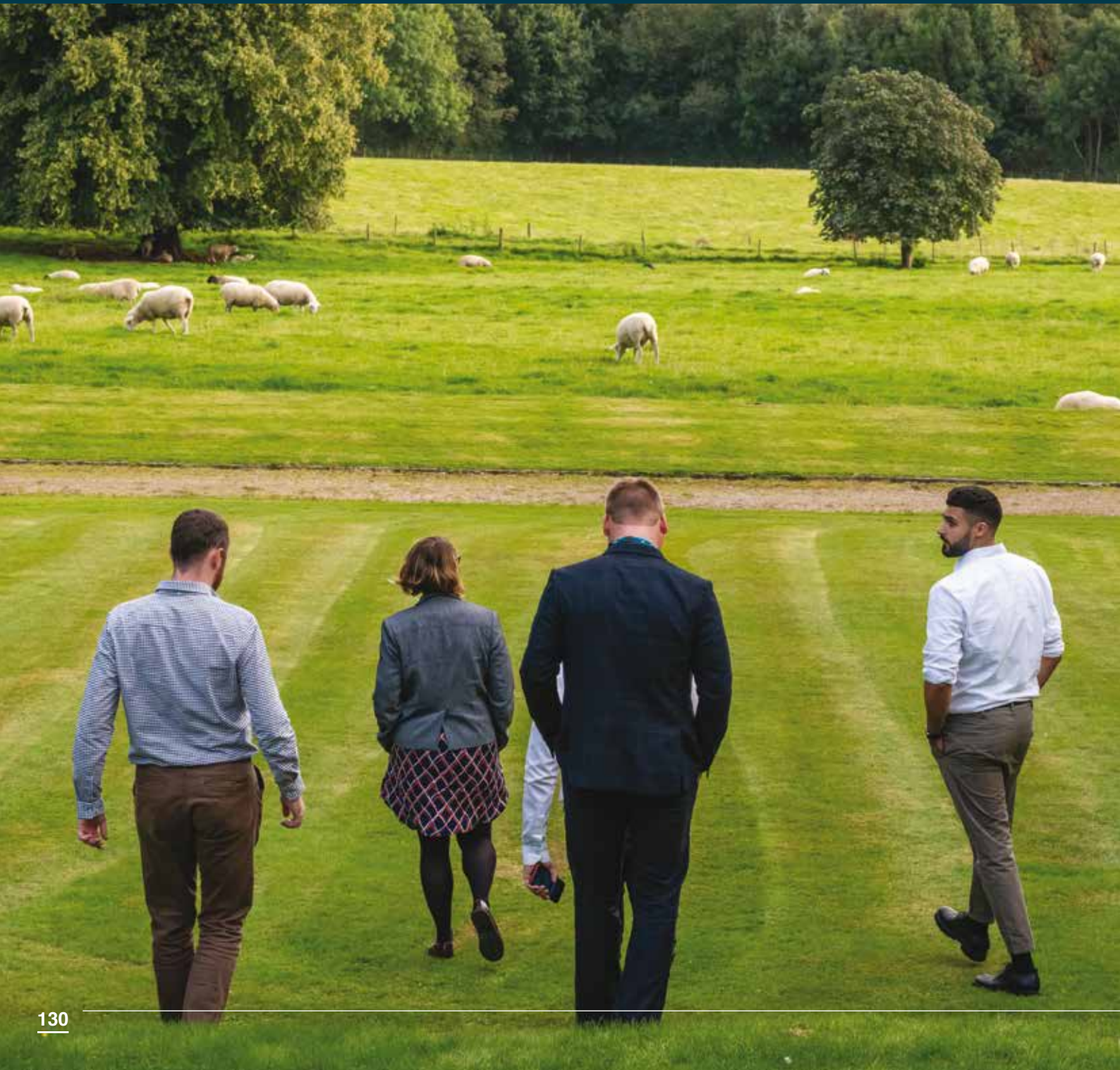






# Human Resources

Gain a comprehensive understanding of the role Human Resources plays within organisations large and small. Our high-quality, relevant and dynamic courses cover a broad spectrum of HR-related issues – from recruitment and selection to employee engagement, diversity and inclusion to HR investigations. They provide essential tools for you to manage change and develop high-performing teams within your organisation.





# Courses

## HR Essentials for Managers

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## HR Investigation and Interview Skills

Handle sensitive allegations and investigations more effectively 133

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## Managing Internal Communications

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Build a culture of increased attendance, wellbeing and performance 135

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## Introduction to Diversity and Inclusion

Create a working environment where everyone can be at their best 136

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## How to Lead in an Inclusive Way

Build trust and take action to develop a more inclusive workplace 137

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## Inclusive Hiring

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## Challenging the Unconscious Bias

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## Cultural Awareness

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## How to Manage a Neurodiverse Workforce

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## Menopause in the Workplace. And it is only women, right?

Provide better support for people experiencing menopause symptoms 142

---





## HR Essentials for Managers

Build a better understanding of your HR-related responsibilities, ensuring you are following best practice approaches and keeping within the law. This course provides an overview of the key HR areas for which managers are responsible, improving your confidence in dealing with crucial people-related matters.

### Course content

- Defining HR-related responsibilities
- Today's workforce and supporting flexible working
- A successful and fair recruitment process checklist
- Easy four-step approach to interviewing
- Elements of a robust performance management cycle
- Dealing with high and poor performance
- Defining short-term and long-term absence
- Actions to deal with absence
- The disciplinary process and your role in it
- Conduct quiz – what is the right process?
- Defining discrimination
- Group activity with example scenarios, deciding the correct actions to take and discussing the consequences
- How to handle grievances – the four-step structure and actions to take

### Benefits for the individual

- Tools to meet the HR considerations of today's organisations
- Understanding of equality and diversity
- Knowledge of flexible working and restructures
- Ability to create a culture of performance and fairness
- Clarity of HR responsibilities and employment law
- Improved confidence in tackling people issues

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

HR managers and officers,  
managers with HR  
responsibilities, business  
owners, directors and  
other professionals



### Benefits for the organisation

- Performance, reward and development aligned to your needs
- Recruitment and retention of talent
- Increased morale
- Reduced potential risk of legal challenges relating to discrimination

### Progression routes

- HR Investigation and Interview Skills
- Effective Leadership Skills
- Performance Management



## HR Investigation and Interview Skills

This course develops the skills, knowledge and confidence to help HR teams deal with sensitive allegations and investigations in the workplace. It provides a detailed understanding of how to initiate and develop an investigation, and the rationalised decision-making to support your investigative strategy.

We cover investigative interview skills to help you obtain information through a structured approach to interviewing people, including the complainant and the person under investigation. These skills can also be applied to a range of other HR functions including recruitment.

### Course content

#### Day 1

- Types of investigations: discipline, grievance, attendance and safeguarding – an exploration and reinforcement of the key issues and policies affecting HR
- Investigations – what are they?
- Rationalised decision-making/ethical decision-making – an exploration of models to assist and support investigators in taking the appropriate action
- Scenarios and interview preparation briefing, with effective peer feedback

Delegates will be provided with an interview scenario to prepare for day 2.

#### Day 2

- Leadership and taking responsibility
- Interview scenarios and group feedback
- Investigations from an employment law viewpoint – examination of the role of a solicitor, stated cases and support
- Case reviews – best practice and learning
- Q and A session

### Benefits for the individual

- Improved and ethical decision-making
- Confidence in dealing with investigations

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£450

#### Who should attend?

Senior managers,  
HR managers,  
HR business partners  
and investigators



### Benefits for the organisation

- Improved investigations
- Greater staff confidence in the decision-making process
- Compliance with policy and statutory legislation by all staff involved in investigations
- Reduction in the number of failed tribunals and investigations
- Improved retention and recruitment of staff
- Enhanced status as an employer of choice

### Progression routes

- Investigating Modern Slavery
- Managing Internal Communications
- Managing Difficult Situations and People

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Managing Internal Communications

This course will help you formulate an internal communications strategy and understand the tools to implement it. We focus on a strategic approach to internal communications and how to apply sophisticated and robust techniques which will improve motivation, productivity and collaboration.

### Course content

- Create an internal communications strategy for your organisation
- Promote employee engagement
- Identify key channels, platforms and techniques
- Push the strategic vision forward

### Benefits for the individual

- Gain a clear understanding of the communication methods available
- Use internal communications to underpin your organisation's strategic vision
- Understand the importance of effective internal communications
- Improve your own communication techniques

### Benefits for the organisation

- Improved staff morale
- Greater understanding of the bigger picture and how employees fit in
- A stronger culture of communication
- More capable leaders who can influence based on effective communications

### Progression routes

- Understanding Change
- Effective Communication Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Individuals looking to refresh their knowledge of internal communications and the possibilities and ideas available



## Managing Sickness Absence

Our one-day workshop provides the tools and techniques for you to manage sickness absence effectively and to increase attendance. It will specifically assist those who face high levels of long and short-term sickness absence within their teams. The aim is to help you to improve organisational culture around the issue of ill-health absence.

### Course content

- Understanding the role and responsibility of the line manager
- Update on legislation relating to health-related absence
- Managing persistent absenteeism
- Managing long-term ill health
- Conducting return-to-work interviews
- Investigating absence fairly

### Benefits for the individual

- Greater awareness of your own role in the management of absence
- An understanding of ways to improve attendance
- An appreciation of how to manage absence associated with chronic conditions (such as disability and stress)
- Knowledge of sources of support

### Benefits for the organisation

- Greater confidence for first line managers in managing absence more effectively
- Reduced absence in the workplace
- A culture of increased performance, attendance and wellbeing

### Progression routes

- Effective Management Skills
- Performance Management

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Any professional – at any  
level – whose role  
entails leading people



### To book

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## Introduction to Diversity and Inclusion

Diversity and Inclusion (D&I) is everyone's business: all organisations have a part to play in creating an environment where everyone can be at their best. But the concepts can often seem complex and difficult to put into practice; terminology can be confusing; and it can be hard to tell what is acceptable to do or say. You may want to do the right thing but be frightened of getting it wrong.

If you would like to feel more confident in recognising and dealing with D&I issues, this half-day introductory course gives you knowledge, tools and resources that you can apply practically in the workplace. It is an interactive course, providing opportunities to practise in a safe environment.

### Course content

- Understanding D&I, unconscious bias and the legislative framework
- Where D&I can take place in the work environment
- The impact of your own behaviours in the work environment
- Action planning for measures to implement in the workplace

### Benefits for the individual

- Raised awareness and understanding of D&I
- Increased confidence when dealing with D&I in the workplace
- Knowledge, tools and resources about D&I

### Benefits for the organisation

- Higher levels of employee engagement and loyalty
- Higher levels of production
- Increased levels of innovation
- Reduced absenteeism
- A culture where people can be at their best
- Greater communication and trust levels between leaders and employees
- Happier, more energised employees
- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

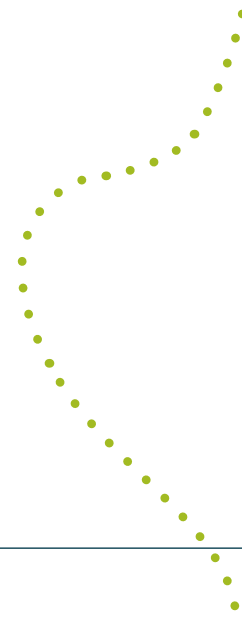
### Who should attend?

Anyone interested in improving their competence with Diversity and Inclusion (D&I), including people managers, HR professionals and team leaders supporting culture change in their organisation



### Progression routes

- Cultural Awareness
- How to Manage a Neurodiverse Workforce
- Inclusive Hiring





## How to Lead in an Inclusive Way

Most organisations today understand that focusing on diversity is not enough: a broader approach to inclusion is key to helping people be at their best and to achieving higher business performance. Our course helps leaders understand why it is important to be inclusive, authentic and accountable. It also shows them how to build trust and take action.

### Course content

- An understanding of what creates a diverse and inclusive leadership team and why this is important
- Increased self-awareness relating to unconscious bias
- Resources to help delegates identify where they are now and what to do next to become a more inclusive leader and create an inclusive workplace

### Benefits for the individual

- Greater level of awareness and understanding of inclusive leadership
- Increased self-awareness about unconscious bias
- Knowledge, tools and resources to help deliver inclusive leadership

### Benefits for the organisation

- Improved employee engagement and loyalty
- Higher levels of production
- Increased innovation
- Reduced absenteeism
- A culture where people can be at their best
- Greater communication and trust levels between leaders and employees
- Happier, more energised employees
- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Managers, leaders and anyone with responsibility for Diversity and Inclusion (D&I) in a business, including HR, talent, learning and organisational development professionals



### Progression routes

- Inclusive Hiring
- Cultural Awareness
- How to Manage a Neurodiverse Workforce

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Inclusive Hiring

This course is ideal if you are responsible for recruitment in your organisation, if you need to start hiring in a growing company, if you want to feel confident you are recruiting responsibly and legally, or if you simply want to refresh your skills.

It not only helps you ensure best practice in recruitment but also highlights how to make fair and effective decisions that can benefit other areas of your business. Attracting and hiring a more diverse workforce will, for example, help your organisation to generate greater innovation. This is an interactive course which offers you the opportunity to gain practice in a safe environment.

### Course content

- Skills which set consistency and best practice in recruitment and selection
- Understanding of the legal framework
- Knowledge, tools and resources on creating job descriptions, interviewing and selecting

### Benefits for the individual

- Learn how to attract, assess, select and hire inclusively
- Understand how to make fair and high-quality hiring decisions
- Improve your company reputation by creating a great interview experience
- Raise your awareness of personal impact on individual and company bias

### Benefits for the organisation

- Reduced recruitment costs with 'right first time' hiring
- Increased access to a wider talent pool
- Greater employee engagement and loyalty
- Higher levels of production
- Increased innovation
- Reduced absenteeism
- A culture where people can be at their best
- Better communication and trust levels between leaders and employees
- Happier, more energised employees

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Hiring and new  
managers, HR  
professionals, recruiters  
and recruitment  
agency staff



- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work

### Progression routes

- Cultural Awareness
- Challenging the Unconscious Bias
- Effective Communication Skills



# Challenging the Unconscious Bias

An individual's background and experiences can have an impact on the decisions they make and the actions they take without realising it. Research suggests that unconscious bias can heavily influence decisions in scenarios such as recruitment. This course will help you understand the impact unconscious bias can have and works towards eliminating discriminatory behaviours to ensure a more inclusive and protective workforce.

## Course content

- Practical group exercises and discussions
- Thought-provoking role play
- Techniques for better decision-making
- Strategies for creating an inclusive workforce
- Real-life case studies
- Reflection and review

## Benefits for the individual

- Know how to think critically and consciously about making decisions
- Recognise the dangers of prejudice and stereotyping
- Improve your decision-making and professional relationships
- Equip yourself with a range of tools and skills to combat unconscious bias

## Benefits for the organisation

- Improve staff morale and productivity
- Identify opportunities to promote best practice
- Improve commitment to overcoming unconscious bias

## Progression routes

- Inclusive Hiring
- How to Lead in an Inclusive Way

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Any individual interested in helping minimise the potentially harmful effects of unconscious bias



## To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Cultural Awareness

A global mindset is the key to success in today's increasingly internationalised workplace and marketplace. At a time when a growing number of companies are starting to operate on a more global footing, this course will help you recognise what culture is and where it comes from as well as the behaviours that allow you to be more effective in your everyday working life.

### Course content

- Understanding what cultural diversity is and where it comes from
- How to recognise cultural behaviours and maximise the power of diversity
- Adjusting your behaviour and building successful relationships

### Benefits for the individual

- Raised self-awareness
- Increased appreciation of difference
- Reduction in conflict between cultures
- Knowledge, tools and resources about how to operate effectively in a global environment

### Benefits for the organisation

- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work
- Higher levels of employee engagement and loyalty
- Improved production
- Increased levels of innovation
- Reduced absenteeism
- A culture where people can be at their best
- Better communication and trust levels between leaders and employees
- Happier, more energised employees

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone with a role that involves international strategies or interfacing with global customers and colleagues



### Progression routes

- Challenging the Unconscious Bias
- Wellbeing and Resilience in the Workplace
- Effective Communication Skills

### To book

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## How to Manage a Neurodiverse Workforce

‘Neurodiversity’ is a relatively new term that refers to people who have dyslexia, autism, ADHD, dyspraxia and other neurological conditions. These are ‘spectrum’ conditions with a wide range of characteristics but which nevertheless share some common features in how people learn and process information.

Most organisations today understand the benefits of having a neurodiverse workforce. By attending this course, you will recognise what neurodiversity is and where it comes from as well as behaviours that allow you to become more effective in your everyday working life. We will also provide you with the knowledge, tools and resources to adapt some working environments and practices so that your teams can be at their best and perform at their highest level.

### Course content

- The business benefits of a neurodiverse workforce
- An understanding of neurodiversity, unconscious bias and the legislative framework
- How to raise awareness of neurodiversity in your organisation
- Creating management trust and a safe environment with self-disclosure
- Managing for high performance, managing underperformance and creating good support
- Adapting recruitment processes to support neurodiverse candidates

### Benefits for the individual

- Raised awareness and understanding of neurodiversity
- Increased confidence when dealing with neurodiversity in the workplace
- Knowledge, tools and resources to support you with neurodiversity

### Benefits for the organisation

- Access to an untapped talent pool, reducing recruitment costs and time to hire
- Lower turnover costs

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone with an interest in or need to become more competent in neurodiversity – including people managers, HR professionals, and members of teams supporting culture change within an organisation



- Higher levels of employee engagement and loyalty
- Improved production
- Increased levels of innovation
- Reduced absenteeism
- A culture where people can be at their best
- Better communication and trust levels between leaders and employees
- Happier, more energised employees
- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work

### Progression routes

- Performance Management
- Inclusive Hiring
- Emotional Intelligence



## Menopause in the Workplace. And it is only women, right?

As women are working for longer, menopause can get in the way of their work and careers at a time when organisations need to retain their talent and have everyone performing at their best. It is important to remember that men can experience age-related changes in hormone levels too – in what is known as the andropause.

At a time when employment tribunals have been won on the basis of menopausal symptoms, there is a clear onus of responsibility on organisations to look after employees' wellbeing and foster a culture of inclusivity. By attending this course, you will understand more about what menopause is, how to recognise the symptoms and how you can support people experiencing those symptoms.

### Course content

- Raising awareness, understanding and education about menopause
- The business benefits of an inclusive workforce
- How to create management trust and a safe space for open conversations
- How to support women and men experiencing menopause symptoms and what reasonable adjustments to consider

### Benefits for the individual

- Greater awareness of menopause
- Deeper understanding of how you can be at your best in the workplace
- Knowledge, tools and resources to support you with menopause

### Benefits for the organisation

- Employees who feel valued and understood, with higher levels of engagement and loyalty
- Access to a growing and untapped talent pool, reducing recruitment costs and time to hire
- Lower turnover costs and decreased absenteeism
- Higher levels of production and innovation
- A culture where people can be at their best

#### Duration

Half a day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone with responsibilities for and interest in the wellbeing of people, including managers, HR professionals, and members of teams supporting culture change



- Better communication and trust levels between leaders and employees
- Improved customer satisfaction and retention
- Enhanced profile as an employer of choice – recommended by employees as a great place to work

### Progression routes

- Inclusive Hiring
- Cultural Awareness
- Challenging the Unconscious Bias

### To book

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# People Skills

People skills play a predominant role within business. Whether you are getting to know someone, making a request, giving instruction or dealing with conflict, every interaction with another person requires some level of interpersonal skill. Whatever your role within your organisation, Roundhouse Thinking's suite of specialist courses enables you to develop your communication and interpersonal skills, ensuring you are better equipped when you come up against challenging situations and people with differing communication styles.





# Courses

## Emotional Intelligence

Learn about the impact Emotional Intelligence has on our working lives 146

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## Leading with Emotional Intelligence

Analyse your own Emotional Intelligence to become the leader you aspire to be 147

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## Influencing Upwards

Achieve positive outcomes in your dealings with more senior people 148

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## Improving Personal Impact and Interpersonal Relationships

Form and manage relationships more effectively 149

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## Building Resilience

Help develop a happier, healthier and more productive workforce 150

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## Improving Confidence in the Workplace

Adopt strategies for a stronger presence and profile at work 151

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## Understanding Change

Manage successfully and deal with resistance in a period of change 152

---

## Deaf Awareness Training

Work effectively alongside Deaf colleagues and provide a positive experience to Deaf customers 153

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## Emotional Intelligence

What emotions are you experiencing right now? Can you recognise my emotions and do you adapt your behaviour accordingly? There is a large body of evidence saying that Emotional Intelligence (EQ) is a key factor in workplace and relationship success. It is often described as more important than IQ when progressing your career.

This course explains what EQ is and gets under the skin of how emotions impact on ourselves, our relationships and our productivity. It introduces you to the EQ framework, giving you practical strategies and tools to help you strengthen your EQ.

There is also the option of an Emotional Intelligence questionnaire for which you will receive one-to-one feedback.

### Course content

- What is EQ and why does it matter?
- The EQ Quiz – where do your strengths lie?
- The EQ Framework – recognising the competencies and skills involved
- How our thinking affects our emotions – and vice versa
- The impact our emotions have on our work
- Emotional hijack and impulse control
- Dealing with negative emotions such as tension and anxiety
- How to develop a positive mindset
- Why empathy is important and how to nurture it
- Building resilience and thriving through change

### Benefits for the individual

- Gain greater understanding of what EQ is and the impact it has on our working lives
- Assess your own EQ strengths and weaknesses
- Develop strategies for dealing with emotional hijacks in yourself and others
- Know how to deal with others more effectively

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350 (£150 extra for  
optional questionnaire and  
one-to-one feedback)

### Who should attend?

Anyone whose effectiveness  
can be increased through  
a better understanding of  
emotions and how to handle  
them in themselves  
and in others



### Benefits for the organisation

- More effective handling of emotive situations
- Positive responses to emotional cues
- Staff with strategies for dealing with emotional hijacks

### Progression routes

- HR Investigation and Interview Skills
- Effective Leadership Skills
- Myers-Briggs Type Indicator (MBTI®)

## Leading with Emotional Intelligence

Emotional Intelligence provides critical insights into the way we see ourselves, relate to others, make decisions and manage stress. In fact, it is one of the single largest factors that helps differentiate the best leaders. This course will explore what Emotional Intelligence is and how it impacts leadership.

We offer highly interactive and participative sessions where you will analyse your own Emotional Intelligence and gain an understanding of your strengths and weaknesses. The aim is to help you become the leader you aspire to be.

There is the option of an Emotional Intelligence questionnaire for which you will receive one-to-one feedback.

### Course content

- Understand Emotional Intelligence
- Define management and leadership
- Identify how Emotional Intelligence influences leadership
- Identify your own strengths and weaknesses in Emotional Intelligence
- Pre-completed Emotional Intelligence questionnaire results
- Create a personal development plan to maximise your leadership capabilities

### Benefits for the individual

- Increased self-awareness in relation to strengths and weaknesses
- Increased awareness of others
- An understanding of how to positively incorporate Emotional Intelligence within your leadership style and capabilities
- Strategies and actions to develop Emotional Intelligence in line with your leadership goals and aspirations

### Duration

1-3 days

### Locations

Derby, Birmingham, Sheffield, London

### Cost

£350 (£150 extra for optional questionnaire and one-to-one feedback)

### Who should attend?

Anyone who leads a team of people or anyone who aspires to become a leader of people



### Benefits for the organisation

- Leaders capable of building and maintaining professional relationships that support business success
- A culture of trust, co-operation and shared understanding
- Reduced work-related stress and absenteeism
- Resolutions to workplace conflict
- Increased employee retention

### Progression routes

- Myers-Briggs Type Indicator (MBTI®)
- Improving Personal Impact and Interpersonal Relationships



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Influencing Upwards

This workshop focuses on the specific interpersonal skills you need to influence senior people within and beyond your organisation – such as managers, team leaders and project managers – and achieve positive outcomes. You will understand what happens during communication with a more senior colleague and how to make the most of the dialogue, whether through a presentation, in regular conversations, or during a negotiation.

### Course content

- Personality profile: an online questionnaire completed before the event
- Feedback from the personality profile to help delegates make sense of their own responses
- Understanding power dynamics
- Understanding transactional analysis
- How people receive and understand information
- Practising having conversations

### Benefits for the individual

- Greater self-awareness and understanding of personal impact
- Improved confidence in conversations with senior people
- An appreciation of how personal power affects conversation dynamics
- More effective planning when approaching conversations with seniors

### Benefits for the organisation

- Team members with the confidence to communicate more successfully and persuasively
- An environment where communication is effective at all levels of the organisation

### Progression routes

- Effective Communication Skills
- Effective Negotiation
- Emotional Intelligence

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone keen to improve their effectiveness in dealing with more senior people





# Improving Personal Impact and Interpersonal Relationships

Our course is designed to help you develop your self-awareness and enables you to think deliberately about your day-to-day interactions, assess your communication style and identify ways to develop highly effective approaches to form and manage relationships.

## Course content

- Building your brand
- Managing others' perceptions
- Techniques to be more assertive
- Controlling that 'inner caveman'
- Exercise and develop a variety of communication styles
- Dealing with conflict effectively

## Benefits for the individual

- A greater understanding of how a professional perceives themselves and how that correlates with the image portrayed to others
- Ability to identify the strengths and weaknesses in interpersonal relationships
- Tips and techniques on how to develop interpersonal relationships
- Recognition of the impact of a response on others
- Recognition of different behavioural styles in practice and how they affect the communication process
- An understanding of why and how conflict arises and how to deal with it effectively

## Benefits for the organisation

- Professionals who can manage information and ideas without it leading to conflict
- A culture of trust and confidence within the workplace
- Capacity to build and maintain networks and relationships that lead to business success

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Professionals who wish to improve their interpersonal relationships and reflect on what they are currently achieving – compared with what they would like to achieve



## Progression routes

- Improving Confidence in the Workplace
- Effective Communication Skills
- Building Resilience

## To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Building Resilience

In an increasingly pressurised workplace, it can be difficult for people to maintain balance and perform at their best. Cohesive teams and productive organisations require their people to be resourceful and capable of not only surviving but also thriving in a Volatile Uncertain Complex and Ambiguous (VUCA) environment.

This workshop, which would also prove valuable for anyone responsible for the health and wellbeing of staff in the workplace, offers an opportunity to explore and share some practical techniques to take back into your organisation.

### Course content

- Defining resilience and identifying the factors that put pressure on it
- Understanding emotions in times of change
- Recognising signs of stress and burn-out in oneself and others
- Developing strategies to manage stress and build resilience
- Assertive behaviour and communication
- Tools and techniques to prioritise workload and restore balance
- Actions to take away for continuing development

### Benefits for the individual

- Ability to understand personal stressors and recognise stress in oneself and colleagues
- Strategies and tools to develop resilience in oneself and others

### Benefits for the organisation

- A happier, healthier and more productive workforce
- Reduced sickness absence
- A more competitive and profitable business

### Progression routes

- Inspirational Leadership
- Managing Difficult Situations and People
- Effective Management Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Staff at all levels who want to be able to respond positively to pressure and work more productively



“ I appreciated the interactive story-telling approach. ”

Dawn, Toyota Manufacturing UK Ltd



## Improving Confidence in the Workplace

Delivered in a supportive environment, this course offers delegates the opportunity to gain confidence using a range of tools and models.

Our aim is to help you develop greater self-awareness and to provide you with the techniques to handle challenging situations successfully.

### Course content

- Creating a personal development plan
- Identifying the key areas you wish to change
- Sharing experiences and situations
- Self-awareness
- Practical role play
- Understanding blockers
- Supporting confidence through body language, tone, words and appearance
- Techniques to manage low confidence in situations

### Benefits for the individual

- Improved confidence
- Stronger presence and profile in working and personal life

### Benefits for the organisation

- Improved productivity and staff retention
- A happier, healthier and more motivated workforce

### Progression routes

- Improving Personal Impact and Interpersonal Relationships
- Effective Communication Skills
- Presentation Skills

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Individuals who are looking to improve their personal confidence in life and in the workplace



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Understanding Change

This course will help you understand the impact that change has on people and their emotions. It focuses on appreciating why people find change so difficult and how to overcome their resistance to change in the workplace.

If you are in a leadership role where you need to implement change, we will equip you with the key skills and knowledge to manage people successfully during what can sometimes be a challenging period.

### Course content

- Understand the need for change and the emotional stages that follow change
- Communicate change
- Recognise how to enable and facilitate change effectively
- Identify the key stages to successful change
- Improve your ability to influence others through language and communication

### Benefits for the individual

- Greater understanding of the change process
- Increased knowledge of reactions to change
- Capacity to deal with resistance effectively
- Better relationships within your team

### Benefits for the organisation

- Effective communication in times of change
- Increased organisational effectiveness
- Improved employee engagement

### Progression routes

- Developing a Coaching Culture
- Managing Internal Communications
- Translating Strategy into Action

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Managers and leaders  
who are responsible for  
implementing change



‘I’ve enjoyed seeing  
how to apply the skills  
I’ve learnt practically.’

Peter, Eaton MEDC





## Deaf Awareness Training

Did you know that 1 in 6 people has a hearing loss? This supportive training incorporates a variety of learning activities to equip individuals to work alongside Deaf colleagues and provide a positive experience to Deaf customers.

This is a bespoke training session, where the content and length (minimum 1.5 hours - maximum 6 hours) will be discussed with you and adapted to meet your organisation's requirements. We can cover topics within the course content at different depths to suit your needs. There is also the opportunity for open questions, advice or signposting on individual situations.

### Course content

- Range of hearing loss and appropriate terminology
- Clear communication tactics
- Lipreading awareness
- Acoustic awareness
- Aids and equipment used by Deaf people
- Introduction to British Sign Language (BSL) and how it differs from English
- BSL greetings, alphabet and useful phrases
- Deaf culture, community and identity
- Improving access, inclusion and support for customers/employees with different needs
- Producing accessible written information or notes
- Working with interpreters

### Benefits for the individual

- Improved confidence in communicating politely with people who are Deaf or hard of hearing
- An appreciation of the barriers Deaf people face and the knowledge to suggest strategies for inclusion
- An awareness of assistive technology and apps
- Opportunity for open questions, advice or signposting on individual situations

### Duration

Flexible to suit you

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£250

### Who should attend?

Employees at any level who would benefit from building their understanding and skills to work with Deaf colleagues and customers



### Benefits for the organisation

- Promotion of equality and diversity among employees
- Improvements to inclusion and wellbeing of employees who have a hearing loss or who are Deaf
- Wider customer reach
- Positive reputation among the Deaf community

### Progression routes

- How to Lead in an Inclusive Way
- Inclusive Hiring

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Coaching, Mentoring and Training

Coaching and mentoring are valuable techniques to develop an individual's work performance. Roundhouse Thinking can ensure you make the most of these approaches, with a portfolio of courses which also includes training skills and career mapping. In addition, as an increasing number of organisations are harnessing apprenticeships to shape the workforce of the future, we can offer specialist courses to help you support your new apprentices.



# Courses

## Developing a Coaching Culture

Unlock your team's potential 156

## It is a Nice Day for a Coaching Conversation

Make the most of 'Nice Day', a highly visual model of coaching 157

## Train the Trainer

Plan and deliver impactful training sessions 158

## Group Training Skills

Learn how to share technical expertise with other departments and groups 159

## Practical Skills Training

Take a structured approach to 1-1 training 160

## Career Mapping

Make more informed career choices for yourself and others 161

## Learning How to Learn

Gain expert support if you are considering higher education studies 162

## Bridge the Gap

Learn how to interact with 'millennial' apprentices in a supportive, motivational way 163

## Coaching your Apprentice

Develop coaching, motivation, communication and feedback skills to support apprentices 164

## Developing Workplace Apprentices – A Modular Approach

Take a structured approach to managing the long-term development of apprentices 165

## Mentoring your Apprentice in the Workplace

Use the latest mentoring models to boost your apprentice's career development 166

“ I now know much more about the differences between coaching, mentoring and counselling. ”

Karen, Pattonair







## Developing a Coaching Culture

Our workshop introduces coaching and mentoring as a way to develop your team and help staff unlock their potential. It gives you the key tools and models required to begin coaching and mentoring effectively.

The models and theories we highlight are useful not only to those responsible for staff development but also to professionals who are looking to deliver training.

### Course content

- Why coaching? The benefits of a coaching style
- The Questions Toolbox – using different types of questions to get different types of answers
- The GROW model
- Practising each stage of the model
- Explore the concept of Positive Intention
- Well-formed outcomes
- The coaching environment
- Setting the scene
- Building rapport
- Active listening
- Mentoring – what is the difference?

### Benefits for the individual

- Ability to develop staff
- Fresh insights into your team
- Coaching skills which often shed light on your own problems
- The chance to experience a coaching session both as a coach and as the person being coached

### Benefits for the organisation

- Leaders and managers who are able to develop their staff and unlock potential
- Coaching sessions which move staff forward in dealing with difficult problems
- Less conflict due to more measured responses to problems
- Improved internal relationships

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£600

### Who should attend?

Anyone with responsibility  
for staff and their  
development



“ The course was delivered in a fun  
informative manner. I was pleased  
with all the topics covered. ”

Michael, Nexperia

### Progression routes

- Mentoring Your Apprentice in the Workplace
- Train the Trainer
- ILM Level 3 Award in Coaching
- ILM Level 5 Certificate in Coaching and Mentoring



## It is a Nice Day for a Coaching Conversation

This course is designed for busy managers who need to gain high-level practical skills and problem-solving abilities but do not have time for a lengthy course. You will learn to recognise opportunities for coaching conversations and be able to structure them effectively so that the coachee takes on responsibility for moving forward.

Nice Day is a highly visual model of coaching that is based on a story, making it memorable and easy to recall. You will learn about tools and techniques, have time to practise and receive feedback from your colleagues.

### Course content

#### Day 1

- What coaching is – and isn't
- When and where to coach
- Auditing your skills – what have you got and what do you need?
- How adults learn
- The Nice Day model
- Practising parts of the model, including exploring the issues, goal setting, generating and evaluating options, anchoring decisions and planning for action
- The story of Thrugmunck!

#### Day 2

- Putting it all together – practising a full coaching session with feedback from observers
- Practising advanced coaching skills and tools – active listening, clean language, perceptual positions, reframing, challenging and drilling down
- The importance of well-formed outcomes
- Personal action planning to develop your coaching skills

### Benefits for the individual

- Confidence in your ability to hold coaching conversations so that you can help others reach their potential
- More effective questioning and listening skills

- The chance to practise several coaching techniques
- Increased self-awareness through feedback from colleagues

### Benefits for the organisation

- More confident and solution-focussed staff
- People who have learnt to become practical problem solvers
- The opportunity to nip performance management issues in the bud
- Staff who take accountability for their own issues

### Progression routes

- Identifying and Managing Other People's Stress in the Workplace
- Wellbeing and Resilience in the Workplace
- ILM Level 3 Award in Coaching
- ILM Level 5 Certificate in Coaching and Mentoring

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone with responsibility for developing others, including managers, team leaders, trainers and HR staff



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Train the Trainer

Practical and well-structured, this course will give you the knowledge and skills needed to become a successful trainer. Its focus is on planning and delivering effective training sessions, helping you understand the principles of adult learning and building your confidence.

### Course content

- Why training matters
- Identifying training needs
- The key elements of effective training
- Using appropriate training techniques
- Learning styles
- Designing training activities
- Creating and structuring a training session
- Delivering a training session
- Evaluating effectiveness of training
- Practical presentations

### Benefits for the individual

- Identify training needs for individuals and teams
- Understand different learning styles and activities
- Deliver training and make presentations more confidently and effectively

### Benefits for the organisation

- Effective and skilled trainers
- Confident and knowledgeable employees
- Improved efficiency and effectiveness
- Investment in people to enhance your status as a high-quality organisation

### Progression routes

- Presentation Skills
- Effective Communication Skills
- Level 3 Award in Education and Training
- Level 4 Certificate in Education and Training

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£700

#### Who should attend?

Anyone involved in  
delivering training



“ It was great to be able to engage properly and comfortably with the trainer. I really enjoyed the presentation. ”

Katie, Nexperia



## Group Training Skills

Many organisations need their subject experts to pass on technical knowledge and expertise to other departments and individuals. This practical two-day workshop helps delegates to structure and deliver training in such a way that it is memorable and that the learning sticks.

Please note that this course runs with a maximum of six delegates to ensure there is enough practice and feedback time. You may also need some individual preparation time between day 1 and day 2.

### Course content

- How people learn
- The MASTER model of accelerated learning
- Planning and structuring training sessions
- Involving and engaging learners
- Facilitating activities
- Using different media
- Practice delivering a short piece of training to the group
- Actions to take away for continuing development

### Benefits for the individual

- A structured approach to planning group training sessions
- Tools and techniques to engage the audience
- A creative approach and alternatives to using PowerPoint
- Increased confidence in delivering training

### Benefits for the organisation

- More efficient use of subject matter experts
- A spread of essential information around the organisation
- Maintenance and strengthening of quality and health and safety standards

### Progression route

- Train the Trainer
- Level 3 Award in Education and Training

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone who needs to pass on their technical knowledge and expertise to other people within the organisation in a classroom or small group environment



### To book

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## Practical Skills Training

For healthy business development it is essential that the technical skills and expertise of competent workers are passed on to others. This two-day workshop helps delegates to structure and deliver training for more effective results, ensuring that learners become resourceful and self-sufficient more quickly, and that quality standards are maintained.

Please note that the course will run with a maximum of six participants to provide practice and feedback time. Some individual preparation time may be needed between day 1 and day 2.

### Course content

- How people learn
- The learning cycle and learning preferences
- Task analysis
- Structuring a one-to-one training session
- Involving learners to increase effectiveness
- Skill practices
- Actions to take away for continuing development

### Benefits for the individual

- A structured approach to planning one-to-one training modules
- Quicker take-up by the learner so that they need less supervision
- Increased confidence in delivering training

### Benefits for the organisation

- Learners who become fully productive more efficiently
- Maintenance and improvement of quality standards
- A safe working environment

### Progression route

- Managing Successful Meetings

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Individuals who are already technically skilled and have the responsibility and aptitude for passing those skills on to others





## Career Mapping

This course is aimed at those who want to learn more about themselves to enable better career planning. It is also ideal for anyone working in a role that supports others with career decisions, including dealing with redundancy, reorganisation or redeployment. In addition, it will be of interest to organisations who want to assist their employees with key decisions in career planning.

Highly interactive and participative, the course enables you to uncover the true values, drivers and aptitudes when determining a career path or a change in direction. You will build on the findings from a pre-completed Career Mapping questionnaire through facilitated exercises and activities during the course. We look at how an awareness of values, skills set and personality can underpin informed career decisions, building the confidence and aspirations to achieve personal and professional fulfilment.

### Duration

1-2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone who wants to enable better career planning and choices for themselves and others



### Course content

- Developing personal and professional branding
- Achieving personal and professional fulfilment
- Understanding self and values
- Understanding skill sets
- Developing aspirations
- Enhancing decision-making abilities
- Leading a fulfilling life

- Meet duty of care for the development and wellbeing of employees
- Improve employee engagement to support business success

### Progression routes

- Developing a Coaching Culture
- Mentoring your Apprentice in the Workplace

### Benefits for the individual

- Increase personal awareness
- Improve understanding of current aptitudes and transferable skills
- Make career decisions in line with values and priorities
- Develop insights and actions

### Benefits for the organisation

- Offer practical support for staff at a crossroads in their career or those facing redundancy, reorganisation or redeployment
- Offer practical support for apprentices or graduates facing career decisions
- Provide training and support for anyone working with employees who are making career decisions

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Learning How to Learn

This unique course is aimed at individuals and organisations who are looking into higher education as a way of improving organisational development and supporting career progression. It develops people's confidence in making informed choices before they join a higher education programme and gives them reassurance that they have the commitment and abilities to succeed.

We explore the concept of learning as an adult and the value that higher education can bring to work-based learning settings for both the individual and the organisation.

### Course content

- The principles of the neuroscience of learning
- How to learn as an adult learner and the concept of 'flipped learning'
- Critical and connected thinking
- Critical reading
- Critical academic writing
- Discover the value of your own voice
- Develop a plan to support your independent learning journey

### Benefits for the individual

- Increased awareness of the advantages and challenges of a higher education learning experience
- Improved self-awareness of your ability to complete a higher education qualification
- A better understanding of your motivation and appetite for higher education
- The opportunity to test your understanding and abilities and to make an informed decision prior to committing to any higher education programme
- A chance to identify your internal resources and external sources of support
- A personalised action plan

### Benefits for the organisation

- A robust people development strategy to ensure business goals are supported
- Employees with the skills and commitment required to achieve a higher education qualification

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Individuals who are either embarking on or considering a higher education programme as a stepping stone to further career development



- The confidence to invest in an employee's higher education
- A clear indication of which employees are capable and motivated to undertake higher education
- Savings in time and money through early identification of suitable candidates for higher education
- Increased morale and engagement as employees are supported to pursue personal and professional goals
- Encouragement for employees to consider higher education as a way of increasing knowledge and expertise in your business

### Progression routes

- DCG offers a wide-ranging portfolio of part-time higher education programmes as well as Access courses. Find out more at: [www.derby-college.ac.uk](http://www.derby-college.ac.uk)

## Bridge the Gap

How can you provide apprentices with empowering mentoring support so that they are an asset to their organisation from day one? This workshop enables you to strengthen your profile as an inspirational role model and your ability to set objectives, encourage reflective practices and offer both task-related and emotional support.

Based on the ethos that a strong role model can deliver a positive and successful mentoring relationship, Bridge the Gap equips employers and staff members with knowledge of how to interact with 'millennial' apprentices in a supportive and motivational way. It will help you achieve a positive apprenticeship experience for both parties and establish a two-way collaborative approach to the mentoring relationship.

### Course content

- Understand the apprenticeship programme
- Understand apprentices' personal and professional needs
- Utilise apprentice assessments to plan effective support
- Learn what mentoring is
- Best practice within mentoring
- Identify your own skills, knowledge and experiences
- Interpersonal skills and utilising positive psychology
- Mentoring models and theories

### Benefits for the individual

- Understand the benefits of mentoring for yourself, the apprentice and the organisation
- Inspire, motivate and empower future generations
- Achieve personal and professional satisfaction
- Better understand internal and external pressures that impact young people
- Improve self-confidence and self-esteem
- Enhance your CV and career opportunities
- Develop personal and core skills

### Benefits for the organisation

- Reduce apprenticeship 'drop off' rates
- Increase development and retention of quality staff

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Any employers and staff members with responsibility for supporting young apprentices in the workplace



- Develop confidence levels in apprentices and staff members
- Create a diverse workforce from different community groups
- Improve performance and increase productivity
- Better engagement and job satisfaction
- Develop a level of trust and commitment
- Fast-track apprentices' integration into the organisation
- Enable effective succession planning
- Lower resistance to change
- Achieve cost-effective improvements

### Progression routes

- Effective Communication Skills
- Mentoring your Apprentice in the Workplace
- ILM Level 3 Award in Coaching

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Coaching your Apprentice

This practical workshop provides an invaluable introduction to coaching and mentoring, enabling team leaders and managers to train and develop the modern apprentice. Focusing on coaching, motivation, communication and feedback, it will increase your confidence and develop the knowledge and skills you need to support young apprentices in the workplace.

### Course content

- Understand your role in supporting young apprentices in the workplace
- Recognise how to use coaching and mentoring to develop and support apprentices
- Structure and plan a coaching and mentoring session
- Practise the skills required of a coach and mentor
- Improve your ability to influence your apprentice through understanding and communication
- Understand your own and your apprentice's emotions
- Undertake effective performance management
- Give meaningful feedback

### Benefits for the individual

- Improve your ability to develop apprentices and help them reach their potential
- Build on your leadership and management skills
- Develop your skills in working with different levels of ability, confidence and motivation

### Benefits for the organisation

- Ensure apprentices are supported and developed to enable them to perform more efficiently and effectively
- Develop coaching and mentoring skills that can be utilised across all levels of staff
- Build co-operation and teamwork throughout the organisation

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£300

#### Who should attend?

Anyone with responsibility  
for developing and  
delivering training to  
apprentices



### Progression routes

- Improving Personal Impact and Interpersonal Relationships
- Performance Management
- ILM Level 3 Award in Coaching

“ The training was conducted exceptionally throughout. It was very enjoyable and engaging. ”

Jake, Nexperia

### To book

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## Developing Workplace Apprentices – a Modular Approach

Organisations which run effective apprenticeship programmes find it a cost-effective way to grow their business and maintain a high quality of work. Team members who are involved in working with apprentices also find it extends their own skills.

This practical modular programme focuses on developing apprentices in the workplace and is made up of three individual one-day workshops. Delegates may attend the workshop or workshops most appropriate to their role – however, we recommend that you attend the first module before embarking on module 2 or 3.

### Course content

#### Module 1

##### Foundations for managing and developing apprentices

- Clear objectives – for the organisation and individuals
- Roles and responsibilities
- Identifying needs – part of the development cycle
- The learning cycle and different individual preferences when learning
- Core skills: listening, questioning and clarifying, constructive feedback and effective delegation
- Record-keeping: training plans, apprentice progress records and learning logs
- Monitoring progress
- Assessment skills, including practical observation and feedback on simple tasks

#### Module 2

##### Practical skills training one-to-one

- Review of core skills and the development cycle
- Structuring a one-to-one training session
- Involving learners to increase effectiveness
- Practice using the above for simple tasks – with feedback

#### Module 3

##### Coaching and mentoring skills

- Review of core skills
- The difference between coaching and mentoring, and when each is appropriate

- Models to structure sessions
- Preparing for a coaching session – you and the apprentice
- Practice using case study material – with feedback

### Benefits for the individual

- Development of skills which can be used elsewhere in your role
- Involvement in the progress and achievement of apprentices
- Increased confidence in working with apprentices

### Benefits for the organisation

- Take a structured approach to managing the development of workplace apprentices
- Ensure the progress of apprentices to become fully functioning members of the team
- Provide essential skills development for managers/supervisors involved in the different aspects of your apprenticeship programme

### Progression routes

- Effective Communication Skills
- Performance Management
- Mentoring your Apprentice in the Workplace

#### Duration

1-3 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£300

#### Who should attend?

Anyone involved in  
working with  
apprentices





## Mentoring your Apprentice in the Workplace

This two-day workshop introduces coaching and mentoring as a leadership tool for team leaders and managers to train, develop and support the modern apprentice. It is designed to give delegates the confidence to use mentoring and coaching models to enable individual career development while sharing technical expertise and skills in a structured way.

### Course content

- The benefits of having coaching and mentoring skills as a management and leadership tool, with a specific focus on the development of the modern apprentice
- Structure and processes of a coaching and mentoring scheme in the organisation
- An overview of other mentoring/coaching and development processes
- A review of case study organisations and how they have applied coaching and mentoring
- The role of the workplace coach and mentor
- The benefits and purpose of a workplace coaching and mentoring scheme
- Learning and development theory, with a focus on how individuals learn in different ways
- The difference between coaching and mentoring
- Setting up the coaching and mentoring environment
- The structure of the coaching and mentoring session
- Introduction to two coaching and mentoring models
- Identify, learn and practise the skills and capabilities required of a coach and mentor
- Use Kirkpatrick's model to review and assess the impact of coaching and mentoring on the individual and the organisation
- Design appropriate paperwork for record keeping
- Identify a personal action plan going forward

### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone with responsibility for apprentices and their development as well as people who are delivering training to apprentices



### Benefits for the individual

- Improve your ability to develop apprentices and enable them to perform at their best
- Learn coaching and mentoring tools and techniques that can be applied across all levels of staff
- Build on your existing leadership and management skills by adding coaching and mentoring to your toolkit

### Benefits for the organisation

- Coaches and mentors who can support and develop apprentices to enable them to perform more effectively and efficiently
- Apprentices who can integrate into normal working practices quickly with the support of their coach and/or mentor
- Cross-functional coaching and mentoring skills which are transferable to other areas of staff leadership and management

### Progression routes

- Developing a Coaching Culture
- Effective Leadership Skills
- ILM Level 3 Award in Coaching





**To book**

Call: 01332 836638

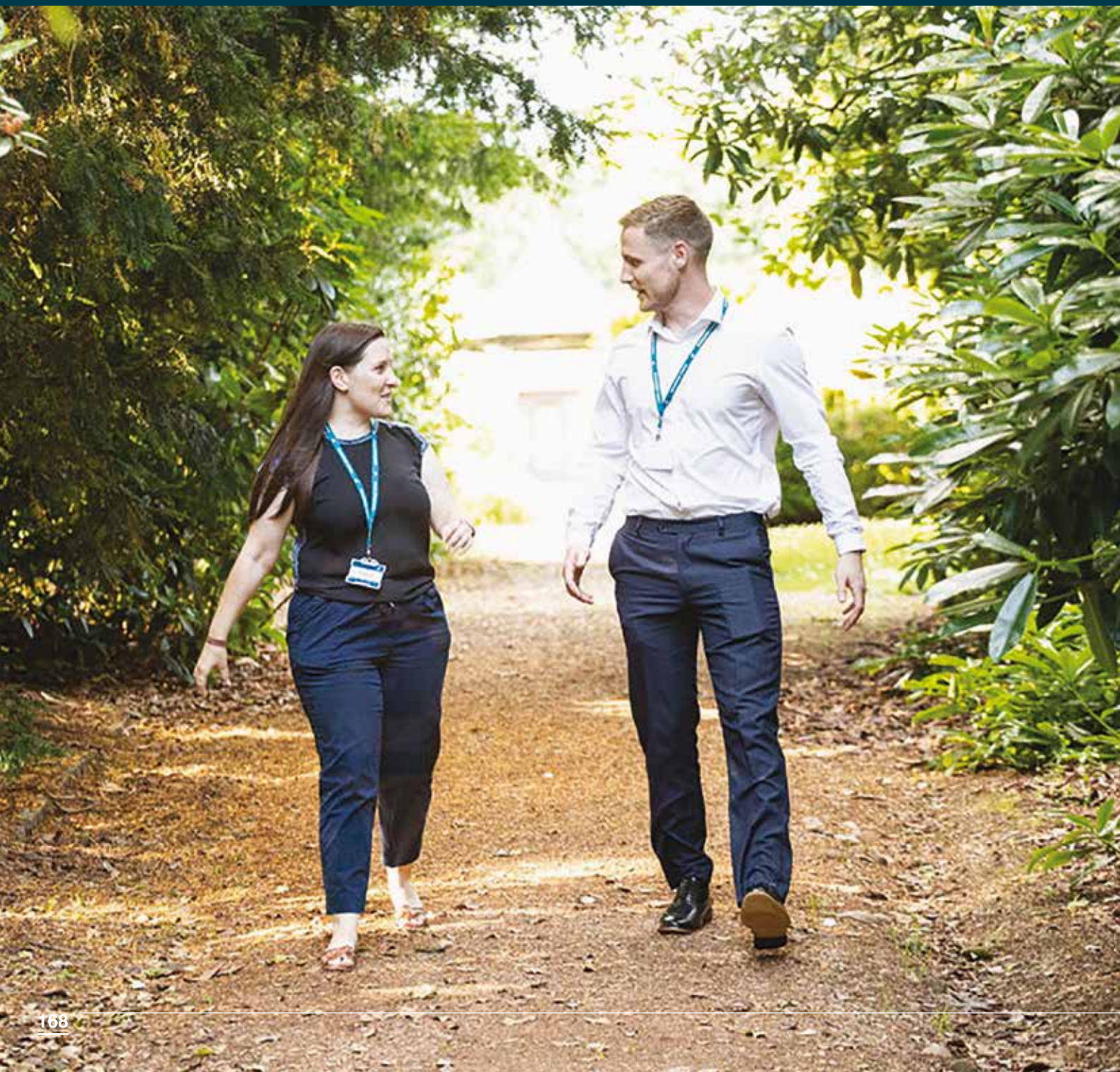
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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



# Wellbeing

So much more than just a buzzword, wellbeing is now acknowledged by many employers as crucial in helping staff to achieve more and to manage pressure in their day-to-day working lives. Roundhouse Thinking has established a series of courses aimed at equipping individuals with lifelong skills to enhance their wellbeing while ensuring that businesses benefit from a happier, healthier workforce. Our training can pave the way to increased productivity, reduced absences and a more supportive working environment.





# Courses

## **How to be Happier and More Productive in Work and Life**

Feel more fulfilled in everything you do 170

---

## **Wellbeing and Resilience in the Workplace**

Overcome setbacks and challenges to nurture high performance at work 171

---

## **Identifying and Managing Other People's Stress in the Workplace**

Recognise and alleviate pressures and problems at work 172

---

## **Managing Mental Health in the Workplace**

Reduce the impact and stigma of poor mental health 173

---

“ We received useful tips on how to support and talk to people with poor mental health. ”

Louis, Derby Homes





## How to be Happier and More Productive in Work and Life

Happiness in the workplace is important: a content and motivated team makes for a more healthy, engaged and productive workforce. With research showing that happiness boosts productivity in the workplace, it is beneficial for organisations to ensure they maintain a happy environment in which team members can flourish.

This course is designed to help delegates feel more fulfilled in everything they do. Focusing on positivity and stress management, it will help them understand the behaviours required to achieve more and gain the results they are after.

### Course content

- What causes happiness?
- Minimising stress
- Benefits of sleep
- Importance of kindness
- Effects of self-control

### Benefits for the individual

- Understand what makes you happy
- Feel more relaxed and engaged
- Make better decisions

### Benefits for the organisation

- Improve employee engagement
- Increase productivity
- Reduce absence

### Progression routes

- Time Management
- Building Resilience
- Emotional Intelligence

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone who wants to  
improve their quality  
of life



“ It was interactive and relaxed.  
There was a large variety of  
material covered in just the right  
amount of detail. ”

Gal, Derwent Living



# Wellbeing and Resilience in the Workplace

Highly interactive and participative, this course focuses on how to nurture sustainable, high performance while maintaining health, wellbeing and resilience in the workplace. It will enable you to work with changes and to overcome any challenges and setbacks at work.

We aim to stimulate your thinking and challenge you to develop resilience and wellbeing for yourself and for others. We provide lots of practical and engaging exercises with real outcomes so that you can apply your learning directly to your current performance and ensure your future success.

## Course content

- The principles of resilience and its impact on wellbeing
- How to improve mental wellbeing and resilience
- Physical wellbeing and social support
- The emotional brain and the building blocks for resilience and wellbeing, such as energy, sleep and nutrition
- Strategies to enhance resilience and wellbeing
- Workplace resilience and wellbeing psychometric questionnaire (optional)

## Benefits for the individual

- Improved understanding of the importance and impact of resilience and wellbeing in the workplace
- Increased self-awareness of your own wellbeing and resilience
- Learn tools and techniques to change your mindset
- Recognise the negative indicators and triggers for yourself and others
- Identify sources of support for yourself and others
- Create inspiring goals that reflect your values

## Benefits for the organisation

- Support for your wellbeing strategy
- Practical solutions to build better futures for employees

## Duration

1 day

## Locations

Derby, Birmingham, Sheffield, London

## Cost

£350

## Who should attend?

Individuals, teams, managers and leaders who want to take ownership of their own resilience and wellbeing at work, while building a safe and supportive working environment for others



- Reduced staff turnover and absenteeism
- Reduced stress and health costs
- Increased morale and engagement
- Enhanced productivity and performance

## Progression routes

- Time Management
- Building Resilience
- Emotional Intelligence

## To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Identifying and Managing Other People's Stress in the Workplace

At a time when concerns over workplace stress and the risk of 'burn-out' are rising, this highly interactive and participative course enables you to master the skills of managing your own emotions in parallel with those of the people around you. It addresses your own stressors first, so that you can effectively help others work through their stress within the workplace environment.

### Course content

- Identify how understanding Emotional Intelligence can influence wellbeing
- Model and encourage wellbeing practices
- Develop strategies to facilitate disconnection outside of work
- Train the brain to deal with 'chaos'
- Model and encourage monotasking for better focus
- Purposeful 'gap' time during the working day
- Empathy and compassion
- Pre-completed Emotional Intelligence questionnaire results
- Strategies and actions to develop Emotional Intelligence in line with your leadership goals and aspirations

### Benefits for the individual

- Increased self-awareness and awareness of others
- Increased wellbeing for yourself and others
- Recognition of how stress impacts individuals and teams
- Strategies and actions to recognise and alleviate stress in the workplace

### Benefits for the organisation

- A culture of trust, co-operation and shared understanding
- Increased wellbeing and improved working relationships
- Reduced work-related stress and absenteeism

### Duration

1-2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£350

### Who should attend?

Anyone who is part of a team, leads a team or aspires to improve their understanding of Emotional Intelligence and wellbeing practices for themselves and others



- Alleviation of workplace conflict
- Increased employee retention
- Improved employee engagement to support business success

### Progression routes

- Wellbeing and Resilience in the Workplace
- Adult Mental Health First Aid



## Managing Mental Health in the Workplace

The cost of poor mental health for the individual cannot be calculated but the cost for businesses can – and it runs into billions of pounds each year. Organisations that manage mental health and wellbeing are better placed to reduce the impact of poor mental health not just on their workers but also on the business.

This one-day course offers insights into mental health issues, wellbeing management techniques and steps that can be taken to reduce stigma in the workplace.

### Course content

- What is good mental health?
- What is stigma towards those with lived experience of mental distress?
- How prepared is my organisation for good mental health and wellbeing?
- The business case for good mental health and wellbeing
- From a sickness approach to a wellbeing approach to good mental health in the workplace
- Workplace anxiety and work-related anxiety
- A framework for positive mental health in the workplace
- Discussing mental health issues with employees
- Reasonable adjustments in the workplace

### Benefits for the individual

- Reduction of stigma within the workplace
- Support for individuals affected by workplace stress
- A working environment capable of supporting individuals experiencing mental health issues

### Benefits for the organisation

- A framework to help reduce time off from work
- Improved organisational efficiency
- Steps that can increase the workforce's good mental health and wellbeing

#### Duration

1 day

#### Locations

Derby, Birmingham, Sheffield, London

#### Cost

£350

#### Who should attend?

Anyone with line managerial and/or pastoral responsibilities for others



### Progression routes

- Building Resilience
- Identifying and Managing Other People's Stress in the Workplace
- Adult Mental Health First Aid

“Overall it was an excellent course. The whole subject was very useful to my role in my company. I loved the group work.”

Richard, Derby Homes

### To book

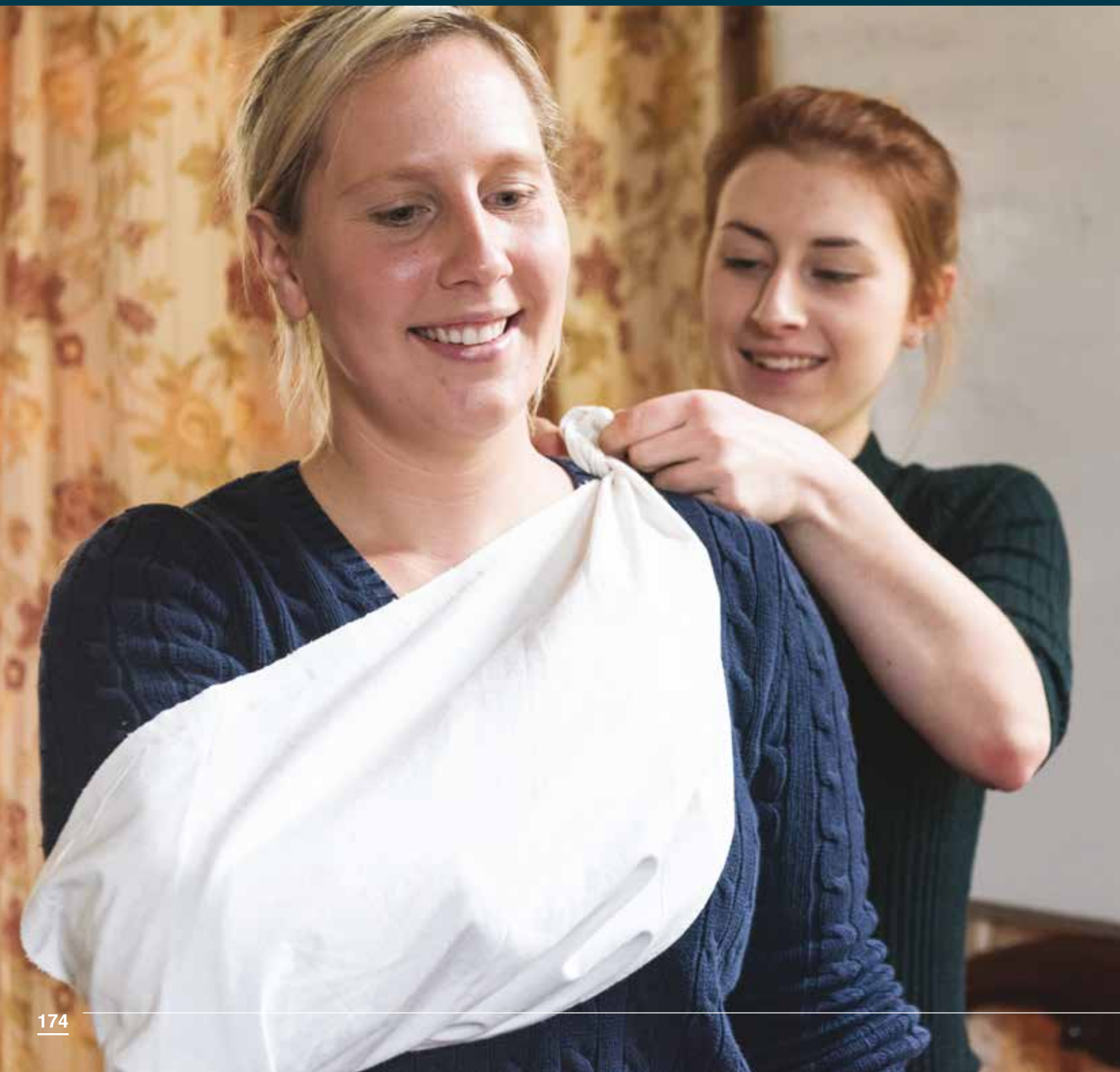
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# Compliance/Regulatory: First Aid

Do your staff have the confidence and ability to react immediately to any incident, illness or injury? Roundhouse Thinking delivers a full range of first aid training – spanning everything from CPR to allergic reactions – to ensure your teams can not only deal with an emergency but also become more aware of risks and dangers in the workplace. Our portfolio includes the Full First Aid at Work certificate which is the gold standard for nominated first aiders.



# Courses

## Level 3 Award in Emergency First Aid at Work

Raise your awareness of what to do in an emergency 176

## Level 3 Award in Full First Aid at Work

Achieve a recognised certificate for first aiders at work 177

## Level 3 Refresher First Aid at Work (Re-certification for Level 3 Award in Full First Aid at Work)

Update your knowledge to renew an expiring certificate 178

## Level 3 Award in Paediatric First Aid

Develop skills in providing first aid care for babies and young children 179

## Anaphylaxis First Aid

Learn how to provide emergency treatment to casualties suffering anaphylactic shock 180

## Basic Life Support and Safe Use of an Automated External Defibrillator (AED)

Build specialist knowledge in AED use 181

## Adult Mental Health First Aid (Half day)

Improve your understanding of common mental health issues and how to challenge stigma 181

## Adult Mental Health First Aid (One day)

Become a Mental Health First Aid Champion 182

## Adult Mental Health First Aid (Two days)

Gain more in-depth knowledge and skills to qualify as a Mental Health First Aider 182





## Level 3 Award in Emergency First Aid at Work

Delegates will gain a basic understanding of first aid and what to do in the event of an emergency. There are no special entry requirements for this course, which is validated by Highfield Qualifications. Delegates must complete a course workbook and their practical skills will be continuously assessed by our trainer throughout.

### Course content

- Health and safety regulations
- Responsibility of becoming a first aider
- Assessment of the first aid situation
- Summoning the emergency services
- Cardio Pulmonary Resuscitation (CPR)
- Top-to-toe survey
- Using a defibrillator
- Recovery position
- Respiratory disorders
- Unconsciousness and impaired consciousness
- The circulatory system
- Wounds and bleeding (bandages and dressings)
- Bone, joint and muscle injuries
- Use of slings
- Burns and scalds
- First aid box content

### Progression route

- Level 3 Award in Full First Aid at Work

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£100 per person or  
£750 per group booking  
(maximum of 12 per group)

#### Who should attend?

Anyone keen to become an  
appointed person for first  
aid at work



“ The trainer was great, as always. The mix of practical and theory was excellent and the course was delivered in a relaxed atmosphere. ”

Lee, Gulliver's Kingdom





## Level 3 Award in Full First Aid at Work

Validated by Highfield Qualifications, this course leads to a certificate which is valid for three years. There are no special entry requirements. Delegates must complete a course workbook and three practical assessments.

### Course content

- Health and safety regulations
- Being a first aider
- Assessment of first aid situations
- Summoning the emergency services
- Cardio Pulmonary Resuscitation (CPR)
- Top-to-toe survey
- Using a defibrillator
- Recovery position
- Respiratory disorders
- Anaphylactic shock
- Unconsciousness and impaired consciousness
- The circulatory system
- Wounds and bleeding
- Bone, joint and muscle injuries
- Use of slings
- Burns and scalds
- Poisoning
- Effects of extreme heat and cold
- Handling and transporting casualties
- Miscellaneous conditions
- First aid box content

### Progression routes

- Level 3 Award in Refresher First Aid at Work
- Anaphylaxis First Aid
- Basic Life Support and Safe Use of an Automated External Defibrillator (AED)

### Duration

3 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£290 per person or  
£2,200 per group booking  
(maximum of 12 per group)

### Who should attend?

Nominated first aiders  
at work who need the  
knowledge to treat any  
first aid situation safely



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 3 Refresher First Aid at Work (Re-certification for Level 3 Award in Full First Aid at Work)

This course, validated by Highfield Qualifications, refreshes and updates your skills and knowledge so that you can renew your certificate. You must bring your original First Aid at Work Certificate to the opening day of the course. You will complete a course workbook and three practical assessments.

### Course content

- Health and safety regulations
- Becoming a first aider
- Assessment of first aid situations
- Summoning the emergency services
- Cardio Pulmonary Resuscitation (CPR)
- Top-to-toe survey
- Using a defibrillator
- Recovery position
- Respiratory disorders
- Anaphylactic shock
- Unconsciousness and impaired consciousness
- The circulatory system
- Wounds and bleeding
- Bone, joint and muscle injuries
- Use of slings
- Burns and scalds
- Poisoning
- Effects of extreme heat and cold
- Handling and transporting casualties
- Miscellaneous conditions
- First aid box content



### Duration

2 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£195 per person or  
£1,500 per group booking  
(maximum of 12 per group)

### Who should attend?

Anyone with an existing  
Full First Aid at Work  
Certificate that is due  
to expire



“ The trainer always makes  
our first aid courses really  
enjoyable. It’s a total learning  
environment. ”

Gordon, JCB



## Level 3 Award in Paediatric First Aid

Validated by Highfield Qualifications, this course provides first aid knowledge and skills that are specifically relevant to babies and young children. It enables delegates who are planning to seek employment in this field to become suitably qualified to meet the requirements of the national standards for childcare and child minding. The course also provides a useful overview of first aid for anyone who cares for children.

There are no specific entry requirements. Delegates must complete a course workbook and their practical skills are continuously assessed by our trainer.

### Course content

- First aid requirements
- Life-saving procedures for a child and baby
- Recognising the dangers in an emergency situation
- Identifying the possible dangers to the first aiders in an emergency situation
- Summoning the emergency services
- Cardio Pulmonary Resuscitation (CPR)
- Top-to-toe survey
- Recovery position
- Recognising and responding to children's life-threatening illnesses
- Recognising and responding to types of children's injuries
- Offering appropriate comfort and reassurance to an ill or injured child
- Identifying the planning and reporting procedure for children's accidents and illnesses
- First aid box content

### Progression route

- Basic Life Support and Safe Use of an Automated External Defibrillator (AED)

#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£125 per person or  
£950 per group booking  
(maximum of 12 per group)

#### Who should attend?

Anyone who might need  
to provide first aid care  
for babies and young  
children



### To book

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## Anaphylaxis First Aid

Delegates will build their ability to provide emergency first aid treatment to casualties suffering from anaphylactic shock. There are no specific entry requirements and our trainer offers continuous assessment throughout the course.

### Course content

- Being a first aider
- Assessment of first aid situations
- Main aims of first aid
- Summoning the emergency services
- Cardio Pulmonary Resuscitation (CPR)
- Top-to-toe survey
- Recovery position
- Respiratory disorders
- Life-threatening problems relating to anaphylactic shock
- Recognising and treating anaphylaxis
- Use of an auto-injector pen when treating anaphylaxis
- Dealing with the aftermath of the first aid incident

### Progression routes

- Level 3 Award in Emergency First Aid at Work
- Level 3 Award in Full First Aid at Work

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£75 per person or £600 per  
group booking (maximum of  
12 per group)

### Who should attend?

Anyone interested in gaining  
the first aid knowledge  
and skills relevant to  
treating allergic reactions  
(anaphylaxis)





## Basic Life Support and Safe Use of an Automated External Defibrillator (AED)

Validated by Highfield Qualifications, this course covers the core competencies of the UK Resuscitation Council and is designed to instruct delegates in the use of an Automated External Defibrillator (AED).

There are no special entry requirements. Delegates must complete a course workbook and their practical skills will be continuously assessed by the trainer.

### Progression routes

- Level 3 Award in Full First Aid at Work
- Level 3 Award in Emergency First Aid at Work

#### Duration

Half a day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£90 per person or £700 per  
group booking (maximum of  
12 per group)

#### Who should attend?

Anyone who wants to further  
their first aid skills with  
training in the use of  
an AED



## Adult Mental Health First Aid (Half day)

Validated by Mental Health First Aid (MHFA) England, our half-day course is an introductory session which will give you an understanding of what mental health is, some common mental health issues and how to challenge stigma.

We also cover how to look after your own mental health and maintain your wellbeing as well as giving you the confidence to support someone in distress or who may be experiencing a mental health issue.

### Progression route

- Adult Mental Health First Aid (One day)

#### Duration

4 hours

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£75

#### Who should attend?

Anyone keen to gain a  
greater awareness of  
mental health



### To book

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## Adult Mental Health First Aid (One day)

This course delivers an appreciation of common mental health issues; builds your knowledge and confidence to advocate for mental health awareness; improves your ability to spot signs of mental ill health; and develops your skills to support positive wellbeing.

Validated by Mental Health First Aid (MHFA) England, it qualifies you as an MHFA Champion.

### Progression route

- Adult Mental Health First Aid (Two days)



#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£150

#### Who should attend?

Anyone interested in becoming a Mental Health First Aid (MHFA) Champion



## Adult Mental Health First Aid (Two days)

Delegates completing this course will gain an in-depth understanding of mental health and factors that can affect wellbeing; practical skills to spot the triggers and signs of mental health issues; and the confidence to step in, reassure and support a person in distress.

It will give you enhanced interpersonal skills such as non-judgemental listening as well as the knowledge to help someone recover their health by guiding them to further support – whether that involves self-help resources, going through their employer or via the NHS. Validated by MHFA England, the course qualifies you as a Mental Health First Aider.



#### Duration

2 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£225

#### Who should attend?

Anyone who aspires to become a Mental Health First Aider



“ There was a good mix of teaching, exercises and informative videos. ”

Jo, Daher Aerospace



**To book**

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# Compliance/Regulatory: Health and Safety

From fire and gas safety to manual handling, hazardous substances to risk assessments, health and safety is the concern and responsibility of everyone in the workforce. If your team is well trained and confident in tackling health and safety issues, your business will become more efficient and effective. Put health and safety first by choosing a flexible course from Roundhouse Thinking – including our convenient e-learning options which mean the training can be undertaken anywhere and at any time.





# Courses

## Level 2 Award in Health and Safety in the Workplace

Raise your awareness of basic health and safety principles 186

## E-learning: Level 1 Health and Safety

Cover fundamental concepts on a course ideal for new staff members 187

## E-learning: Level 2 Health and Safety

Gain the ideal introduction if you are working in a low-to-medium risk environment 188

## E-learning: Level 3 Health and Safety

Learn how to implement effective health and safety controls if you are in a supervisory role 189

## E-learning: Level 2 Fire Safety

Assess and manage risks in workplaces where there is potential for fire emergencies 190

## E-learning: Manual Handling

Build your expertise in safe handling techniques 190

## Level 2 Award in the Control of Substances Hazardous to Health (COSHH)

Improve precautions and procedures for dealing with hazardous substances 191

## IOSH Working Safely

Identify common hazards and improve safety performance 191

## IOSH Managing Safely

Adopt practical measures to handle health and safety in the teams you manage 192

## IOSH Managing Safely Refresher

Update and refresh your knowledge for continual improvements in the workplace 193

## Level 1 Award in Basic Gas Safety Awareness in Residential Premises

Develop a basic understanding of the dangers associated with gas 194

## Level 2 Award in Gas Safety Awareness in Residential Properties

Take your gas safety knowledge to the next level 195

## Level 3 Award in Gas Safety Awareness for Supervisors and Managers

Gain a full understanding if you manage gas operatives or inspect their work 196



## Level 2 Award in Health and Safety in the Workplace

Validated by Highfield Qualifications, this course is designed to give you an overview of the basic principles of good health and safety practice. There are no specific entry requirements and assessment is via an externally marked multiple-choice exam paper.

### Course content

- Principles of health and safety and accident prevention
- Contributing to a health and safety management system
- The importance of risk assessment as a technique for accident and ill health prevention
- The responsibilities placed on employers and employees
- Manual handling
- Hazardous substances
- Exposure to noise and vibration
- The importance of following systems, procedures and rules
- How individual action can reduce risks to health and safety
- How workplace equipment and task design affect health and safety
- Electricity
- Fire prevention

### Progression routes

- E-learning: Level 3 Award in Health and Safety in the Workplace (E-learning)
- IOSH Managing Safely

#### Duration

1 day

#### Locations

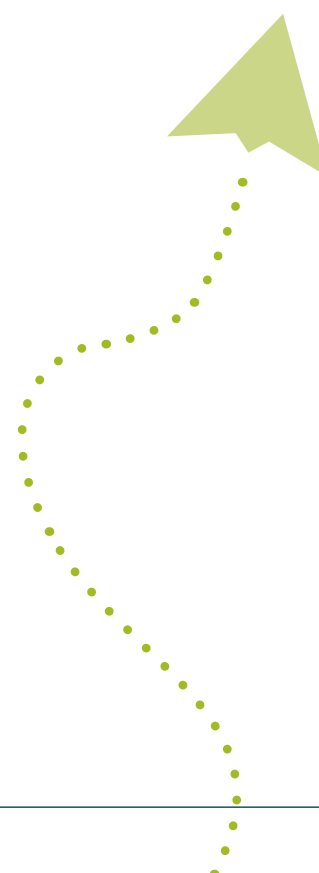
Derby, Birmingham,  
Sheffield, London

#### Cost

£100 per person and  
£950 per group booking  
(maximum of 15 per group)

#### Who should attend?

Any worker in any  
environment, industry  
or sector



## E-learning: Level 1 Health and Safety

This course is validated by Highfield Qualifications, is completed online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity. Alongside your training, you receive a health and safety encyclopaedia, help pages and a comprehensive health and safety glossary. Your knowledge will be tested via a series of multiple-choice questions at the end of each course module.

The course introduces basic health and safety concepts in a fun, interactive and engaging way. It also covers the key content and knowledge required for delegates to go on to achieve a recognised Level 1 Health and Safety qualification. On completion of the course, the Highfield system produces a personalised HABC-commended Certificate.

### Course content

- Accidents, including slips, trips and falls
- Legal responsibilities
- Hazardous substances (COSHH)
- Workplace health, safety and welfare
- Work equipment
- Fire
- First aid
- Manual handling

### Progression route

- E-learning: Level 2 Health and Safety

#### Duration

Approximately 3 guided learning hours

#### Cost

£50

#### Who should take part?

Delegates keen to gain a valuable overview of health and safety, including new staff members undergoing induction and awareness training



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## E-learning: Level 2 Health and Safety

This fun and interactive online course provides the knowledge required by delegates who want to go on to achieve a Level 2 Health and Safety qualification.

It is validated by Highfield Qualifications, is completed online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity. Alongside your training, you will receive a health and safety encyclopaedia, help pages and a comprehensive health and safety glossary. Knowledge will be tested via a series of multiple-choice questions at the end of each course module. On completion of the course, the Highfield system produces a personalised Highfield Qualifications Certificate.

### Duration

Approximately 3 guided learning hours

### Cost

£75

### Who should take part?

Delegates working in a low-to-medium risk environment seeking an ideal introduction to health and safety



### Course content

- Accidents including slips, trips and falls
- Legal responsibilities
- Risk assessment
- Hazardous substances (COSHH)
- Workplace health, safety and welfare
- Work equipment
- Fire
- First aid
- Manual handling

### Progression route

- E-learning: Level 3 Health and Safety





## E-learning: Level 3 Health and Safety

Our e-learning course offers a wide-ranging level of knowledge around health and safety law, the hazards present in a workplace and how to implement effective and necessary controls. Delegates will also gain the skills to supervise staff effectively.

Covering 11 training modules, the course is validated by Highfield Qualifications and is undertaken online through the Highfield Learning Management System which allows you to monitor, manage and record all training activity. Each module has a total of five multiple-choice questions at the end to test learner knowledge.

The course covers the key syllabus of Level 3 health and safety awards and provides the knowledge delegates need to go on to achieve a recognised qualification. On completion of the learning, the system produces a personalised Highfield Qualifications Commended Certificate.

### Duration

30 guided learning hours

### Cost

£225

### Who should take part?

Individuals working in supervisory or managerial roles and any other professionals keen to go on to achieve a Level 3 Health and Safety qualification



### Course content

- Introduction to health and safety
- Accidents, injuries and work-related health
- Legal aspects of health and safety
- Risk assessment
- Hazardous substances (COSHH)
- The workplace
- Using equipment safely
- Fire safety
- Ergonomics, manual handling and display screen equipment
- Measuring and monitoring performance
- The role of line managers and supervisors

### Progression route

- IOSH Managing Safely

### To book

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## E-learning: Level 2 Fire Safety

Managers, supervisors, team leaders, fire wardens and staff working in any area where there is a potential fire risk will all benefit from this e-learning course validated by Highfield Qualifications. You will access learning materials online through the Highfield Learning Management System, which allows you to monitor, manage and record all training activity.

### Course content

- Introduction to fire safety
- The characteristics of fire
- Fire safety legislation
- Assessing and managing risk

#### Duration

2-3 hours

#### Cost

£50

#### Who should take part?

Anyone whose role could involve fire safety in the workplace



## E-learning: Manual Handling

This e-learning course is validated by Highfield Qualifications and can be accessed through the Highfield Learning Management System. It allows you to monitor, manage and record all training activity.

Your knowledge will be tested by five multiple-choice questions. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

### Course content

- The definition of manual handling
- The LITE stairway to safety
- Safe lifting techniques
- Correcting lifting techniques
- Lifting with more than one person
- Examples of manual handling

#### Duration

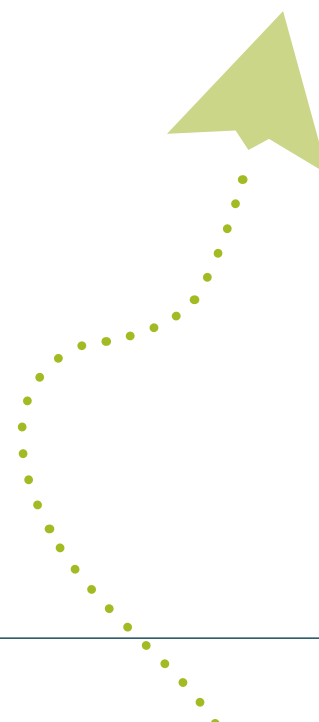
30-40 minutes

#### Cost

£50

#### Who should take part?

Workers who are involved with manual handling as part of their job



## Level 2 Award in the Control of Substances Hazardous to Health (COSHH)

We equip you with the knowledge to recognise the risks associated with hazardous substances and how to control them. Validated by Highfield Qualifications, the course has no specific entry requirements and assessment entails an externally marked multiple-choice exam paper.

### Course content

- Laws relating to hazardous substances in the workplace
- Risk assessments
- Safe use of hazardous substances in the workplace
- Control precautions and procedures for dealing with hazardous substances

### Progression route

- E-learning: Level 3 Health and Safety

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

Available upon request

### Who should attend?

Anyone who is likely to encounter hazardous substances within a variety of work settings, including manufacturing, cleaning, healthcare, transport, utilities and office environments



## IOSH Working Safely

With a focus on why health and safety is important, this course shows how you can make a real difference to your wellbeing – and that of others – through changing behaviour. It is validated by the Institute of Occupational Safety and Health (IOSH).

### Course content

- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

Available upon request

### Who should attend?

Anyone from any sector who needs a grounding in health and safety



Approved  
training  
provider  
3218

### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## IOSH Managing Safely

Validated by the Institute of Occupational Safety and Health (IOSH), this course brings managers and supervisors up to speed on the practical actions they need to take to handle health and safety in their teams. It gives them insights into best practice, enables them to investigate accidents with greater confidence and provides them with the knowledge and tools to tackle health and safety issues for which they themselves are responsible.

The aim is to ensure that fewer hours are lost to sickness and accidents, with greater staff awareness of safety measures across the workforce and active staff involvement to improve the workplace. Recognised certification for managers and supervisors also means that their organisation benefits from an improved reputation within their supply chain and beyond.

There are no special entry requirements and assessment is via an externally marked multiple-choice exam paper and risk assessment-based project.

### Course content

- Introducing managing safely
- Assessing risk
- Controlling risk
- Understanding responsibilities
- Understanding hazards
- Investigating incidents
- Measuring performance
- Protecting our environment

#### Duration

3 days

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£420 per person. Price on  
request for group bookings  
(maximum of 15 per group)

#### Who should attend?

Managers and supervisors  
in any sector and any  
organisation



Approved  
training  
provider  
3218



Highly  
Rated★



## IOSH Managing Safely Refresher

Our refresher course, validated by the Institute of Occupational Safety and Health (IOSH), ensures managers and supervisors keep up to date and continue to improve their approaches to health and safety.

It is a six-hour trainer-input course which can be delivered in a block, split over two half-days or run as an evening course – either in-house or as a scheduled open course.

### Course content

- **Thinking back:** reflecting on what delegates took away from the full Managing Safely course, revisiting the key reasons for managing safely, recapping on key terms in an engaging and participative way, exploring why leadership is important and highlighting how to create a positive safety culture
- **Plan:** looking at a safety and health policy, what it includes and how to deliver it effectively
- **Do:** featuring a risk assessment exercise where delegates think about the best ways to communicate their findings and the safety and health plan to the workforce. This element of the course also includes a look at data types, what can be measured and how it helps in checking if the plan is implemented and working
- **Act:** stressing the importance of reviewing performance, acting on lessons learned and striving to improve continually. Delegates review what they have learned and how to use it in the workplace

### Duration

1 day, with flexible delivery  
.....

### Locations

Derby, Birmingham,  
Sheffield, London  
.....

### Cost

£150  
.....

### Who should attend?

Any manager or supervisor who has completed the full Managing Safely course and needs to update and refresh their knowledge



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 1 Award in Basic Gas Safety Awareness in Residential Premises

This course enables delegates to develop a basic understanding and awareness of gas safety, gas legislation and the dangers associated with gas in residential properties.

It is an ideal introduction for trade operatives, care workers, social workers, housing officers and maintenance personnel working in or visiting properties. It could also be useful for individuals who would like to raise their own personal awareness of gas safety in the home.

Please note: those who achieve this qualification will NOT be recognised by the Gas Industry as being formally qualified in any element relating to gas safety.

### Course content

- Basic requirements of the legislation that applies to residential gas systems
- The Gas Safe Register
- Basic principles of gas combustion
- Signs and symptoms of Carbon Monoxide (CO) poisoning
- How to locate and operate emergency control valves (ECVs)
- How to report gas safety concerns

### Progression route

- Level 2 Award in Gas Safety Awareness in Residential Properties

#### Duration

1 day

#### Location

Derby

#### Cost

£100

#### Who should attend?

Anyone whose working or voluntary role involves attending the residential homes of clients or service users



## Level 2 Award in Gas Safety Awareness in Residential Properties

Delegates completing this qualification will have the knowledge and confidence to identify possible signs that a gas appliance or installation is potentially dangerous, and then know what action to take under those circumstances.

You will develop your understanding of key points relating to domestic gas safety, including how to ensure that gas appliances can operate safely and efficiently and how to identify devices and features within domestic properties that are designed to protect the occupant from gas domestic appliance faults. You will also be made aware of the responsibilities of landlords in terms of gas safety and of the actions to take if escapes of fumes or gas are suspected.

The course is ideal for those who visit residential homes for a variety of reasons including completing other trade-related work, conducting surveys and routine inspections, and providing home care and tenant support services.

Please note: those who achieve this qualification will NOT be recognised by the Gas Industry as being formally qualified in any element relating to gas safety.

### Course content

- Basic legislative requirements that apply to gas systems in residential premises
- Fundamental responsibilities of landlords for gas safety in residential premises
- Properties of the types of gas used in residential premises
- Principles of gas combustion
- Dangers associated with Carbon Monoxide poisoning in residential premises
- Safety devices that can help detect Carbon Monoxide

### Duration

1 day

### Location

Derby

### Cost

£150

### Who should attend?

Anyone whose working or voluntary role involves attending the residential homes of clients or service users



- Basic principles of safe gas appliance operation
- The Gas Safe Register
- How to report gas safety concerns

### Progression route

- Level 3 Award in Gas Safety Awareness for Supervisors and Managers

### To book

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Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 3 Award in Gas Safety Awareness for Supervisors and Managers

This qualification equips delegates with an understanding of gas safety legislation as well as knowledge of the principles of distribution and combustion, including requirements for gas meters.

### Course content

#### Understand Gas Safety Legislation

- Requirements of the legislation and normative standards and codes of practice that are relevant to gas safety
- How to apply the Gas Industry Unsafe Situation Procedure (GIUSP)
- Legal requirements for businesses and individuals carrying out gas work in domestic premises
- Requirements for landlords and their agents under the Gas Safety Regulations

#### Understand the Distribution, Properties and Combustion of Domestic Gas

- The natural gas supply network and LPG supplies
- Requirements for meter pressure regulators
- Properties and characteristics of NG and LPG
- Combustion of gases and potential risks
- Effects that Carbon Monoxide can have on the human body
- Location of gas meters and the requirements for installation pipework
- Types of gas meters used in domestic premises
- Requirements for commissioning meter installations
- Actions necessary in the event of an escape of gas or report of fumes

#### Duration

3 days

#### Location

Derby

#### Cost

£420

#### Who should attend?

Anyone involved in the management/supervision of gas operatives, or responsible for inspecting the work undertaken



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)





# Compliance/Regulatory: Hospitality

Meeting industry standards in food safety and food hygiene is critical for businesses ranging from cafés and takeaways to high-end restaurants and hotels. Roundhouse Thinking offers validated training covering food purchase, delivery, preparation, service and personal licence holding to help you comply with latest regulations. Our portfolio includes e-learning opportunities which enable you to gain recognised qualifications at your own pace, from any location, to fit in with your work and other commitments.





# Courses

## Level 2 Award in Food Safety in Catering

Ensure the food you sell and serve is perfectly safe to eat 200

## Level 3 Award in Supervising Food Safety in Catering

Supervise and implement good food safety procedures 201

## Level 3 Award in HACCP for Caterers

Understand how to apply a HACCP-based food safety system 202

## Level 4 Award in Managing Food Safety in Catering

Gain greater expertise in food safety if you are working in a managerial role 203

## Level 2 Award in Food Allergen Awareness and Control in Catering

Minimise the dangers of serving allergenically contaminated food 204

## Level 3 Award in Food Allergen Management in Catering

Manage your catering workplace to prevent allergenic contamination 204

## E-learning: Level 1 Food Safety

Develop a basic understanding of food safety 205

## E-learning: Level 2 Food Safety

Acquire more advanced knowledge, including food safety enforcement 205

## E-learning: Level 3 Food Safety

Gain the food safety expertise expected of managers and supervisors 206

## E-learning: Level 2 Award for Personal Licence Holders

Prepare to complete the APLH exam successfully 207

“ There was a relaxed learning environment which made me feel I could ask questions. ”

Carole, NHS





## Level 2 Award in Food Safety in Catering

Individuals who work with food have a responsibility for safeguarding the health of consumers and ensuring that the food they serve or sell is perfectly safe to eat. Validated by Highfield Qualifications, this course has no special entry requirements but is most suitable for workers in the food industry or anybody involved with the handling and preparation of food. Assessment involves an externally marked multiple-choice exam paper.

### Course content

- Legislation
- Food safety hazards
- Temperature control
- Refrigeration
- Chilling and cold holding
- Cooking, hot holding and reheating
- Food handling
- Principles of safe food storage
- Cleaning
- Premises and equipment

### Progression route

- Level 3 Award in Supervising Food Safety in Catering

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£100 per person or  
£950 per group booking  
(maximum of 15 per group)

#### Who should attend?

Any individual working  
in a catering setting  
where food is prepared,  
cooked and handled



“ The trainer gave personal or local examples regarding elements of the course, which helped us engage with the materials. ”

Samantha, The Open Centre





## Level 3 Award in Supervising Food Safety in Catering

Validated by Highfield Qualifications, this course will raise delegates' awareness of their role in the implementation of food safety procedures at all stages of food preparation and service. It also highlights the importance of their role in the supervision of food handlers in food safety matters.

Delegates should ideally be working in a food business at supervisory or team leading level and hold the Level 2 Award in Food Safety in Catering or an equivalent qualification. Assessment is a 90-minute externally marked multiple-choice exam paper. A minimum of 30 out of 45 correct answers is required for a pass mark.

### Course content

- Legislation
- Supervisory management
- Temperature control (chilling and cooking)
- Cleaning
- Contamination control
- Applying and monitoring good hygiene practice
- Implementing good food safety procedures
- Contributing to the safety training of others

### Progression route

- Level 4 Award in Managing Food Safety in Catering

**I** I enjoyed every part of the course. I felt I could go at my pace and I learnt a lot. The trainer was fantastic.

Jack, Morley Hayes

### Duration

3 days

### Locations

Derby, Birmingham, Sheffield, London

### Cost

£300 per person. Price on enquiry for group bookings (maximum of 15 per group)

### Who should attend?

Delegates working in a supervisory/first line management position within a catering, manufacturing or retail environment



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 3 Award in HACCP for Caterers

This qualification provides caterers with a better understanding of how Hazard Analysis and Critical Control Point (HACCP) can be applied to the working environment.

There are no prerequisites for this course, although it is strongly recommended that delegates should already hold a Level 3 Award in Food Safety in Catering or have a good knowledge of food safety hazards and their controls. They should also have a minimum of Level 2 qualifications in literacy/English or the equivalent.

### Course content

- The importance of HACCP-based food safety management procedures in catering
- Preliminary processes for HACCP-based procedures in catering
- Hazards and controls at every step in the catering operation
- How to implement HACCP-based food safety
- How to verify HACCP-based procedures

### Benefits for the individual

- Greater confidence in the application of a HACCP-based food safety system

### Benefits for the organisation

- Improved customer experience
- Increased awareness of food safety among staff
- Consistent approaches to managing food safety hazards

### Progression route

- Level 4 Award in Managing Food Safety in Catering

#### Duration

1 day

#### Locations

Derby, Birmingham,  
Sheffield, London

#### Cost

£600 per person. Price on enquiry for group bookings (maximum of 15 per group)

#### Who should attend?

Any caterer who wants to feel confident applying a HACCP-based food safety system



## Level 4 Award in Managing Food Safety in Catering

This course is designed to ensure that managers are aware of their role in the establishment of food safety procedures at all stages of food preparation and service, together with the importance of their role in the management of food handlers in food safety matters.

Validated by Highfield Qualifications, the course also paves the way for delegates – subject to suitable teaching/training qualifications – to apply for tutor status to deliver Level 2 Award in Food Safety courses.

Delegates should have a Level 3 Award in Supervising Food Safety or an equivalent qualification and it is essential that they undertake self-study outside the classroom. Assessment is a 2½ hour written exam: those achieving 60% are awarded a pass.

### Course content

- Bacteriology
- Food-borne illnesses
- Physical contamination of food
- Food storage
- Temperature control and preservation
- Design and construction of food premises and equipment
- Cleaning and disinfection
- Pest control
- Personal hygiene
- Training strategies
- Legislation
- Management control techniques

### Duration

5 days

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£600 per person. Price on enquiry for group bookings (maximum of 15 per group)

### Who should attend?

Delegates working in managerial roles within a catering, manufacturing or retail environment



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 2 Award in Food Allergen Awareness and Control in Catering

Validated by Highfield Qualifications, this course is aimed at helping delegates build their awareness of common food allergens that exist in a catering environment. It also highlights the controls that can be implemented to minimise the risk of serving allergenically contaminated food.

The qualification is supported by Allergy UK, who regard it as suitable staff training for catering outlets that wish to apply for their Allergy Aware Scheme.

### Course content

- Common food allergens and intolerances
- Characteristics and effects of allergens
- Minimising cross-contamination in a catering environment
- Effective allergen communication in a catering environment

### Duration

4 hours

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£75

### Who should attend?

Food handlers and other staff involved in food preparation and service who work within the catering industry



## Level 3 Award in Food Allergen Management in Catering

Delegates completing this course will gain a better understanding of requirements to manage the risk of allergenic contamination in a catering environment. Validated by Highfield Qualifications, the programme is particularly suitable for restaurant managers, head chefs, sous chefs, catering managers and owners of takeaways, cafés and sandwich shops.

The qualification is supported by Allergy UK, who regard it as suitable staff training for catering outlets that wish to apply for their Allergy Aware Scheme.

### Course content

- Common food allergens and intolerances
- Characteristics and effects of allergens
- Management of allergens in a catering environment
- Procedures for communicating allergen risk to consumers
- Ways to manage the risk through the food production chain

### Duration

1 day

### Locations

Derby, Birmingham,  
Sheffield, London

### Cost

£125

### Who should attend?

Individuals responsible for the purchase, delivery, production and serving of food in the catering industry and those who own/manage a small catering business





## E-learning: Level 1 Food Safety

This course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity. You will engage in approximately three guided learning hours of training and your knowledge will be tested via a series of multiple-choice questions at the end of each module. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

### Course content

- Introduction to food safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- Safe handling and storage of food
- Personal hygiene
- Food pests and pest control
- Cleaning and disinfection

### Duration

3 guided learning hours

### Cost

£50

### Who should take part?

Delegates working in catering, manufacturing or retail, including staff members undergoing induction and awareness training



## E-learning: Level 2 Food Safety

This e-learning course is validated by Highfield Qualifications and available online through the Highfield Learning Management System, allowing you to monitor, manage and record all training activity. Your knowledge will be tested via 50 multiple-choice questions spread across the ten modules. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

### Course content

- Introduction to food safety
- Microbiological hazards
- Food poisoning and its control
- Contamination hazards and controls
- HACCP from delivery to service
- Personal hygiene
- Food premises and equipment
- Food pests and control
- Cleaning and disinfection
- Food safety enforcement

### Duration

6-9 guided learning hours

### Cost

£75

### Who should take part?

Delegates working in catering, manufacturing or retail, including staff members involved with food handling



### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## E-learning: Level 3 Food Safety

This e-learning course includes content suitable for Level 3 Food Safety qualifications awarded by Highfield Qualifications, REHIS, CIEH and RSPH. It includes interactive content and exercises based on real life scenarios; assessments via multiple-choice questions at the end of every module; and an interactive video refresher session.

Validated by Highfield Qualifications, it is available online through the Highfield Learning Management System, allowing you to monitor, manage and record all training activity. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

### Course content

- Introduction to food safety
- Microbiology
- Contamination hazards and control
- Food poisoning
- Personal hygiene
- Design, construction and use of food premises and equipment
- Cleaning and disinfection
- Pest control
- HACCP and food safety management systems
- Control measures from purchase to service
- Supervisory management
- Food safety legislation and enforcement

### Duration

9-14 guided learning hours  
.....

### Cost

£225  
.....

### Who should take part?

Delegates operating in a supervisory role in the workplace, including managers and chefs working in catering, manufacturing or retail



## E-learning: Level 2 Award for Personal Licence Holders

Validated by Highfield Qualifications, this e-learning course provides around six hours of training, which will count towards the recommended eight guided learning hours you are required to undertake before achieving the Level 2 Award for Personal Licence Holders (APLH).

The course is available online through the Highfield Learning Management System and allows you to monitor, manage and record all training activity. Your knowledge will be tested by 84 multiple-choice questions across the seven modules and you will have access to a comprehensive glossary of licensing terminology.

### Course content

- Licensing law
- Personal licences
- Premises licences
- The protection of children
- Powers and enforcement
- Temporary events
- Responsible alcohol retailing

### Exam dates

Call 01332 836638 or  
email [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)  
to book your exam.

#### Duration

Approximately six hours

#### Cost

£125

#### Who should take part?

Delegates wanting to gain their personal licence holder's qualification



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Compliance/Regulatory: Security

Security officers, CCTV operators, door supervisors and event stewards – all need high-level skills and knowledge to ensure they are ready for any challenge on the frontline. The training on offer from Roundhouse Thinking helps develop confident, reliable and responsible security professionals who can meet rigorous standards and provide significant reassurance for their organisations.





# Courses

## **Level 2 Award for Working as a Security Officer in the Private Security Industry**

Take your first steps towards securing your SIA licence 210

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## **Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry**

Gain valuable practical skills in CCTV operations 211

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## **Level 2 Award for Working as a Door Supervisor in the Private Security Industry**

Develop your knowledge and understanding of the door supervision role 212

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## **Active IQ Level 2 NVQ Certificate in Spectator Safety**

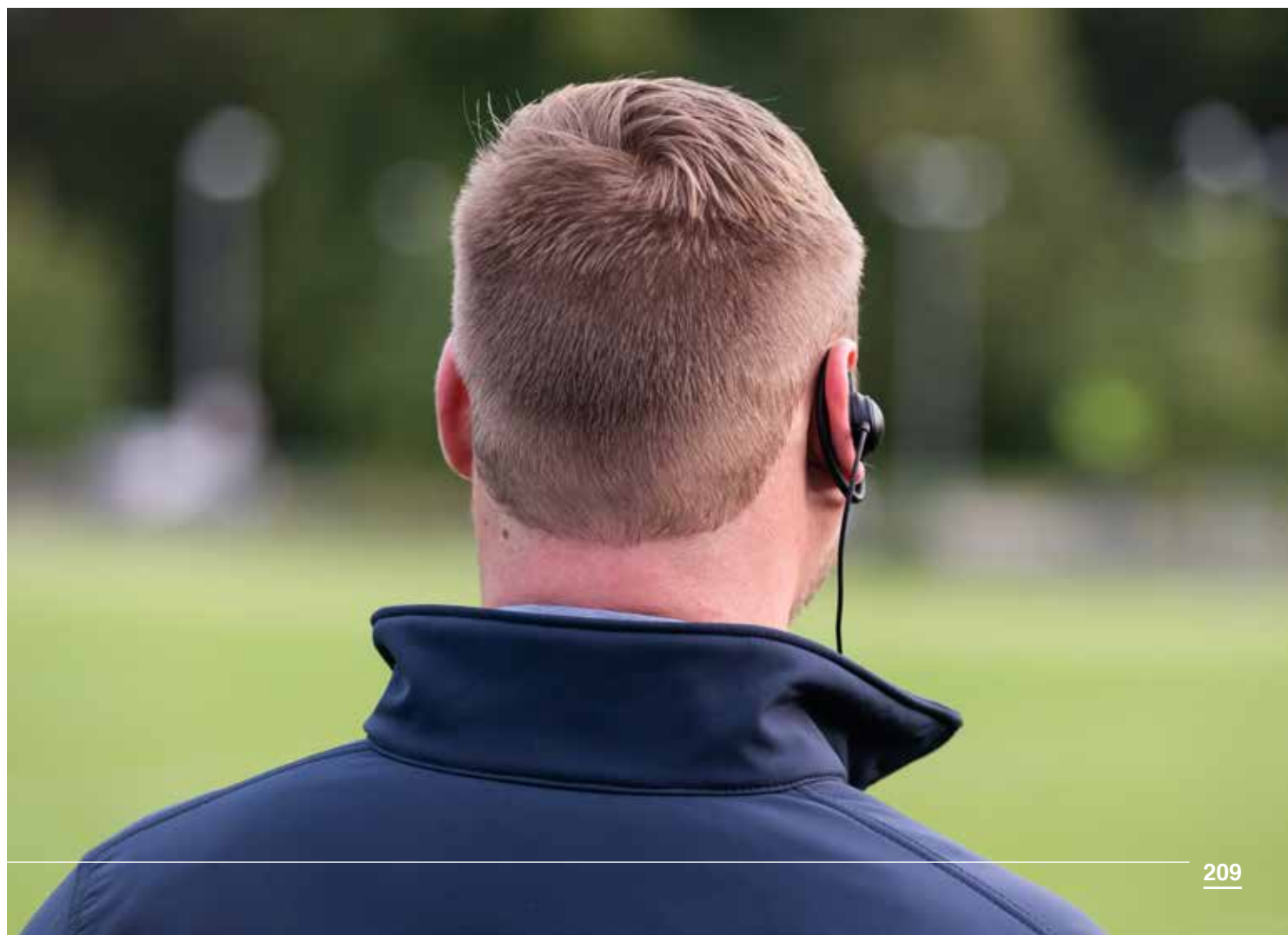
Achieve a recognised qualification for working at spectator events 213

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## **Level 2 Award in Understanding Stewarding at Spectator Events**

Equip yourself with the skills to take on a stewarding role 214

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## Level 2 Award for Working as a Security Officer in the Private Security Industry

This qualification will develop your knowledge and understanding of the role of the security officer within the private security industry.

It covers vital aspects ranging from emergency procedures to codes of practice, from conflict management to effective communication with third parties. Please note that courses require a minimum of eight delegates to be enrolled.

### Course content

- Working in the private security industry
- Working as a security officer
- Conflict management in the security industry

### Benefits for the individual

- Significant industry knowledge covering issues including the functions of the regulator, governing legislation and acceptable work practices, procedures and standards
- Technical know-how relating to the role, duties and responsibilities of a security operative, including operational procedures and guidelines

### Benefits for the organisation

- Highly skilled and qualified security personnel
- Up-to-date knowledge and understanding of security legislation and practices
- Improved safety and security procedures within the organisation

### Progression routes

- Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry
- Level 2 Award for Working as a Door Supervisor in the Private Security Industry

#### Duration

4 days

#### Location

Derby

#### Cost

£150

#### Who should attend?

Anyone who wishes to work as a security guard and requires a qualification to apply for a Security Industry Authority (SIA) licence



### IMPORTANT

It is essential that you can provide the appropriate identification in order to enrol on this course. You must present sufficient forms of identification at enrolment. This may include photo identification, current utility bills or your birth certificate. You will also need to supply two passport photos at enrolment. You should enrol using your full name and apply for SIA licences with your full name to avoid identification errors. For further clarification, please contact us.

## Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry

Our course will help you build wide-ranging practical skills in CCTV operations, together with a strong foundation of knowledge in practices, procedures, standards and legislation relating to the private security industry.

You will gain a comprehensive understanding of the role, duties and responsibilities of a CCTV operative, including emergency procedures and effective communication with third parties.

Good eyesight is essential and delegates must also display sufficient reading, writing and verbal communication skills for this level of study. The course needs a minimum of eight delegates to run.

### Course content

- Working as a CCTV Operator within the Private Security Industry
- Practical Operation of CCTV equipment within the Private Security Industry
- Working within the Private Security Industry

### Benefits for the individual

- Detailed understanding about the purpose of the industry, the functions of the regulator, acceptable work practices, procedures and standards
- Strong technical knowledge, including areas such as CCTV codes of practice
- Practical skills and abilities, including locating and tracking lost contact drills and capturing CCTV images

### Benefits for the organisation

- Highly skilled and qualified CCTV operators
- Up-to-date knowledge and understanding of security legislation and practices
- Improved safety and security procedures within the organisation

#### Duration

4 days

#### Location

Derby

#### Cost

£150

#### Who should attend?

Anyone who works as – or wants to work as – a CCTV operator within the private security industry



### Progression routes

- Level 2 Award for Working as a Security Officer in the Private Security Industry
- Level 2 Award for Working as a Door Supervisor in the Private Security Industry

### IMPORTANT

It is essential that you can provide the appropriate identification in order to enrol on this course. You must present sufficient forms of identification at enrolment. This may include photo identification, current utility bills or your birth certificate. You will also need to supply two passport photos at enrolment. You should enrol using your full name and apply for SIA licences with your full name to avoid identification errors. For further clarification, please contact us.

### To book

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Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 2 Award for Working as a Door Supervisor in the Private Security Industry

On this course you will develop your knowledge and understanding of the role of the door supervisor within the private security industry. The qualification covers key aspects of working practices – from resolving conflicts to physical intervention, relevant legislation to operational guidelines.

Please note that the course requires a minimum of six delegates to be enrolled.

### Course content

- How to recognise, defuse and resolve conflict situations
- Physical intervention skills
- Health and safety procedures
- Laws relating to the private security industry
- Effective communication skills

### Benefits for the individual

- An understanding of the private security industry and its purpose, the functions of the regulator, governing legislation and acceptable work practices, procedures and standards
- Technical knowledge underpinning the role, duties and responsibilities of a door supervisor including emergency procedures and the importance of effective communication with third parties

### Benefits for the organisation

- Highly skilled and qualified door supervision staff
- Up-to-date knowledge and understanding of security legislation and practices
- Improved safety and security procedures within the organisation

### Progression routes

- Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry
- Level 2 Award for Working as a Security Officer in the Private Security Industry

#### Duration

5 days

#### Location

Derby

#### Cost

£300

#### Who should attend?

Anyone who wishes to work as a door supervisor and requires a qualification to apply for a Security Industry Authority (SIA) licence



### IMPORTANT

It is essential that you can provide the appropriate identification in order to enrol on this course. You must present sufficient forms of identification at enrolment. This may include photo identification, current utility bills or your birth certificate. You will also need to supply two passport photos at enrolment. You should enrol using your full name and apply for SIA licences with your full name to avoid identification errors. For further clarification, please contact us.



## Active IQ Level 2 NVQ Certificate in Spectator Safety

This competence-based qualification focuses on both the practical and theoretical aspects of ensuring spectators' safety at events.

It gives you the opportunity to be assessed over a period of time so you should have regular access to spectator events to enable in-situ observations of your competency to be completed.

### Course content

- Prepare for spectator events
- Control the entry, exit and movement of people at spectator events
- Monitor spectators and deal with crowd problems
- Support the work of the team and organisation
- Help to manage conflict
- Deal with accidents and emergencies

### Benefits for the individual

- A solid understanding of the legislation concerning spectator events
- A competency qualification for future development and progress to supervisor positions
- A confirmed licence to practice

### Benefits for the organisation

- Highly skilled and qualified staff for spectator events
- Up-to-date knowledge and understanding of legislation and practices
- Improved safety and security procedures within the organisation
- Flexible assessment dates planned with the assessor

#### Duration

5 days over a maximum of 6 months

#### Location

Derby (plus workplace observations)

#### Cost

£50

#### Who should attend?

Anyone keen to gain a recognised qualification in spectator safety



### Progression routes

- Level 2 Award for Working as a CCTV Operator (Public Space Surveillance) in the Private Security Industry
- Level 2 Award for Working as a Door Supervisor in the Private Security Industry
- Level 2 Award for Working as a Security Officer in the Private Security Industry

### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)



## Level 2 Award in Understanding Stewarding at Spectator Events

This course equips delegates for employment as an event steward. They will gain knowledge, understanding and skills in health and safety as well as how to respond to a variety of situations and emergencies during events, manage movement of spectators, manage conflict situations, and provide information and advice.

In addition to the mandatory content, the course features optional topics so that it can be tailored to meet the needs of individuals and their employers. To register for this qualification, delegates should have a good level of English and mathematics, plus a willingness to demonstrate their skills practically at a variety of events throughout the course.

### Duration

10 weeks

### Location

Derby

### Cost

£450

### Who should attend?

Anyone wishing to gain a nationally recognised qualification in event security operations



### Course content

#### Mandatory units:

- Health and safety in the workplace
- How to respond to occurrences during an event
- How to manage the movement of people during an event
- How to reduce and manage conflict during an event
- How to respond to emergencies during an event
- How to provide information and advice during an event
- Prepare for spectator events as an event steward

#### Optional units (a minimum of 2):

- How to conduct searches of people and their property before entering an event
- Use radio communications effectively
- How to contribute to safeguarding children, young people and vulnerable adults during an event
- Report writing for event security operations

### Progression routes

- Level 2 Award for Working as a Security Officer in the Private Security Industry
- Level 2 Award for Working as a CCTV Operator in the Private Security Industry
- Level 2 Award for Working as a Door Supervisor in the Private Security Industry

### IMPORTANT

In order to take the assessment and enrol on the qualification, delegates must be able to prove their identity by providing one of the following:

- Signed UK photo card driving licence
- Valid warrant card issued by HM Forces or Police
- Other photographic ID such as employee ID card, student ID card, travel card or passport.



### To book

Call: 01332 836638

Visit: [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk)

Email: [enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

# Terms and Conditions



**ROUNDHOUSE THINKING**

## **Health and Safety**

Derby College Group (DCG) reserves the right to withdraw its staff and learners from any venue which it considers gives rise to unacceptable levels of risk to their health and/or safety.

All employers must have Public Liability Insurance and Employer Liability Insurance cover. A copy of the current insurance certificate must be displayed on the premises. A fine of £1,000 per day is payable in breach of this regulation. The policy must cover learners and must be at least £5,000,000.

Under Health and Safety legislation, a learner is defined as an employee and should therefore be covered under the standard policy. However, some insurance companies like to be advised when there are learners in the workplace and the employer should therefore check with the insurance company and provide written confirmation to DCG that the learners are covered.

## **Course Fees**

Our course fees were correct at the time of publication. However, DCG reserves the right to amend or change the fees as required. Please note that eligibility for funded courses can change from time to time.

## **Payment**

Course fees are due at the point of booking to secure a place. They must be paid in full no later than ten working days prior to the course commencement date.

For some courses, a deposit of 25% will be taken at the point of booking. The balance will be taken up to ten working days before the start of the course.

All payments can be made by debit/credit card by telephone on **01332 836638** or online at [www.roundhousethinking.co.uk](http://www.roundhousethinking.co.uk). Alternatively, payment may be made by cash (in person) or cheque (made payable to Derby College Group) at Finance Department, Derby College Group, 2 Pimlico, Ilkeston, DE7 5JS. You must quote the delegate name and the course booked.

## **Cancellation Policy**

Cancellation of pre-booked courses must be received in writing no later than five working days prior to the course commencement date. Later cancellation or non-attendance will result in a non-refund of the course fees paid. In the case of the cancellation of funded courses (where a client has booked on a course and DCG claims some of the fees to be paid through the fund), full course fee payment will be claimed from the client.

## **Course Cancellations by DCG**

On rare and unusual occasions – due to unexpected circumstances beyond our control or in the event of a course being undersubscribed – we may have to cancel a scheduled course. DCG reserves the right to cancel a course without liability. In these circumstances, delegates will be offered an alternative date or a full refund of the course fees paid.

## **Compliance Courses: Proof of Identity**

Some of our compliance courses require you to provide proof of identity in accordance with the regulations of the Awarding Body. You will be advised about this in your course joining instructions.

## **Level 2 Award for Personal Licence Holders (APLH)**

Delegates must provide Proof of Identity documentation at their exam, without which the delegate will be unable to sit the exam.

## **Refresher First Aid**

Delegates must provide their original Refresher First Aid/Full First Aid at Work Certificate which should be current within the last three years.

## **Disabled Access**

Our training facilities all provide full disabled access. If you have any specific support needs, please contact us in advance to allow us to do our best to accommodate you.

## **Customer Comments**

Customer comments never go unwanted: in fact, they help us to assess where our services or procedures might be improved. So do let us know if you feel we have made a mistake or done something which you found unsatisfactory or unacceptable. Even if you do not think your particular concern amounts to a complaint, we would still like to know about it. Your views may help us to deal with something we would otherwise overlook.

Usually, the best team member to talk to will be the person who dealt with the matter you are concerned about. They will be well placed to help you quickly and to put things right. If they are not available, or you would prefer to approach someone else, then ask for their relevant line manager. We will try to resolve the problem on the spot if we can. If we can't do this – for example, because the information we need is not to hand – then we will take a record of your concern and arrange the best way and time for getting back to you. This will normally be within five working days or we will make an alternative arrangement that is acceptable to you.

## **Head Office**

Broomfield Hall, Morley, Ilkeston DE7 6DN

Derby | Birmingham | Sheffield | London

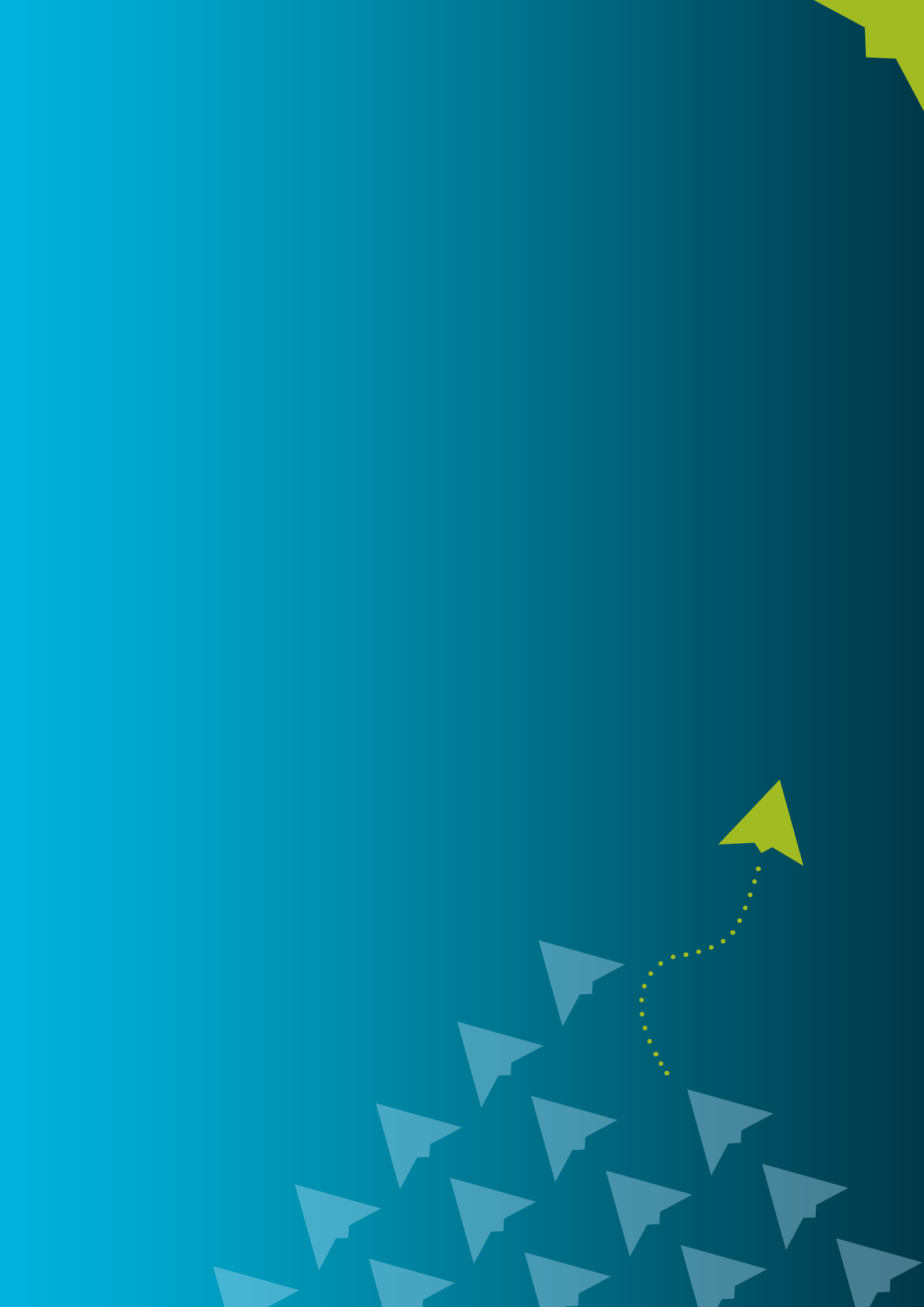
**To discuss how we can support  
your business:**

**01332 836 638**

[enquiries@roundhousethinking.co.uk](mailto:enquiries@roundhousethinking.co.uk)

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