

## Calderdale College – Innovative Working

### 1. Creating and Enhancing Relationships

**Description:** Participants will focus on developing their relationships with internal and external customers and stakeholders.

The following areas will be covered:

- Understanding of the concept of self-awareness
- Understanding of Emotional Intelligence and its role in the workplace
- Developing an effective personal brand

Impact for employees:

- Develop skills to improve relationships with stakeholders and customers
- Provide the tools to develop an effective personal brand
- Improve confidence to create and enhance working relationships

Impact for employers:

- Increased internal and external customer satisfaction
- Employees equipped with the skills they need to fulfil their role
- Improve communication and collaboration in teams
- Motivate and empower employees.
- An upskilled workforce, with the skills and knowledge required to create and enhance working relationships

Non-accredited.

**Course delivery method:** Group learning

**Delivery location:** Currently delivering all courses remotely via MS Teams

**Course length:** Remote – two half days over one week. Face to face – one full day.

## 2. Change Management

**Description:** This training provides the skills and knowledge to enable the management of change effective within the organisation, the training also provides practical tools to make potentially difficult situations more manageable.

The following content will be covered:

- Understanding why organisations need to change
- The importance of effective change management
- Planning change
- Implementing change
- Communicating change
- Identify and develop the interpersonal skills to effectively manage change

Impact for employees:

- Developed ability to manage change effectively
- Increased understanding of change management
- Improve confidence to influence change
- Motivate co-workers throughout the change process

Impact for employers:

- Increased internal and external customer satisfaction
- Develop a happier and more effective workforce
- Employees equipped with the skills they need to fulfil their role
- Better communication and collaboration in teams
- Motivate and empower employees
- An upskilled workforce, with the skills and knowledge required to manage change effectively
- Increased co-operation and collaboration in the process of change
- Improved workforce buy-in of changes

Non-accredited.

**Course delivery method:** Group learning

**Delivery location:** Currently delivering all courses remotely via MS Teams

**Course length:** Remote – two half days over one week. Face to face – one full day

### 3. Motivation and Engagement

**Description:** This training will enable participants to develop the skills required to motivate and engage themselves and others within the workplace, whilst building an understanding of the role that motivation and engagement plays and the associated theory.

The following content will be covered:

- Motivation and engagement – what is the difference?
- Understanding models of motivation and engagement
- How to motivate yourself and others
- How to build a motivated and engaged workforce
- Identify and develop the interpersonal skills needed
- Practical tools and techniques to drive motivation and engagement

Impact for employees:

- Use core management techniques to drive better results.
- Develop relationships with internal and external customers.
- The core skills to lead a team successfully.
- Develop techniques to get the best from people.
- Develop leadership capabilities.
- Develop skills to improve own levels of motivation and engagement.

Impact for employers:

- Increased internal and external customer satisfaction.
- Heighten productivity levels.
- Develop a happier and more effective workforce.
- Employees equipped with the skills they need to perform
- Team leaders equipped with the skills they need to perform.
- Staff who are competent to manage people and relationships.
- Better communication and collaboration in teams.
- Incentivise your staff to develop their potential.
- Motivate and empower employees.
- An upskilled workforce, with the skills and knowledge required to motivate and engage others.

Non-accredited.

**Course delivery method:** Group learning

**Delivery location:** Currently delivering all courses remotely via MS Teams

**Course length:** Remote – two half days over one week. Face to face – one full day.

#### 4. Conflict Management and Resolution

**Description:** This training focuses on management and resolution enabling participants to develop the skills to develop and nurture internal and external relationships. The training also covers a broad range of tips, techniques and tools to apply in the workplace.

The following content will be covered:

- What is conflict management?
- Recognising the signs of conflict
- Identifying the causes of conflict
- Develop specific strategies for conflict resolution
- Identify and develop interpersonal skills required
- Formal processes to support conflict management

Impact for employees:

- Develop skills to effectively manage conflict in the workplace
- Develop awareness to identify where conflict may occur with a view to preventing issues
- Improve internal and external relationships
- Confidence to handle difficult situations and discussions

Impact for employers:

- Increased internal and external customer satisfaction
- Develop a happier and more effective workforce
- Employees equipped with the skills they need to fulfil their role
- Better communication and collaboration in teams
- Motivate and empower employees
- An upskilled workforce, with the skills and knowledge required to manage conflict in the workplace

Non-accredited.

**Course delivery method:** Group learning

**Delivery location:** Currently delivering all courses remotely via MS Teams

**Course length:** Remote – two half days over one week. Face to face – one full day

## 5. Customer Service Ambassador

**Description:** Customer service is at the heart of many roles in a wide range of organisations. As consumers, we have all experienced customer service, and our experiences can be a key factor in our purchasing decisions. The ability to provide outstanding customer service is a real skill which needs nurturing to ensure that the passion for customer service is maintained.

This course will cover:

- Outstanding customer service
- Becoming a customer service ambassador
- Knowing your customers
- Doing the right thing: legally and ethically

Impact for employees:

- Increase knowledge of customer service
- Develop an understanding of the importance of customer service
- Develop an understanding of the knowledge, skills and behaviours of an effective customer service ambassador
- Improved knowledge of legislation which impacts on customer service roles

Impact for employers

- Drive and sustain business growth
- Develop a happier and more effective workforce
- Motivate and empower employees
- An upskilled workforce with the skills and knowledge related to outstanding customer service
- Improved customer experience

**Course delivery method:** Group learning

**Delivery location:** Currently delivering all courses remotely via MS Teams

**Course length:** 12 hours over two weeks