

Syndicate Training Brochure

All courses
available online
or face to face



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In-house Training

Course content can be adapted to suit time frames available and are deliverable in ½, 1 or 2 day formats



We have provided outlines and content of the most popular in-house programmes that we deliver in this mini-brochure. This is only a selection of the topics available. We can deliver any management skills or soft skills training that you require. Let us know your needs and we can build a programme to provide the solutions you require.

Sample courses with outlines and content

- Appraisal Interviewing
- Assertiveness
- Coaching for Performance
- Communication Skills
- Conflict Management
- Creative Problem Solving
- Customer Service – Handling Customers Professionally
- Diversity and Inclusion
- Emotional Intelligence Demystified
- Empowerment and Delegate Effectively
- Flexibility and Adaptability
- Handling Difficult Conversations
- Influencing and Persuading – A Competitive Edge
- Leadership Skills
- Listening Skills
- Making Meetings Work
- Management Skills Workshop
- Managing Through Change
- Managing Remotely
- Negotiation Skills - Essentials
- Performance Management
- Pitching for New Business
- Presentation Skills Advanced
- Presentation Skills Foundation
- Project Management – An Overview
- Selection Interviewing
- Situational Awareness
- Supervisory Skills – A Toolkit
- Teams – Developing Performance
- Time Management without the Stress
- Tools for the Experienced Manager
- Train the Trainer – Tips and Techniques
- Wellbeing and Resilience in the workplace

Appraisal Interviewing

1 day



An appraisal is an opportunity to review individual performance in the light of business needs. This programme provides delegates with a system to ensure the appraisal discussion is useful and valuable to both appraiser and appraisee and provides practice in its use.

Objectives

- link appraisals with business objectives
- choose an appraisal style
- recognise good performance and motivate staff members through positive feedback during the appraisal
- set realistic objectives at the end of the appraisal and ensure they are followed up
- review their own performance as an appraiser and continuously develop their skill

Contents

- good and poor appraisals
- evaluating performance with and without rating scales
- appraising against competencies
- clarifying fact and opinion
- dealing with difficult situations - for the appraiser and the appraisee
- reviewing and maintaining performance between appraisals
- transferring the learning to work



Assertiveness

1 day



The ability to be assertive is a rewarding skill and makes personal and professional life more fulfilling. This course gives delegates an understanding of assertiveness, and techniques to help them deal with many different and difficult situations more confidently and successfully.

Objectives

- identify and distinguish between assertive, aggressive and submissive behaviour, and how each impacts on the recipient
- select and apply appropriate techniques to communicate individual situations effectively

Contents

This course defines assertiveness in the context of an individual's own rights. The focus is on assertiveness as a skill that can be learned rather than an instinctive behaviour; role-play and exercises give delegates opportunities to practice techniques, receive feedback and develop a personal action plan. Common situations are explored: saying 'no' assertively; giving and receiving criticism; issuing instructions to others; handling confrontation.



Coaching for Performance

2 days



Coaching is an essential skill for managers as it enables them to participate in the development of others, going beyond the formal training environment. This course will build skills and confidence, enabling the delegates to coach others to perform more effectively.

Objectives

- select the most appropriate coaching and development style for specific individuals and situations
- identify and work with individuals' own learning objectives
- set meaningful and realistic learning objectives
- ask and answer questions effectively
- manage feedback in a learning environment
- handle objections or resistance to coaching
- monitor and evaluate the results of the development process

Contents

- the manager as developer – identifying where coaching can help
- how to provide the essential tools to ensure the best outcome
- the benefits of coaching for the coach, learner and organisation
- learning style profiles
- ensuring that conditions are right for development and that the development programme is effective



Communication Skills

1 day



This course has been developed to help managers to communicate effectively from a position of authority - to motivate your team and achieve performance improvements through them while retaining their respect. You will learn how to communicate under pressure and talk with difficult people more effectively.

Objectives

- understand the necessities of good managerial communication techniques
- have greater awareness of your own preferred style of communication
- communicate successfully with difficult people and in times of conflict
- enhance personal and team productivity through better working relationships

Contents

- acknowledge and develop your own communication style
- adapt your style to the differing needs of individuals in your team
- overcome barriers to effective communication
- learn to listen actively to your team members
- productive questioning techniques
- develop receptive and open body language
- apply the art and science of influence
- dealing with and diffusing conflict situations
- decide on at least three areas for personal change when you return to work



Conflict Management

1 day



In a business world of flatter structures and less clearly defined areas of responsibility, the potential for conflict is rising. Therefore, it is imperative that managers and professionals increase their effectiveness in handling conflict.

Objectives

- describe how conflict and organisational tension can be bridled in pursuit of success
- aid the problem-solving process by increasing understanding of emotions
- handle conflict confidently and positively

Contents

- recognising sources of conflict
- strategies for dealing with conflict situations
- understanding reactions and emotions
- enhancing the individual's responses to conflict
- the positive aspects of conflict
- strategies for objectivity and motivation in the face of unresolved conflict
- practising conflict handling skills in a low-risk environment



Creative Problem Solving

2 days



In the ever-changing business world, success depends on innovative and creative thinking. This course will help individuals to develop their own creativity and the creativity of others.

Objectives

- think beyond the immediate needs
- stimulate innovation in themselves and others
- challenge the norm
- increase confidence in implementing new ideas
- add value to their organisations

Contents

- the need for innovation
- understanding how we think
- challenging traditional notions of creativity
- sources of creativity
- elements of creativity
- a systematic approach to innovation
- communicating your ideas
- problem solving techniques
- establishing a climate of creativity



Customer Service Handling Customers Professionally

2 days



A foundation for understanding the principles, attitudes and skills essential for delivering an exceptional customer experience, to gain, maintain and grow existing relationships.

Objectives

- create a positively memorable service experience
- find ways to manage customers' expectations and where possible to exceed them
- recognise the significance of good and bad service on customers' loyalty and company's reputation
- fine tune the ability to turn around customer complaints and dissatisfaction
- develop a framework for saying 'no' constructively, and giving 'bad' news

Contents

- meeting and exceeding customers' expectations
- the service balance: competence and care
- building customer relationships and loyalty
- the internal customer service links
- projecting a professional image face-to-face, on the phone and e-mail
- customer service behavioural styles and their consequences
- the 8 A's formula for handling complaints
- best practice for saying 'no' constructively, and giving bad news



Diversity and Inclusion

1 day



A delegate friendly programme that provides a clear understanding and the responsibilities of team leaders when dealing with Diversity & Inclusion.

Objectives

- understand what is meant by the terms 'Diversity & Inclusion'.
- understand why you need to understand these concepts.
- describe why Diversity & Inclusion are important to your organisation.
- explain the risk of not embracing Diversity & Inclusion.
- understand all aspects of discrimination in the workplace.
- analyse your own management style.
- explain what is meant by the concept of Emotional Intelligence and why it is important in the promotion of Diversity & Inclusion.

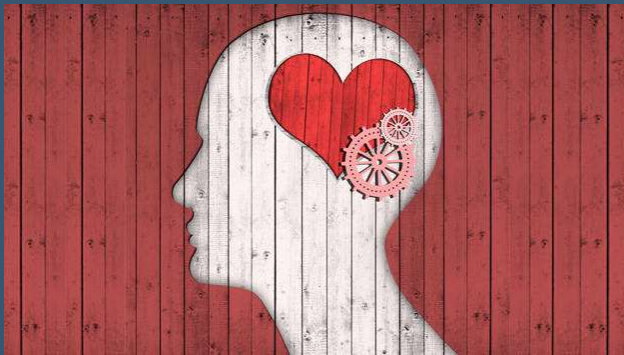
Contents

- what does Diversity & Inclusion mean for you and your organisation
- equality and Discrimination
- understanding your management style
- emotional Intelligence



Emotional Intelligence Demystified

1 day



This course is about understanding how emotion affects work performance and relationships in the workplace. It demonstrates how to ensure emotions can be controlled and focused into 'enhanced efficiency' and 'relational effectiveness'.

Objectives

- understand how working relationships can be improved
- gain an insight into the underlying emotions which shape one's own and others' behaviours
- control and deal with one's own emotions
- read and respond effectively to the emotions of others
- build empathic relationships with others

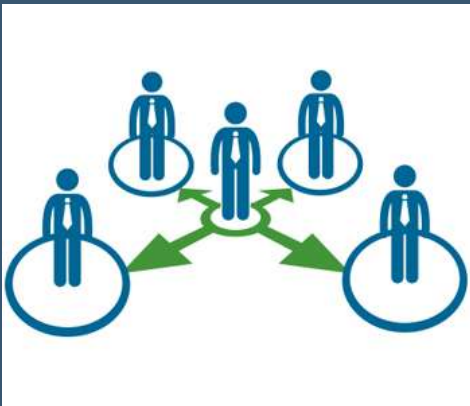
Contents

- the relationship between emotion and intelligence
- the root cause of emotion
- how emotions can affect everything we think, feel and do
- the three families of emotion
- the difference between emotions and feeling
- why we become emotionally over-sensitive
- the difference between reaction and response
- the relationship between emotion and motivation
- cultivating awareness of others' emotions
- developing emotional literacy
- the difference between empathy, sympathy and apathy



Empower and Delegate Effectively

1 day



Empowerment and effective delegation result in increased efficiency, higher quality and improved competence. These key skills help to develop lower cost and more responsive, effective structures in which people give their best. This programme provides tools and techniques to improve delegation and addresses how to make the concept of empowerment a reality.

Objectives

- determine the extent to which empowerment and delegation can take place
- adapt empowerment and delegation to the task and member of staff involved, to their organisation and to their own approach

Contents

- understanding empowerment and delegation: their potential impact, risks and benefits
- identifying your preferred style
- determining what can and cannot be delegated
- how to delegate - the key
- overcoming obstacles to delegation
- delegation as a step to empowerment
- developing an empowered organisation
- ensuring empowerment and delegation is really working



Flexibility and Adaptability

1 day



This course is suitable for anyone who wishes to stay competitive. Businesses today must change and conform to the latest standards on a nearly real-time basis.

Objectives

- explain why flexibility and adaptability are key skills in a modern organisation.
- understand why it is important to be self-aware
- identify how to increase your personal effectiveness
- describe a range of essential communication skills
- understand the relationship between pressure and performance
- identify causes of stress and strategies for managing it
- describe how to act assertively
- identify how individuals cope with change

Contents

- self-awareness and emotional intelligence
- personal effectiveness
- effective communication
- managing challenging situations
- embracing change



Handling Difficult Conversations

1 day



This course will show you how to prepare for difficult or crucial conversations, how to manage and control the workplace discussion process and how to ensure you are talking to employees in as productive a way as possible. Your confidence will improve as will your knowledge and skills for reducing stress, taking action and tackling difficult conversations head on.

Objectives

- apply a range of planning techniques and interpersonal skills to effectively manage difficult conversations
- understand the concept of EQ and the impact it can have in the workplace
- explain the 4 dimensions of EQ and list Goleman's 5 domains
- enable your employees to succeed
- understand the principles of effective feedback
- identify a strategy for delivering feedback

Contents

- this course explains how to plan and prepare effectively for difficult conversations and think quickly on your feet
- the importance of giving feedback, both positive and negative and how to do it
- role plays will be used to practice some of the basic skills needed for challenging situations



Influencing and Persuading – A Competitive Edge

2 days



The ability to influence people positively, enables us to achieve more and boosts our personal credibility. This programme will enable delegates to gain the co-operation of others without manipulation.

Objectives

- build self-esteem and confidence in dealing with people
- use appropriate language to persuade
- reduce potential conflict in working relationships
- influence people to change - willingly
- achieve business results

Contents

- influencing and persuading: what they mean
- negative influences: barriers to commitment and willingness and how to overcome them
- building confidence and self-esteem
- the power of persuasion
- how to understand other people's values and motivation
- effective communication
- conflict minimisation
- converting reluctance and compliance into commitment



Leadership Skills

1 day



Leading and managing are not the same. This course addresses the skills needed to give teams the confidence to achieve success in a common purpose. By considering the steps needed to move from vision to action and results, the course shows how teams can be built and managed to maximise individual and group performance.

Objectives

- set team goals and describe their vision
- know how to inspire people to make it happen
- plan and manage the action needed to produce results

Contents

- the difference between a leader and a manager
- setting objectives and creating a vision
- balancing the team, the task and the individuals
- leadership styles, identify your own preferred style
- developing the team - stages of team development
- building trust and commitment
- planning the action - leading under pressure
- solving problems, regulating and resolving conflict
- managing change
- managing business politics



Listening Skills

1 day



Effective listening skills are the key to improving performance in the workplace. By developing listening skills, it is possible to reduce misunderstandings, build rapport with others and establish clearer lines of communication.

Objectives

- identify the benefits of effective listening
- recognise and overcome barriers to listening
- check for understanding
- contribute to improved work performance and better results
- develop trust and relationships with others
- know what questions to ask to get the right answers

Contents

- familiarisation with both the theory and practicalities of listening techniques through high levels of delegate participation
- opportunities for delegates to assess their own ability to listen effectively
- selection and practice of the skills they need most



Making Meetings Work

1 day



So much valuable time is spent in meetings but quite often very little is accomplished. Often there is no real purpose or agenda and the result is often demotivating for many attendees. This course will give delegates guidelines on the necessary planning, preparation, structure and process of meetings.

Objectives

- lead meetings both effectively and positively
- plan meetings, the purpose and the objectives
- clarify ground rules, objectives
- recognise common problems associated with meetings
- plan the structure and prepare a timed agenda
- gain positive participation
- make a constructive contribution
- support individuals and their ideas

Contents

This course uses examples and exercises to make meetings shorter, more focused and productive. Delegates will have the opportunity to practice chairing and participating at meetings.



Management Skills Workshop

2 days



Holding a management position is a major achievement and postholders want to give their best. But someone who is experienced in the job doesn't necessarily make a good manager - management has its own knowledge and skill requirements. This course fulfils these requirements in a practical way, giving managers the confidence and skills to get better results.

Objectives

- identify different management styles, including their own, and recognise where each is most effective
- understand the role of their positions in relation to the hierarchy of their organisations, as well as their teams
- direct and motivate a team using effective communication and delegation, and demonstrate individual coaching and development techniques
- plan and control workload
- apply proven decision-making and problem-solving skills

Contents

- identifying the delegates' job responsibilities and areas for personal development managing tasks and people
- planning and prioritising to achieve business objectives
- leadership skills
- ensuring the team is effective
- communicating effectively with team members
- role playing, questionnaire analysis and group discussion to reinforce key learning points



Managing through Change

2 days



Successful change programmes result in increased morale and productivity. Ineffective management can result in disaster with emotional and commercial fallout. This course will provide effective methods for overcoming barriers to change.

Objectives

- engage with the change process in a positive and empowering way
- develop tools to make potentially difficult situations easier for you and your team
- achieve positive outcomes both during and immediately after the change programme
- understand goal and objective setting, so you can put practical action plans in place when you return to your organisation

Contents

- delegates' experience of change
- a fundamental model of change; for organisations, teams and individuals
- analysing the present; my team, my staff, myself
- visualising the future; where do we want to be?
- managing the transition; checklists and tools; unfreezing, moving and refreezing: Kurt Lewin's three phases of change
- a detailed model for planning change
- barriers to change
- planning your own change programme
- why change programmes fail; the most common errors
- your own change programme; avoiding the most common errors



Managing Remotely

1 day



This course is suitable for Senior Managers who work remotely from the team they lead. It provides them with tips, tools and approaches for managing their team effectively from a distance, methods for overcoming the distance barriers to effective communication, ways to develop team members more effectively even remotely, know how to empower the team, to improve initiative, support and control and ideas for creating and maintaining team spirit in remote environments.

Objectives

- identify problems caused by remoteness for managers and their teams
- understand the increased importance of fundamental management skills
- recognise that delegation needs to change to be successful in remote working scenarios
- coach remotely to develop confidence & competence
- identify the key reasons for failure in remote working
- develop and maintain remote team spirit
- overcome the barriers to effective communication in remote teams
- empower remote teams to achieve success
- get commitment, action and results from the team

Contents

- managing your team effectively from a distance
- overcoming the distance barriers to effective communication
- know how to empower your team, to improve initiative, support and control
- developing team members more effectively - even remotely
- ideas for creating and maintaining team spirit in remote environments
- practical methods for changing and improving results



Negotiation Skills Essentials

2 days



Unsuccessful negotiations can be very costly to organisations in terms of customers, employee relations, productivity and therefore money. This course focuses on negotiation as a mutual process which aims to achieve a winning outcome. It covers the concepts and skills of negotiating and influencing for a satisfactory result.

Objectives

- understand the philosophy, strategies and phases of negotiation
- compile information and knowledge, and plan comprehensively for negotiation
- understand and control the psychological aspects of negotiation and the exchange of information
- understand and apply the principles of concession, compromise and mutual benefit
- bargain, build agreement and conclude negotiations

Contents

- defining negotiation and its strategies and techniques through the use of tutorials and discussions
- role playing and case studies to allow delegates to practise the skills of information exchange, bargaining, concession and agreement building



Performance Management

1 day



Every business needs to devise a performance management culture that drives success at every level.

Objectives

- relate the performance review to the organisation's strategy
- apply the principles of supportive management to the organisation
- coach the skills of SMART objective-setting and CLEAR action
- planning and examine the processes of performance assessment
- understand principles of giving and receiving constructive feedback
- conduct a structured and motivational review with team members
- apply the principles of performance coaching
- support the use of the personal development plan

Contents

- rationale for performance management
- consequences of managing performance badly
- elements of performance management
- performance review and development cycle
- mutual rights of the participants
- planning for performance
- managers/team-leaders accountability
- linking performance to business strategy
- the paperwork
- giving constructive feedback and coaching for success
- handling difficult people and having career discussions



Pitching for New Business

2 days



This programme will provide an opportunity for you to consider the approach you take when engaged in a sales pitch with a range of customers and personalities that make up your target audience.

Objectives

By the end of the programme you will have:

- a clear and focused sales preparation starting point - **Remember failing to prepare is preparing to fail!**
- a sales/communication structure that provides an incremental/progressive close that works well at all stages of the sales cycle
- a structure that can become an enablement document to allow the prospect or client to make informed and educated decisions
- a dialogue that reflects your ability to listen before you deliver sound, and where relevant, innovative advice in your role as a trusted advisor
- a structure to build a persuasive case and follow up to enable a successful close to the pitch
- a raised awareness of the importance of first impressions and body language

Contents

- introduction to Pitching Skills
- structuring your pitch using realistic objectives
- tailoring the pitch to meet audience expectations
- objective Handling
- first impressions really count
- the Professional follow up
- business Pitch



Presentation Skills Advanced

2 days



Professional and managerial staff are often required to deliver influential, high-level presentations to larger and more well informed audiences. This course is designed to refine the skills of those with some presentation experience. The focus is on improving the power of personal style without the aid of PowerPoint technology.

Objectives

- present confidently, powerfully and with poise
- handle difficult subjects and audiences
- make an impact both personally and with their message

Contents

- optimising guidance and feedback for delegates
- revising the areas of preparation, structure, vocal techniques and body language
- introduction of more advanced techniques in the above areas
- gearing the structure and content of your presentation to specific audiences
- personal appearance and presentation
- conference and social speaking
- advanced visual aid techniques
- the focus is on improving the power of personal style without the aid of PowerPoint technology



Presentation Skills Foundation

2 days



Speaking to groups is a powerfully influential form of communication in business; presentations can clinch that crucial sales contract or persuade companies to “do things differently”. Yet the prospect can be daunting for the speaker! This course equips delegates with proven skills and increased confidence, whether for proposals, promotions, meetings or training events.

Objectives

- successfully plan, structure and prepare a presentation according to the needs of the audience
- control anxiety and feel more at ease in front of an audience
- project their delivery by using proven vocal techniques
- understand the impact of body language on communication, and add professionalism through appropriate non-verbal means
- select and prepare appropriate visual aids

Contents

- coaching in the preparation and planning of presentations
- practising the techniques whilst receiving positive feedback from the tutor enabling delegates to analyse their own presentation skills and identify areas for improvement
- verbal and non-verbal communication
- using visual aids
- handling audience questions and managing anxiety
- delivery of instant feedback to delegates in a relaxed
- environment to improve their performance and confidence
- PowerPoint is not used



Project Management – An Overview

2 days



All functions within organisations are being run increasingly on a project basis, and project management skills are becoming essential for managers at every level. This course introduces delegates to proven techniques for ensuring that projects are completed with a quality result, on time and within budget.

Objectives

- identify the characteristics and stages of a project
- set objectives for a project and plan the main elements
- select and prepare a project team and motivate members
- implement measures for monitoring, control and co-ordination
- manage time and finances
- apply the principles of quality management

Contents

- application of the skills through analysis of the delegates' own experiences, and by using exercises and case studies
- project definition
- planning and critical path analysis
- teambuilding and communication
- budgeting and resource allocation
- monitoring and control techniques
- review and evaluation



Selection Interviewing

2 days



Selection is costly in time and money yet mistakes cost even more. This course provides a structured framework and develops skills to plan and conduct interviews to ensure the right candidate is selected.

Objectives

By the end of the course delegates will be able to:

- understand and manage the recruitment process
- assess whether candidates can do the job, want the job and will fit in
- use skills to handle selection with confidence

Contents

- defining the job description and person specification
- deciding upon the appropriate selection technique
- reviewing CVs and application forms
- short listing candidates
- planning and preparing the interview
- structuring and managing the interview
- developing interviewing skills
- responding to the candidate's questions
- evaluating the interview and making the decision
- the value of efficient administration
- using references, tests and other selection techniques
- interviews and the law



Situational Awareness

1 day



This course is designed to help individuals identify the skills needed to help with dealing with difficult situations.

Course Objectives

By the end of the session you will be able to:

- understand and recognise triggers of aggressive behaviour
- understand stages of conflict and how to avoid, reduce and manage risks to their own safety
- encourage staff to confidently use dynamic risk assessment models to stay safe in many different situations
- recognise the behaviours to adopt with customers and colleagues so that you remain professional at all times

Contents

- what are the triggers to aggressive behaviour
- the stages of conflict
- implementing a dynamic risk assessment model
- professional conduct and behaviour



Supervisory Skills – A Toolkit

2 days



A good supervisor is someone who can achieve results by turning decisions into action. This means effectively managing the team and the task. This invaluable course will develop delegates' personal and supervisory effectiveness by equipping them with a range of proven skills.

Objectives

- set effective team and individual goals and monitor progress towards them
- understand the concepts of leadership and communication
- motivate and develop team members
- understand and implement the stages of the decision-making process
- manage their time more effectively
- identify and solve problems as they arise

Contents

- identifying delegates' personal leadership styles and developmental needs
- the dynamics of teamworking
- techniques for effective team communication and motivation
- resource management and cost control
- problem solving and decision making
- time management
- tutorials and exercises to reinforce learning points



Teams - Developing Performance

2 days



In many organisations the tasks traditionally done by managers and supervisors are successfully becoming the responsibility of teams. This change in emphasis requires new thinking and new skills. This course will equip managers and supervisors to develop the teams they are responsible for.

Objectives

- understand the role of team leaders
- apply the behaviours that encourage empowerment
- improve teamwork and relationships with other team members
- review and measure team performance
- apply team problem-solving and decision-making techniques
- use coaching skills to help team members to achieve business results

Contents

- a critical review of leadership responsibilities
- empowerment, team working and self-managed teams – the implications
- encouraging teamwork
- building on interpersonal skills
- conflict management
- coaching skills
- creative problem-solving
- measuring performance



Time Management without the Stress

1 day



Good time management is crucial for personal effectiveness, enabling staff to achieve more in both their jobs and careers. This course teaches delegates how to plan and prioritise and avoid time wasters.

Objectives

- understand and apply the principles and techniques of good time management
- prioritise tasks and objectives, and plan their time accordingly
- identify and avoid 'time bandits', or limit the effects of these on productivity
- understand their own personal organisation style and identify
- areas for improvement
- delegate more appropriately and effectively

Contents

- clarifying work objectives and planning and prioritising them
- differentiating between important and urgent tasks
- improving communication skills and delegating effectively
- identifying everyday time wasters
- developing strategies to improve productivity



Tools for the Experienced Manager

2 days



Many management development programmes are designed to equip new managers with the basic skills needed to tackle their new roles. More senior managers are frequently overlooked when it comes to skills development. This workshop is designed especially for experienced managers and will help to further develop the skills already used, while exploring practices which may also be new to them.

Objectives

- identify areas for further personal development
- select key areas to focus on back in the workplace
- analyse their own management style
- apply new approaches to problem solving

Contents

- new leadership styles
- influencing others
- measuring and managing performance
- developing others and self
- problem solving techniques
- strategic planning/change management



Train the Trainer – Tips and Techniques

2 days



To be a successful trainer, your trainees need to learn. To achieve this you need a special set of skills. This practical workshop will enable you to design and deliver professional, cost-effective training that meets business needs.

Objectives

- develop training programmes which meet your audience's needs
- control nervous tension
- manage difficult audiences
- create a personal impact
- design and produce visual aids which communicate effectively

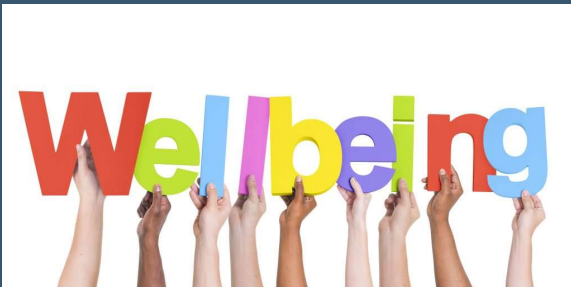
Contents

- writing clear, concise learning objectives
- planning and structuring a new training programme
- making the material relevant to the needs of your audience
- motivating your audience and maintaining interest
- maximising learning and minimising forgetting
- overcoming nervous tension
- managing diverse and difficult groups
- training delivery and personal style
- effective design and use of visual aids



Wellbeing and Resilience in the Workplace

1 day



This course will help you to build personal coping strategies for intense periods of uncertainty, improve your positivity, protect relationships at work and home, enabling you to adapt more easily and quickly. Your improved resilience and wellbeing will help to focus and balance your teams - maintaining motivation, engagement and productivity.

Objectives

By the end of the workshop, you will be able to:

- identify why employee wellbeing is such a crucial issue for modern organisations
- understand the importance of self-awareness and the part perception can play in this
- understand the difference between emotions and feelings and explain why it is important to develop your emotional intelligence
- identify tools to help self-reflection including the importance of feedback
- understand the triggers that can cause stress
- examine tools that can enable individuals to prevent/manage stress and build resilience
- identify appropriate strategies for supporting the health and wellbeing of your team

Contents

- the importance of employee wellbeing in the modern organisation
- developing self-awareness
- emotions and feelings
- self-reflection
- stress triggers
- tools to help prevent/manage stress and build resilience
- supporting the health and wellbeing of your team

