



**ROUNDHOUSE THINKING**

# **Transform Your Thinking**



**Online Training and  
Development Solutions**



**ROUNDHOUSE THINKING**

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.

Roundhouse Thinking has developed a range of engaging virtual learning solutions in partnership with our dedicated associates as well as a suite of E-Learning sessions, which can be accessed from a range of devices. This means that delegates can develop their skills, knowledge and CPD in order to continue through their learning journey with us.

Our suite of E-Learning and virtual learning solutions provides you with the opportunity to learn on the go. Covering a variety of different topics, we offer a convenient and easy to navigate e-learning platform, enabling you to gain the necessary qualifications and skills in order to enhance your knowledge and career.

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

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



# Course listings

## Virtual Learning

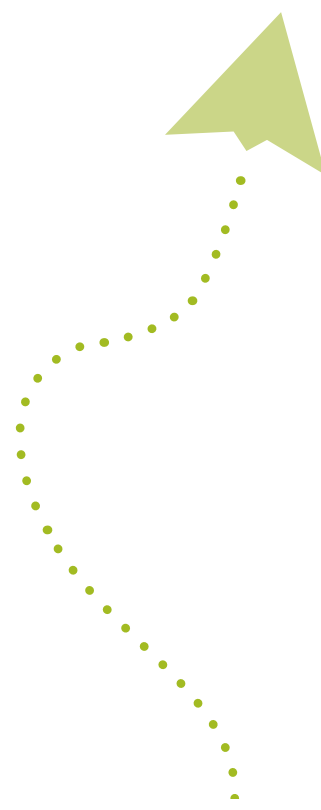
Basic Excel  
Intermediate Excel  
Advanced Excel  
Introduction to Microsoft Word  
Further Microsoft Word Skills  
IOSH Working Safely  
IOSH Managing Safely  
Mental Health First Aid Half Day  
Mental Health First Aid Refresher  
Mental Health First Aid Full Course  
Trait Emotional Intelligence Questionnaire: TEIQUE  
Introduction to Microsoft Teams

## Qualifications

Level 2 Award in Health and Safety in the Workplace  
Level 3 Award in Health and Safety in the Workplace  
Level 2 Award in Food Allergen Awareness  
Level 2 Award in Food Safety in Catering  
Level 3 Award in Food Safety in Catering  
Level 2 Award in Personal Licence Holders  
Level 2 Award in the Control of Substances  
Hazardous Health (COSHH)  
Level 2 Award in Customer Service

## E-learning

Customer Service Skills  
Anaphylaxis Training  
Communication Skills  
Equality and Diversity Skills  
Managing Conflict  
Self Awareness and Personal Development  
Stress Management  
Team Working  
Emergency First Aid at Work  
First Aid at Work  
Food Safety Level 2  
Health and Safety Level 2  
Manual Handling  
Fire Safety Level 2  
Infection Prevention and Control Asbestos  
Awareness Training  
COVID-19 Secure for Retail  
COVID-19 Secure for Offices  
COVID-19 Secure for Hospitality





## 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.

You will also be able to speak to one of our specialist associates who will be on hand to answer any questions or queries you may have to ensure you are confident to undertake your online exam using an online invigilator.

If you are a small-to-medium sized business within Derby, Derbyshire, Nottingham and Nottinghamshire, you may be entitled to receive funding for this course. Please speak to a member of the team for more information.

### 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

### Cost

£100 or £25 for eligible SMEs

### Who should attend?

Food handlers and other staff involved in food preparation and service who work within the catering 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)



**European Union**  
European  
Social Fund



**Department  
for Work &  
Pensions**

The High Skills Programme is part-funded by the European Social Fund (ESF). ESF supports activities to extend employment opportunities and develop a skilled workforce.



## Level 2 Award in Customer Service

This e-learning course can be used for staff and managers in order to understand what is meant by, and how to deliver, good customer service in your organisation.

From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning and to complete the online exam with an invigilator.

### Course content

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

#### Duration

2 hours learning

#### Locations

E-learning

#### Cost

£100

#### Assessment

Learners are assessed at the end of the course by multiple-choice questions and an online exam



### 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)



## 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 multiple-choice questions spread across a range of modules. On completion of the course, the system produces a personalised Highfield Qualifications Commended Certificate.

Please note: this course does not provide a qualification but does meet mandatory training requirements as evidence that you have been trained to the appropriate level. If you wish to achieve a qualification, please see Level 2 Award in Food Safety in Catering for more details.

### 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 learning hours

### Cost

£75

### Who should take part?

Delegates working in catering, manufacturing or retail, including staff members involved with food handling



### 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)



## E-learning: Level 2 Award in Food Safety Qualification

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 through a range of multiple choice questions and at the end you will have to pass your remote invigillation exam as set out by Ofqual to gain your qualification.

You will also be able to speak to one of our specialist associates who will be on hand to answer any questions or queries you may have.

If you are a small-to-medium sized business within Derby, Derbyshire, Nottingham and Nottinghamshire, you may be entitled to receive funding for this course. Please speak to a member of the team for more information.

### 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 learning hours

### Cost

£100 or £25 for eligible SMEs

### Who should take part?

Delegates working in catering, manufacturing or retail, including staff members involved with food handling



### 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)



European Union  
European  
Social Fund

In  
partnership  
with  
Department  
for Work &  
Pensions



## E-learning: Level 3 Award in Food Safety in Catering

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.

To gain your qualification, you will also have to complete an exam remotely with an online invigilator.

### 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



### 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)





## Infection Prevention and Control

The Infection Prevention and Control course is designed to help you and your business understand how to prevent and control infection and why it is important to do so. This course also contains a whole module around COVID-19 which includes what COVID-19 is, how we can protect ourselves and more.

The course begins by teaching the different pathogens that cause infection. It then outlines how infections occur, the factors that can make a person more vulnerable to infection and the steps you can take to prevent infections from occurring. Learn how your own health and hygiene could pose a risk to people that you care and support for and understand the procedures that should be followed to reduce risks when dealing with hazardous spills, waste and linen.

Finally, you will learn about the legal requirements relating to infection prevention and control, and your and other people's responsibilities.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- Pathogenic microorganisms
- Chain of infection
- Consequences of infection
- Factors that increase the risk of infection
- Breaking the chain
- Control measures
- Health and hygiene
- Hand hygiene
- PPE
- Safe handling of waste
- Environmental contamination
- Legislation
- Employers' and employees' responsibilities
- COVID-19

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

#### Duration

20 - 40 minutes

#### Cost

£25

#### Who is it for?

Any employee or manager working within an environment where there is risk of infection

#### Assessment

Learners are assessed at the end of the course by multiple-choice questions



### 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)



## E-Learning: COVID-19 Secure for Offices

The COVID-19 Secure for Offices e-learning course helps businesses and employees manage the return to work and ensure they have the guidance on how businesses should operate after they reopen to reduce the spread of COVID-19.

The course is ideal for business to issue their employees to complete prior to returning to work or once they are back at work and will give employees and clients peace of mind that you are creating the safest possible environment.

Learners can download a certificate of completion and organisations will have the option to download and display an organisational certificate.

### Course content

- Coronavirus
- Risk assessment – handwashing, surfaces, seating arrangements
- Getting to work – travelling there and moving round the premises
- Common areas
- Working and meeting with customers, colleagues and visitors
- Cleaning – before, during and at the end of the working day
- Face and body coverings
- Deliveries
- Accidents & incidents
- Raising concerns

#### Duration

Roughly 1 hour

#### Who is it for?

Any employee or manager working within an environment where there is risk of infection

#### Cost

£25



### 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)



# E-Learning: COVID-19 Secure for Retail

The COVID-19 Secure for Retail e-learning course helps businesses and employees manage the return to work and ensure they have the guidance on how businesses should operate after they reopen to reduce the spread of COVID-19 within the retail industry.

The course is ideal for business to issue their employees to complete prior to returning to work or once they are back at work and will give employees and customers peace of mind that you are creating the safest possible environment.

Learners can download a certificate of completion and organisations will have the option to download and display an organisational certificate.

## Course Content

- Coronavirus
- Risk assessment – handwashing, surfaces, seating arrangements
- Getting to work – travelling there and moving round the premises
- Common areas
- Working and meeting with customers, colleagues and visitors
- Cleaning – before, during and at the end of the working day
- Face and body coverings
- Deliveries
- Accidents & incidents
- Raising concerns
- Working with customers
- Handling goods
- Fitting rooms
- Handling money
- POS
- Managing queues (inside and outside the premises)

### Duration

Roughly 1 hour

### Who is it for?

Any employee or manager working within an environment where there is risk of infection

### Cost

£25



## 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)



## E-Learning: COVID-19 Secure for Hospitality

The COVID-19 Secure for Hospitality e-learning course helps businesses and employees manage the return to work and ensure they have the correct guidance on how businesses should operate after they reopen to reduce the spread of COVID-19 within the hospitality industry.

The course is ideal for business to issue their employees to complete prior to returning to work or once they are back at work and will give employees and customers peace of mind that you are creating the safest possible environment.

Learners can download a certificate of completion and organisations will have the option to download and display an organisational certificate.

### Course Content

- Coronavirus
- Risk assessment – handwashing, surfaces, seating arrangements
- Getting to work – travelling there and moving round the premises
- Common areas
- Working and meeting with customers, colleagues and visitors
- Cleaning – before, during and at the end of the working day
- Face and body coverings
- Deliveries
- Accidents & incidents
- Raising concerns
- Working with customers
- Handling goods
- Handling money
- POS
- Managing queues (inside and outside the premises)

#### Duration

Roughly 1 hour

#### Who is it for?

Any employee or manager working within an environment where there is risk of infection

#### Cost

£25



### 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)



## 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.

You will also be able to speak to one of our specialist associates who will be on hand to answer any questions or queries you may have to ensure you are confident to undertake your online exam using an online invigilator.

If you are a small-to-medium sized business within Derby, Derbyshire, Nottingham and Nottinghamshire, you may be entitled to receive funding for this course. Please speak to a member of the team for more information.

### Course content

- Licensing law
- Personal licences
- Premises licences
- The protection of children
- Powers and enforcement
- Temporary events
- Responsible alcohol retailing

#### Duration

Approximately six hours

#### Cost

£125 or £25 for eligible SMEs

#### 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)



## 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.

If you wish to gain the qualification, please see Level 2 Award in Health and Safety in the Workplace for more details.

### 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

#### 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



### 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)



## E-learning: Level 2 Award in Health and Safety Qualification

This fun and interactive online course provides the knowledge required by delegates who want to go on to receive 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.

You will also be able to speak to a specialist associate who will be on hand to answer any questions or queries you may have. Knowledge will be tested via a series of multiple-choice questions at the end of each course module and to complete your qualification and gain certification, you will be required to complete an additional remote invigillation exam.

If you are a small-to-medium sized business within Derby, Derbyshire, Nottingham and Nottinghamshire, you may be entitled to receive funding for this course. Please speak to a member of the team for more information.

### 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



#### Duration

Approximately 3 guided learning hours

#### Cost

£100 or £25 for eligible SME's

#### Who should take part?

Delegates working in a low-to-medium risk environment seeking an ideal introduction to health and safety



### 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)



## E-learning: Level 3 Award in Health and Safety in the Workplace

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.

To gain your qualification, you will also have to complete an exam remotely with an online invigilator.

### 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

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 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 using E-Learning modules. Validated by Highfield Qualifications, the course has no specific entry requirements and assessment consists of an online exam with an online invigilator.

You will be able to speak with a Roundhouse Thinking associate to ask any questions and queries you may have before you take part to complete your online examination.

### 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

#### Cost

£100 or £25 for eligible SMEs

#### 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



### 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)



**European Union**

European  
Social Fund



The High Skills Programmes is part-funded by the European Social Fund (ESF). ESF supports activities to extend employment opportunities and develop a skilled workforce.



## Asbestos Awareness Training

This Asbestos Awareness e-learning course is designed to ensure that anyone who may come into contact with asbestos knows what asbestos is, where it can be found, the dangers of asbestos and how to protect themselves from accidental exposure.

Employers must ensure that anyone who could disturb asbestos while carrying out their everyday work understands what asbestos is and how to work in a competent and safe way, without risk to themselves or others.

Learners undertaking this course will gain the knowledge and skills required to work safely with asbestos, ensuring that they, and others, remain safe.

### Course content

- What asbestos is
- Where it can be found
- Asbestos-related death
- Health implications of asbestos exposure
- Working with asbestos
- Preventing accidental asbestos exposure

### Certification

Learners will receive a Highfield e-learning completion certificate, which is downloadable upon successfully finishing the course.

### Duration

Approximately 1-2  
hours

### Cost

£50

### Assessment

Delegates will undertake a multiple choice questionnaire to ensure they have understood the modules



### 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 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).

There are no entry requirements for this course but you will need access to a laptop in order to take part in the virtual learning with a Roundhouse Thinking associate.

### Course content

- Introducing working safely
- Defining hazard and risk
- Identifying common hazards
- Improving safety performance
- Protecting our environment

### Duration

1 day

### Cost

£75 per person.

Group booking price is available on 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 internally marked assessment paper and risk assessment-based project. You will need access to a laptop with a built in camera in order to complete the virtual learning with a Roundhouse Thinking associate and to complete the assignments.

### Course content

- Introducing managing safely
- Assessing risk
- Controlling risk
- Understanding responsibilities
- Understanding hazards
- Investigating incidents
- Measuring performance
- Protecting our environment

### Duration

12 x webinar sessions plus one to one sessions for risk assessment development and invigilation

### Cost

£315 per person. Group prices are available upon request.

### Who should attend?

Managers and supervisors in any sector and any organisation



Approved  
training  
provider  
3218



Highly  
Rated★

### 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)



## 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



### 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)





## 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.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the virtual learning with a Roundhouse Thinking associate.

### 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 .....

#### 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



### 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)



## 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.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the virtual learning with a Roundhouse Thinking associate.

### 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
- Both are available as virtual learning courses with us.

#### Duration

1 day

#### 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

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

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.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the virtual learning with a Roundhouse Thinking associate.

### 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  
This course can be delivered as virtual learning.

### Duration

1 day

### 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



### 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)





## 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.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the virtual learning with a Roundhouse Thinking associate.

### 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

#### Cost

£125

#### Who should attend?

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



### 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)



## 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.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the virtual learning with a Roundhouse Thinking associate.

### 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
- These courses can also be delivered as virtual learning.

#### Duration

1 day

#### Cost

£125

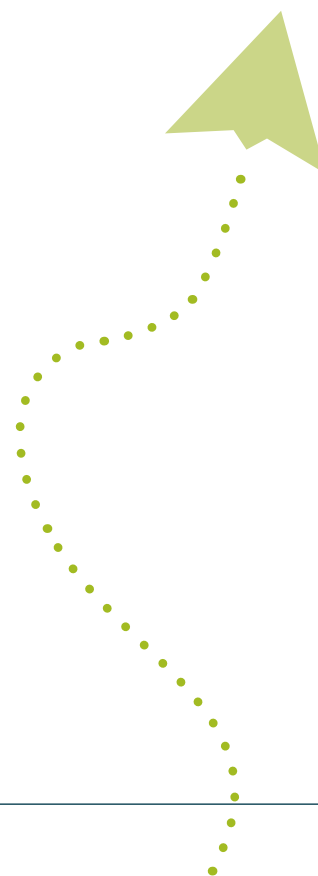
#### Who should attend?

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





# Virtual Learning: An Introduction to Microsoft Teams

Microsoft Teams has fast become a popular collaborative application that integrates the people, content and the tools your team needs to be more engaged and effective within the workplace. Our Microsoft Teams course is designed for individuals who have little or no experience of the application and gives them the knowledge, skills and expertise to navigate and communicate productively. Our specialist associates will guide you through the course and you will receive a certificate of achievement once completed.

## Course Content

### Section 1 – Introduction to Microsoft Team

- Getting to know the application
- Joining, creating, hiding, leaving and deleting teams

### Section 2 – Communication in Teams

- Working with channels
- Post, read, target and bookmark messages
- Private messages and auto options

### Section 3 – Meetings

- On demand and scheduled meetings
- Sharing your screen
- Recording meetings

### Section 4 – Sharing files

- Files and documents in Teams
- Collaborate on files

### Section 5 – Applications and Optional Extras

- Shared information tabs
- Customising channel tabs
- Apps and bots for added functionality – explore a variety of downloadable software to enhance the Teams experience.

### Section 6 – Search, Settings and Customisation

- Search tools
- Command box and quick commands
- User settings

## Duration

1 day

## Cost

£150

## Who should attend?

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



## 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)



## 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

### Location

Virtual Learning

### Cost

£75

### Who should attend?

Anyone keen to gain a greater awareness of mental health



## Adult Mental Health First Aid Refresher (Half Day)

Validated by Mental Health First Aid (MHFA) England, our half-day refresher allows you to update your skills and knowledge to perform your role as a Mental Health First Aider confidently and safely.

We believe that mental health should be treated equally to physical health and just like physical first aid, Mental Health First Aid training should be kept up to date.

Please note: The MHFA Refresher is only for people who have completed an Adult MHFA Two Day or One Day, or Armed Force MHFA Two Day course.

### Course content

- Refresh your awareness of mental health support
- Update your knowledge of mental health
- Understand what influences mental health
- Practice applying the Mental Health first aid action plan

### Duration

4 hours

### Location

Virtual Learning

### Cost

£125 per person

### Who should attend?

Anyone who has previously undertaken a MHFA one or two day course and would like to refresh their knowledge and update their skills



### 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)



## Virtual Learning: Adult Mental Health First Aid

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. The popular Adult MHFA Two Day course has been adapted to an accessible and flexible online solution which includes a blend of individual learning and live sessions with our specialist associate.

This course 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 and you will receive an e-certificate on completion of the course.

Delegates will complete a series of four live sessions that will be delivered by our Mental Health First Aid associate, along with four individual learning sessions that are to be completed outside of, and prior to the live sessions. The course will be structured in the following way in 4 days over a 2 week period:

- Individual learning – 1hr
- Live session one – 1hr 45min
- Individual learning – 2hrs
- Live session two – 2hrs 20min
- Individual learning – 2hrs
- Live session three – 2hrs
- Individual learning – 2hrs
- Live session four – 1hr 55min



### Duration

4 days over a 2 week period

### Cost

£225

### Who should attend?

Anyone who aspires to become a Mental Health First Aider



### 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)



# Trait Emotional Intelligence Questionnaire: TEIQue

Emotional Intelligence is a collection of traits that can help people gauge social and emotional situations and interactions with others. Emotional Intelligence has increased in importance as our working world has become more complex.

Understand the emotions of yourself and others can be advantageous in a range of contexts, helping you to fulfil your potential at work.

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.

## What does it cover?

The report covers four factors:

- Well-being
- Self-Control
- Emotionality
- Sociability

It also gives feedback on our ability to adapt in situations and our self-motivation (how we behave when the boss isn't looking!)

## How does it work?

- The individual is sent an online link and completes the questionnaire. There are 153 questions and it takes approximately 30 minutes to complete.
- Once the report is generated, a one-to-one coaching session will be scheduled between the individual and an accredited Emotional Intelligence coach from Roundhouse Thinking. The coaching session will last approximately one hour. The conversation will use the output of the questionnaire as a tool for discussion and focuses on helping the individual create their own personal action plan.
- The coaching conversation will be conducted over the phone.

### Duration

30 minutes to complete questionnaire and up to 1 hour for the coaching session

### Cost

£150

### 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



## 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)



## E-learning Emergency First Aid at Work

Delegates will gain a basic understanding of first aid and what to do in the event of an emergency. Highfield's Emergency First Aid e-learning course gives learners the opportunity to undertake online first-aid training to replace 3 hours of the 1-day emergency first aid at work.

Learners will receive a Highfield e-learning completion certificate, which can be downloaded upon successfully finishing the course.

If you wish to complete the full qualification, you will need to attend the additional hours with us to demonstrate the full 1 day of learning at an additional cost of £45.

### Course content

- Understanding the role and responsibilities of a first-aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a choke casualty
- Managing a casualty – external bleeding and shock
- Managing a casualty – minor injury

### Progression route

- Level 3 Award in Emergency First Aid at Work

#### Duration

3-4 hours

#### Location

E-learning

#### Cost

£25 per person

#### Who should attend?

Anyone keen to gain the basic understanding of first aid.



### 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)



## E-learning First Aid at Work

Highfield's First Aid at Work e-learning course gives learners the opportunity to undertake online first-aid training to replace 1 of the 3 day first aid at work course.

Learners will receive a Highfield e-learning completion certificate, which can be downloaded upon successfully finishing the course.

If you wish to complete the full qualification, you will need to attend two days with us to achieve the Level 3 Award in First Aid at Work at an additional cost of £165.

### Course content

- Understanding the role and responsibilities of a first-aider
- Assessing an incident
- Managing an unresponsive casualty
- Recognising and assisting a choking casualty
- Managing a casualty – external bleeding and shock
- Managing a casualty – minor injury
- Conducting a secondary survey
- Administering first aid to a casualty with injuries to their bones
- Administering first aid to a casualty with head and spinal injuries
- Administering first aid to a casualty with suspected chest injuries
- Administering first aid to a casualty with burns or eye injuries
- Administering first aid to a casualty with sudden poisoning or anaphylaxis
- Administering first aid to a casualty with a major illness

### Progression route

- Level 3 Award in Full First Aid at Work

#### Duration

4-5 hours

#### Location

E-learning

#### Cost

£30 per person

#### Who should attend?

The course is ideal for any employee or manager who wishes to become a first-aider in the workplace



### 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)





# Anaphylaxis and Autoinjectors

This Anaphylaxis and Autoinjector Short Course is designed to help you understand the risks of a severe allergic reaction and how to administer emergency treatment.

The course outlines how anaphylaxis can be caused by a broad range of 'triggers', such as insect stings, foods, for example nuts and shellfish, latex and medicines, such as penicillin.

Learners will also learn how to recognise the symptoms and identify how to administer first aid to a casualty who is suffering from anaphylaxis.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

## Course content

- Reactions to allergens
- Anaphylaxis
- An employee's responsibility
- Adrenaline autoinjectors
- Common traits


## Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions



**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)



# Communication

This e-learning Short Course in Communication is designed to help your organisation understand the importance of good communication.

Learners on the course will learn what communication is, the different types of communication and the importance of context in communication. It will equip learners with the tools to identify barriers to communication and how to overcome them. Finally, learners will understand the importance of effective communication in the workplace and the potential consequences of ineffective communication.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- The communication cycle
- Communication in different contexts
- Types of communication
- Barriers to communication
- Inclusive communication
- Overcoming barriers to communication
- Effective communication in the workplace
- Consequences of ineffective communication

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Locations**  
E-Learning

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions



### 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 Skills

This e-learning course can be used for staff and managers in order to understand what is meant by, and how to deliver, good customer service in your organisation.

From the basic principles of customer service to understanding and anticipating customers' wants and needs, the course breaks information into engaging and interactive chunks.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- Customer service principles
- Customers' needs and expectations
- Behaviour and interpersonal skills
- Responding to problems or complaints

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
2 hours learning .....

**Locations**  
E-learning .....

**Cost**  
£50 .....

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions



**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)



## Equality and Diversity

This e-learning Short Course in Equality & Diversity is designed to help your organisation understand the importance of providing equal opportunity for all.

Learners on the course will understand what is meant by the term equality and diversity, and the consequences of inequality. It will equip learners with the tools to promote inclusion and create fairer workplaces. Finally, learners will learn the legal and moral frameworks that govern equality and diversity.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- What is meant by the term equality and diversity?
- Consequences of inequality
- Human rights
- The Equality Act
- Inclusive and exclusive models of society
- Promoting inclusion
- Creating fairer workplaces

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Locations**  
E-Learning

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions



### 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 Conflict

The e-learning Short Course in Managing Conflict is designed to equip your organisation with the skills and confidence to effectively handle conflict situations.

Delegates on the course will understand what workplace conflict is, suitable responses to conflict, cultural differences and different ego types. It will equip learner's with the knowledge around breakdowns in communication, the behavioural cycle and patterns of behaviour. The course also covers the various models and techniques that can be utilised to effectively manage conflict, and provides learners with an awareness of the potential damage conflict can cause.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- What is workplace conflict?
- Responses to conflict
- Cultural differences
- Different ego types
- Breakdowns in communication
- The behavioural cycle
- The PEACE model
- Conflict with customers
- The HEAT technique
- Patterns of behaviour
- Distance zones
- Physical conflict warning and danger zones
- Impact factors
- The BAP strategy

### Certificate


Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Locations**  
E-Learning

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions




**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)



# Self-Awareness and Personal Development

The e-learning Short Course in Self-Awareness and Personal Development is designed to help individuals understand their emotions, strengths, weaknesses and sense of worth, and create a personal action plan from this new-found awareness.

Learners on the course will understand what self-awareness and personal development is, and the importance of taking time to reflect and assess their own strengths, weaknesses and aspirations. The course will provide learners with the tools to effectively self-assess and set realistic goals for personal development. Finally learners will understand that through being self-aware, and taking positive steps, they can positively impact on all areas of their life and effectively embrace change.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning

## Course content

- What is self-awareness and personal development?
- Reflection
- The Importance of reflection
- Strengths, weaknesses, opportunities and threats (SWOT)
- Confidence
- Personal development
- Stages of skill development
- Aspirations
- Energy
- SMART goals
- Mission and vision statements
- Attitude
- Embracing change

## Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Locations**  
E-Learning

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions



**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)



# Stress Management

This Stress Management Short Course is designed to help you understand work-related stress. The course will help you to understand what stress is, the common stressors and causes and the various strategies to manage work-related stress.

The course covers the importance of personal resilience and how this can help you to cope with stress, and finally will help you learn the steps to carry out a risk assessment for work-related stress.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Course content

- Defining stress
- The causes of stress at work
- Effects of stress on job performance
- Strategies for managing stress
- Stress reduction
- Stress and the law
- Management of Health and Safety at Work Regulations
- HSE’s management standards
- Risk assessment for work-related stress

### Certificate


Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.

**Duration**  
40 minutes

**Locations**  
E-Learning

**Cost**  
£25

**Assessment**  
Learners are assessed at the end of the course by multiple-choice questions




### 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)



## Team Working

This e-learning short course in Team Working is designed to help your organisation understand the importance of good communication.

Learners on the course will learn what teamwork is, and the different types of team and group personalities. It will equip learners with the tools to build effective relationships, highlight positive and negative characteristics and what motivates a team. Finally, learners will understand the importance of self-analysis, reflection and the importance of feedback that ultimately leads to effective and efficient teamwork.

There is no entry requirements for this course however, you will need access to a laptop in order to complete the E-Learning.

### Duration

40 minutes

### Locations

E-Learning

### Cost

£25

### Assessment

Learners are assessed at the end of the course by multiple-choice questions



### Course content

- What is teamwork?
- Working effectively with colleagues
- Establishing good working relationships
- Group composition and teamwork
- Group personalities
- Positive and negative communication characteristics
- Active listening
- Motivation
- Self-analysis
- Feedback
- Why it is important to handle criticism positively

### Certificate

Learners will receive a Highfield e-learning completion certificate, which you can download upon successfully finishing the course.



### 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)