



Workplace Training

Helping people to be confident, efficient and effective in the workplace

LC Education & Training Ltd

As a small company, we can spend time discussing your company's individual needs and tailoring our resources to suit you. You will receive professional service at all times and can be assured that all of the team are fully trained teachers each with over ten years' experience within education.

We specialise in providing courses to improve skills in the workplace helping your employees work more efficiently and effectively. This in turn helps you, the employer, retain staff, increase productivity and improve customer, client and colleague interactions.



Managing Director Lyn Calver has worked in education for over fourteen years and holds qualifications in teaching, business management, mental health, digital marketing and equality and diversity.

She has worked with a number of high profile employers including Toyota, Coors, Argos and Waterstones to improve the skills of their staff.

About Us

Awarded Best
Workplace Skills
Training
Provider 2018

About Our Courses

We offer:
Group delivery
Webinars
Online courses

Most of our courses can be tailored to fit your choice of delivery method.

All face to face courses are held on your own premises for your convenience. If you prefer offsite training, we can book a training venue at an additional cost.



How to Book

To book one of the courses please either:

Visit our website

<http://lceducation.co.uk/in-company-training>

click on the course of your choice and complete a course interest form

Email enquiries@LCEducation.co.uk

Call 05603845859

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Leadership and Management Training

Who is it aimed at?

This course is aimed either at those staff who wish to apply for promotions or advanced training or those already in a leadership role but who have not had specific training.

What does it cover?

The course will cover communication styles and different ways to manage people effectively. There will be an introduction to management theories and tools for problem solving. Each person will have the chance to answer the Mouton and Blake questionnaire about leadership styles and analyse this within the group.

How long is the course?

It is recommended this course is undertaken over a one or two day period. However, a half day introductory course is available covering the basic modules.

Making Progress at Work

Who is it aimed at?

This course is for those looking at either moving into a more challenging role such as team leader or supervisor or taking on additional responsibilities in the workplace. It would also suit those looking to improve their performance in their current role.

What does it cover?

The course will help participants identify their strengths and weaknesses and set goals for the future. It will cover how and when to ask for help and where to go to seek advice and guidance. Participants will look at their personal learning style and analyse how they can use this to help them progress in the workplace. There will also be a chance to look at some aspects of time management.

How long is the course?

The recommended delivery model is one day. A half day option is available covering the two introductory modules.

Improving Your Presentation Skills

Who is it aimed at?

Employees who want to take on a coaching or developmental role and help others identify training needs and undertake development. Also suitable for those who have to deliver training in the workplace and want to become more effective.

What does it cover?

How to plan and prepare effectively

Setting objectives

Presenting skills and how to design effective PowerPoints and handouts

The use of voice

Planning your time

If run over two days, each participant will have the opportunity to deliver a short presentation and receive feedback on their strengths and how to improve.

How long is the course?

This course is usually run over one or two days.

Excellent Customer Care with Telephone Skills

Who is it aimed at?

Those who deal with customers on a regular basis and would like to increase their skills.

What does it cover?

Identifying your customers and their needs
Methods of communication
What is exceptional customer care?
Identifying your strengths and areas to improve
Telephone skills
Face to face customer care
Controlling a conversation
Dealing with complaints

How long is the course?

A one day course.

Training Trainers

Who is it aimed at?

Employees who want to take on a coaching or developmental role and help others identify training needs and undertake development. Suitable for those who have to deliver training in the workplace and want to become more effective.

What does it cover?

The personal skills and qualities needed to be a trainer

How to plan and prepare effectively

Setting objectives

Presenting skills and how to design effective PowerPoints and handouts

How to identify when learning difficulties and disabilities might affect learning and development in your workplace

If run over two days, each participant will have the opportunity to deliver a short micro session and receive feedback on their strengths and how to improve.

How long is the course?

This course is usually run over one or two days.

Sending Professional Emails

Who is it aimed at?

New employees, staff moving into a new role and those who want to improve their confidence in sending emails.

What does it cover?

The course covers the following aspects of emailing:

- What is acceptable and what is not acceptable in different circumstances.
- How to construct an email correctly.
- The use of tone.
- The importance of proofreading.
- How to tailor your email to your audience.

If you wish, your own email templates or policies can be addressed within the courses if discussed in advance.

How long is the course?

This is a half day course. All standard modules are also available as an online course.

Writing Business Letters

Who is it aimed at?

New employees, staff moving into a new role or those who want to improve their confidence in sending letters.

What does it cover?

The course covers the following aspects of letter writing:

- Setting your call to action.
- How to construct a letter correctly.
- The use of tone.
- The importance of proofreading.
- How to tailor your letter to your audience.
- The use of complex sentences, punctuation and paragraphing.

Delegates are encouraged to bring sample letters for analysis and, if the full day course is undertaken, will have the opportunity to write further examples with feedback given.

How long is the course?

This can be a half day or full day course.

Writing Reports

Who is it aimed at?

Either at staff moving into a new role where report writing is new to them or any staff member who wants to improve their confidence in writing reports.

What does it cover?

The course covers:

Structure & layout

Qualitative & quantitative evidence

Use of graphs and charts

Effective target setting

Time management

It would be helpful to have your company templates and any best practice for reports in advance to maximise the effectiveness of the course. On the full day course, participants will analyse some example reports and suggest ways they could be improved.

How long is the course?

This can be a half day or full day course.

Improve Your Communication Skills

Who is it aimed at?

Any employee who would like to improve communication at work. This could be a need identified at performance review or through a desire to improve themselves for their own professional development.

What does it cover?

The course will firstly identify all the different forms of communication available and the effectiveness of each such as the use of body language and tone. Different types of communication used in business will be covered including email and memos and the etiquette of each. In the second part of the course there will be time for each person in the group to take part in some role play and to identify their strengths and weaknesses in different situations. These scenarios can be tailored to your company's needs such as role play involving customer complaints or working with other employees in high stress environments.

How long is the course?

A one day course. A half day introductory option is available, which would not include role play.

Academic Writing

Who is it aimed at?

Employees who are aiming to undertake academic courses as part of their workplace development and need to improve their writing skills for either college or university courses. In our experience, a number of adults drop out of formal high level courses because they are not prepared for writing reports or essays and do not understand what is required of them. This can represent a high monetary cost to their employer as well as the time lost in attending the course without completing it.

What does it cover?

The course introduces participants to the basics of academic writing. This includes the use of formal tone, complex sentences and advanced punctuation. There will also be a short introduction to referencing and research. Participants will then be asked to produce a short essay based on some research and will be given feedback on their ability to produce academic writing to the desired standard.

How long is the course?

A two day course which can be extended if specific needs are identified.

Mental Health Awareness

Who is it aimed at?

A new important element in companies' CPD requirements, this course is aimed at everyone within an organization.

What does it cover?

Common mental health conditions such as stress, depression, ADHD and schizophrenia will be discussed. There will be facts about each condition and discussion on symptoms and treatments. The course will briefly cover how a workplace can help to manage these conditions and how co-workers can help support each other.

The full day course also covers some techniques for managing stress in the workplace and gives participants time for more in depth questions and answers and discussion around each condition.

How long is the course?

Available as a half day or full day course.

Equality and Diversity

Who is it aimed at?

The course is aimed at anyone within the business who would like to know more about E&D. It is important that all employees are aware of the Equality Act and comply with it.

What does it cover?

The course will cover some of the basic aspects of the Equality Act to help you ensure you business is compliant. It will then look at some of the different groups or individuals who may be present in your business and how they should be treated. There will be an anonymous questionnaire to gather information about E&D in the workplace and any issues can be addressed in the second part of the course.

The second part of the course is more interactive and allows open discussion about thoughts and feelings and how to avoid turning workplace banter into something more offensive. There will also be the chance to learn more about other cultures and how these can be embraced within the business.

How long is the course?

A full day course. Part one can be delivered as an introductory course in half a day.

Conflict Resolution

Who is it aimed at?

This course is suitable for those who have to deal with the public and would like to find out how to handle themselves in situations of conflict. It could also be delivered in environments where there have been instances of workplace conflict in the past.

What does it cover?

The course can be tailored to workplace needs, so it can primarily deal with how to resolve conflicts with customers or clients or it can discuss general workplace conflicts. The course will look at techniques to try to prevent conflicts occurring and then look at ways to handle a conflict once it has begun. There will be a focus on choosing the right language to prevent escalating an incident. There will also be opportunities for role play but no forced participation.

Note: This course does not offer training on physical confrontation or restraint.

How long is the course?

A one day course.

Being Assertive

Who is it aimed at?

Employees who would like to improve their confidence in being assertive in the workplace. This would be suitable for those who need more confidence in working with customers or clients or for interacting with other staff. It would be a good first step for those looking to progress to a role with more responsibilities.

What does it cover?

The differences between being assertive, being over-confident, being aggressive and being domineering. Discussing situations or scenarios where people may need to be assertive. Participants will have the chance to take part in, or watch, role plays, which can be tailored to your company. They will analyse the reasons people feel they can't assert themselves and discuss strategies to overcome these barriers.

How long is the course?

A half day course.

Time Management



Who is it aimed at?

Those who want or need to manage their time better. For best results, it may be useful to group people who perform a similar role together.

What does it cover?

Participants will discuss various aspects of how to manage time, what tasks they feel take up large amounts of time, and strategies for maximising output. For best results we would ask participants to fill in a time log for a week before the course starts. There will be a series of short exercises that will help people identify their strengths and weaknesses in relation to time management. There will be time to share time saving tips with colleagues.

How long is the course?

Available as a half day or full day course.

Data Analysis

Who is it aimed at?

A short course designed for those who are not confident in their maths skills, but who need to produce data for reports/presentations/statistical analysis etc.

What does it cover?

This is a bespoke course depending upon the data utilized by your company.

Examples of topics that can be covered are:

Staff data such as calculating holiday days/working hours

Calculating stock volumes based on amounts sold and orders taken

Finding percentage increases and decreases

Calculating mean, median and mode

How long is the course?

Usually a half day course.

Calculating Performance Percentages

Who is it aimed at?

A short course designed for those who are not confident in their maths skills, but who need to produce data for reports/presentations/statistical analysis etc.

What does it cover?

This is a bespoke course depending upon the data utilized by your company.

Example content includes:

Calculating profits based on existing data

Finding a percentage increase or decrease in sales or stock

Analysing yearly percentage trends in data

How long is the course?

Generally a 2 hour course.

Bespoke English and Maths Packages

Reasons for undertaking these courses include: preparing for a skills test/performance test relating to promotion, wanting to get back into education after a long period away, wanting to improve English skills if English is not the first language, a desire to improve skills in general.

The courses also aim to meet government targets of increasing the English and maths skills of the population.

The courses also have benefits to participants outside of the workplace such as helping children with homework, passing entrance exams for college courses and improving confidence in life skills such as calculating bills and writing letters.

The duration is flexible depending upon whether a qualification is required or if the courses are for development only.

Some workplaces choose to run these courses as 'after work' options for employees to study on work premises but outside of their regular work times.

English Content

- Spelling
- Grammar
- Punctuation
- Writing letters, emails and reports
- Reading skills
- Purpose of text
- Speaking and listening

Maths Content

- Basic operators
- Percentages
- Decimals
- Fractions
- Averages
- Data handling and graphs
 - Ratio
 - Formulae

How much do the courses cost?

Costs vary depending upon duration and number of delegates. One day courses tend to cost between £50 and £100 per person.

When are courses held?

Courses are available weekdays or Saturdays. It is best to book at least one month in advance to avoid disappointment. However, we pride ourselves on last-minute flexible delivery, so do get in touch if you have an urgent training need.

What do they include?

Most courses come with a course handbook that delegates can take away with them for reference and further study.

Course CPD certificates can be arranged.



LC Education & Training

Didn't see what you wanted?

Get in touch to discuss creating a
bespoke course to suit your needs.

Get in Touch

Visit our website
<http://lceducation.co.uk>

Email
enquiries@LCEducation.co.uk

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