KSH SAFETY SERVICES

Business Skills

ONLINE TRAINING

Full list of approved courses overleaf

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Business Skills Online Training

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Presentation Skills
Giving a successful presentation can be one of the hardest parts of many people's jobs. This course covers the common mistakes people make when preparing for and giving a presentation so you can avoid these, as well as going over good practice and providing some practical advice that you can put to good use the next time you have a big presentation to make.

Objective Setting
This course aims to help you write effective objectives that deliver results. It covers the importance of goals and objectives and why we need them, the barriers to you achieving your objectives and how to overcome them, what SMART objectives are and how to write and identify them and concludes with some tips for successful objective setting.

Managing Sickness and Absence
This course will help you to understand the different types of absence and Identify ways of measuring absence. It covers why you should complete return-to-work forms and how to conduct effective return-to-work meetings. The course finishes off by explaining the formal processes involved in managing absence and how to apply appropriate policies.

Safeguarding Children
Safeguarding is a term that describes the work and processes undertaken to minimise and manage the risks involved to vulnerable children. During this training video you will hear many facts, figures and details surrounding the risk to children, the types of abuse suffered, how to recognise the signs of abuse and key safeguarding legislations put in place to minimise the abuse of children.

Safeguarding Adults
This course is aimed at anyone who has a duty of care for, or comes into contact with, adults in need of care and support, either as a paid professional or a volunteer. You and the organisation you work for must take appropriate measures for the protection of adults in your care, while still ensuring they are supported and empowered. This course can bring you one step closer to being able to do this.

Search Engine Optimisation (SEO) for Business
This course focuses on the anchor point of your digital marketing strategy which is your website or micro-site. Here we'll explore search engine optimisation 'SEO' and how you can use this to drive traffic to your website.

Social Media for Business
All about how to get the best out of social media in a business. Looking at business strategy, business development and the practicalities of employing people and agencies to support your social media activity.

Facebook for Business
Facebook is the world's largest social network. With over a billion users it's very likely that a proportion of your target customer audience will have a Facebook account. This course will look in detail at the use of Facebook as part of your marketing activity.

Twitter for Business
Twitter is a social media platform that is used by a wide range of people, from celebrities, who use it to communicate with their fans to companies and brands who can use it to engage their customers and attract new ones. This course will look in detail at the use of Twitter as part of your marketing activity.

LinkedIn for Business
LinkedIn is a very valuable tool to find the key decision makers within certain companies. It's used for finding the best point of contact, gaining familiarity with their background before a call or sales pitch and a lot more. Find out how it can be used to enhance your business.

Anti-bribery and Corruption

This course examines bribery and the legislation, measures and procedures that can uncover, control and reduce the impact of this criminal activity. This information is broken down into the following sections; Why corruption and bribery occur, The UK Bribery Act, Anti-bribery policies, anti-bribery management systems and how to deal with bribery in the workplace.

Disciplinary Procedures

This course covers the aims of the disciplinary procedure, penalties including investigations, allegations and suspensions, procedures for carrying out hearings, and appeals.

Anti-harassment and Bullying

This course covers the commitments that should be laid out in your company's anti-harassment and bullying policy so as to comply with UK law. It explains the differences between harassment and bullying, the steps that can be taken if either of these occur in or out of work, and some case studies to illustrate the points covered throughout the course.

Conflict Resolution in the Workplace

Unmanaged conflict within the workplace can be costly in terms of time, money and employee engagement. This course starts by explaining what constitutes conflict and some of the most common causes. It covers the stages of conflict and contains several extensive modules that outline conflict resolution techniques. Finally it explores how effective management of conflict can result in positive outcomes in the workplace.

Developing Good Employee Relations

This course covers the many benefits good employee relations can bring to an business. It explains how to build confidence in management, by sharing the company vision, building strong teams and listening to feedback. It examines how a proactive HR presence benefits employee relations. Then looks at the role of employment contracts and the Employee Handbook. The course discusses Performance Management including motivating employees and how best to show your appreciation of their contribution. Finally, it shows you how to deal effectively with complaints, discipline and negativity.

Equality, Diversity and Discrimination

In this course we're going to be discussing two topics, 'equality' and 'diversity' and how they relate to one another. Understanding this will help us to identify and address issues of unfairness and discrimination in the workplace.

Developing Teamwork

This course will start by explaining in detail what team working is and cover some of the basic principles for putting together a group of people who will work well together. It then goes on to cover conflict within teams, explaining some of the reasons conflict occurs and some strategies for managing conflict. It finishes off by exploring some of the different styles of management behaviour and how to develop a resilient team.

Effective Delegation

This course will start with the essentials - defining exactly what we mean by delegation and why it's so important. It then goes into details about the elements of delegation, overcoming the barriers to delegation, how you can choose which tasks to delegate and who to, the process of delegation and much more..

Introducing GDPR

This course is designed for front line data processors and provides a clear introduction to the main elements of the GDPR, including compliance and the consequences of non-compliance. It explains the roles of key players and covers the main categories of personal data and the lawful basis for data processing. Other topics examined include the main Principles of the GDPR and the Rights for Individuals, along with the importance of your Privacy Policy. Finally, there's important information on data breaches; how to avoid them, what to do if one is discovered and how to file a breach report.

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Project Management

This course covers the basic principles of project management and covers some of the tools and techniques you can employ to improve your project management skills.

Negotiation

This course covers the basics of what constitutes a negotiation, the key stages of a negotiation, skills you can apply to your negotiations and some practical advice so you can bring all of this together and become a more effective negotiator.

The Principles of Performance Management

In any organisation, the traditional model of strict command and control wastes a significant amount of time and money. Mutual trust, employee motivation and readiness to perform can easily be undermined. Performance management, on the other hand, offers a different, much more effective approach. In formal terms, performance management involves the achievement of performance targets through the effective management of people and the environment in which they operate. It's about setting achievable goals for the organisation and targets for individuals and teams.

Sales Skills

The course starts with the basic rules for sales people. It covers cold calling, how to deal with gatekeepers and takes you through a typical face-to-face meeting. It then discusses how you can sell by stressing the results prospects can expect if they buy, and how best to play to their emotions. It then finishes off by covering negotiations and how to avoid them and includes some methods for closing a sale.

Leadership Skills

A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a manager could be truly effective without having at least some leadership skills. This course will introduce you to some of the import techniques and theories that can help you to improve your leadership skills and be more effective in your role.

Principles of Communication

This course covers some of the different ways of communication, how to identify barriers to communication and how to reduce these, making sure the person you are communicating with understands what you are communicating, how to get help with communication issues and much more.

Time Management

More often than not, the people who excel in their job, or are high achievers manage their time effectively, in a way that makes them work in a more efficient manner. This course has been designed to ensure you have the techniques to improve your efficiency, output and ability to function more effectively - whether in your ordinary day or when deadlines loom and the pressure is building.

Sexual Harassment in the Workplace

This course will start by defining sexual harassment and explaining how protection comes from both employment law and criminal law. You'll see from workplace statistics how widespread and serious the problem is, and how the management response to concerns raised is often poor or non-existent. It also addresses how allegations should be handled, explains the importance of having clear and robust policies and the role line managers tend to take when it comes to dealing with these situations.

Managing Meetings

The course starts with some basic definitions and statistics that outline how important running meetings effectively can be. It examines factors that make meetings great, and some practical steps you can take to ensure everything runs smoothly and successful outcomes are achieved. It also covers some of the ways you can handle any problems that may arise. Finally, it looks at different decision-making approaches you can use and finishes off with some notes on keeping a learning log to help you learn and grow, ultimately becoming a more confident and effective participant or chairperson.

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