



Training & Development Portfolio



At Bluekatz training, we are committed to providing highly effective management skills training to enable companies to improve their business performance.

We have created a programme of training courses that are designed to focus on the key skills needed for prospective, newly appointed and experienced managers.

Our courses are usually held in groups of between five and fourteen delegates and all participants are encouraged to network, share experiences and to discuss how the subject matter applies in their own work environment and within the wider context of their organisation.

We believe in adding value to any course or development activity we provide. All our courses are evaluated pre and post course and the results carefully analysed to identify improvements to the course content and tutor delivery.

We also believe in the importance of applying the learning back in the workplace and encourage delegates to create their own personal action plan of work related actions from each learning event and we will support them through further coaching or advice on their development.

In Company Development Solutions

All businesses need to be fast, flexible and focused to develop the organisation. With this in mind, Bluekatz offer a comprehensive range of solutions that are tailored to your organisation. You can choose the learning experience or you can request an analysis of your organisation's development needs.

Open Course Programme

We can deliver one or more of our standard training courses featured in this course portfolio on an in house basis. You can choose a standard course or we can make minor modifications to the course content which will ensure that it meets your company's needs. All courses will be delivered at your location or at a venue you choose and we will provide all administrative support and course materials.



Tailored Courses

Using our current course portfolio, we can tailor the content, duration and emphasis to reflect the nature of your business and your specific requirements. We will also incorporate case studies and exercises which reflect the issues happening in your organisation.

All courses will be delivered at your location or at a venue of your choice and we will provide all administrative support and course materials.

Bespoke Training Solutions

From time to time clients have major initiatives they wish to roll out across their organisation and feel that a bespoke training programme is needed to develop staff. We can design and deliver customised training sessions as individual events or a series of learning experiences over a period of time specified by your company. We will work with you from the initial consultation through to design and delivery of the learning event and we will deliver the results within agreed timescales and budgetary requirements.

Listed below are some of the bespoke courses we have delivered to our clients:

- Motivational Leadership
- Building a team and dealing with conflict
- Chairing successful meetings
- Developing a robust business plan
- Sales in a small business
- Assessing risk in the workplace
- An introduction to project management
- Foundation in process mapping
- Hoshin Kanri
- Total Quality Management
- Mentoring and coaching



Bespoke Solutions

How do we do it?

Our aim is to work with our clients to build a relationship that allows both parties to develop a better understanding of one another and to deliver solutions that meet your requirements.

Step 1

We will meet with your company and obtain a comprehensive brief of your requirements.

Step 2

We will arrange a meeting with you to present our proposal, detailing our recommendations together with appropriate timescales and costs.

Step 3

If you agree to go ahead, we will discuss and agree any amendments to the proposal and design the learning intervention.

Step 4

A final programme outline will be presented together with confirmation of the next steps.

Step 5

The learning intervention will be delivered to agreed timescales.

All participants will receive a programme pack that includes a copy of materials used during the training course.

Step 6

All our learning interventions are evaluated against agreed objectives, an action plan produced by individuals. We will follow up with participants either via the telephone or face to face within an agreed timescale and provide additional support where necessary.

Step 7

You will receive a report of the evaluation results for knowledge gain and tutor delivery. If you require we can meet with you to explain the results and any other findings.



ITEC Diploma in Business Competence Finance and Law

The ITEC Diploma in Business Competence is designed for people in business, those starting up and key personnel dealing the financial aspects of a business performance. This course will enable you work with your bookkeeper or accountant, to understand the business accounts and to take the mystery out of the accounting process.

Who should attend?

Directors, partners, owner managers and key employees dealing with the financial aspects of business performance. Discounts available for boards of directors.

Duration: 8 week evening classes / one day per week for five weeks

Course Objectives

By the end of the course, participants will be able to:

- Read and understand annual financial statements (balance sheet, profit and loss account) in principle and draw first conclusions.
- Explain the most relevant terms found in annual financial statements.
- Understand and explain the most important performance objectives of a company.
- Explain and calculate performance ratios corresponding to those objectives.
- Explain the most important objectives, tasks and key terminology of cost accounting.
- Explain the general factors for entrepreneurial decisions (markets, customers, competition, cost of sales).
- Explain the significance of the contribution margin as a central term in cost accounting, and compute it.
- Explain the objectives and basic structure of cost accounting and profit centre accounting, and give reasons why cost awareness and entrepreneurial thinking are necessary.
- Explain the characteristics, advantages and disadvantages of the principle legal forms of business organisation
- List the legal requirements for setting up and running a company
- Explain the principle legal restrictions on operating a business in the UK

Additional information

Participants are requested to bring with their own business accounts. If this is not possible, sample business accounts/ case studies will be provided.



Presenting Yourself Effectively

An effective business presentation is an important communication skill for everyone. Getting it right first time is crucial in showing the presenter and the organisation in the best possible light.

This course is designed to focus on careful preparation, defining the purpose and structure, building the confidence of the presenter together with an understanding of the audience needs.

Who should attend?

For anyone who has to speak to small or large groups of people, colleagues or clients. This course is suitable for those who have had little or no experience of presenting or feel uncomfortable in their ability to do so.

Duration: 2 days or delivered on two separate days

Course Objectives

By the end of the course, participants will be able to:

- Identify the 3 elements essential to a presentation
- Demonstrate the structure of an effective presentation
- Describe the primary purpose of a visual aid
- Use two visual aids smoothly and competently
- Demonstrate positive, non verbal communication

Course Overview

- Define the purpose of your presentation
- Plan and prepare for a presenting
- How and when to use visual aids
- Understand the features of positive body language
- Dealing with nerves
- Dealing with questions
- Action Planning

Additional information

Participants will be required to bring with them a business or personal topic which will form the basis of the final presentation



Conducting Appraisal Interviews

The performance appraisal is vital in improving performance and people management. It is an important way of showing how individuals are contributing to the achievement of business objectives.

This course is designed to help managers become more effective in developing, supporting, coaching and managing the performance of staff.

Who should attend?

Managers, newly promoted managers, team leaders, supervisors who are currently undertaking staff appraisals or will be required to.

Duration: 1 day

Course Objectives

- By the end of the course, participants will be able to:
- Understand how the performance review is linked to business objectives
- Identify the common barriers to good performance management
- Conduct a structured review with their team members
- Use effective questioning techniques
- Understand the process of giving & receiving feedback

Course Overview

- What is an appraisal?
- How does the appraisal link to the organisational objectives?
- Preparing for an appraisal
- Common barriers to effective appraisals
- The role of the appraiser and appraisee
- Giving constructive criticism
- Understand key interpersonal skills
- Action Planning



Leading & Developing Your Team

In today's organisations, managers must be able to develop a motivated and committed team that will achieve outstanding performance and business results. Running an effective operation through the efforts of other people can have a significant impact on the businesses results

This course will help managers focus on the essential skills and qualities required for effective leadership to build a successful team.

Who should attend?

Newly appointed managers, team leaders and supervisors or soon to be appointed to the role or experienced managers, team leaders and supervisors who welcome a refresher course.

Duration: 2 days or delivered on two separate days

Course Objectives

By the end of the course, participants will be able to:

- Describe the key skills and characteristics of successful leaders
- Identify their preferred leadership style
- Use a range of motivation strategies and practices to maximise individual and team performance
- Identify how to manage time more effectively
- Understand effective delegation and when to use it

Course Overview

- Leadership or followship?
- Recognising when to use different leadership styles
- What motivates individuals and teams?
- Understanding how to manage time more effectively
- What is delegation and when do I use it?
- Action Planning



Train the Trainer

In all organisations, people make the difference and their development is a top priority. Delivering excellent training is vital to ensuring people develop the right skills and competencies.

This course provides a practical foundation for new trainers to design, develop and deliver training sessions that will assist the individual in the workplace. Participants will learn how to maximise individual learning through their approach and training style and build their confidence in their ability to interact with and motivate employees.

Who should attend?

Anyone, who may be required to deliver training as part of their role and those looking to build on their current skills.

Duration: 2 days or delivered on two separate days

Course Objectives

By the end of the course, participants will be able to:

- Define the role of the trainer
- Understand the individual's learning process and adapt the training to meet the group's needs
- Write appropriate objectives for a learning session
- Identify training materials and content structure
- Evaluate the effectiveness of the learning session

Course Overview

- The role of the trainer
- How to identify individual learning needs
- Why have objectives and how to set them
- Developing appropriate learning materials to meet the audiences needs
- How to deliver a training session with confidence and meet the needs of the learner
- Evaluating the effectiveness of learning
- Action Planning



Managing Your Time More Effectively

Increasingly, individuals are being asked to achieve high levels of performance within greater time constraints and fewer resources.

This course is designed to enable the individual to understand how to manage their time and improve their effectiveness.

Who should attend?

Managers and individuals who are seeking to manage their time more effectively for personal and professional benefit.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to:

- Identify common barriers to effective time management
- Identify what helps people manage their time more effectively
- Prioritise key tasks and plan to achieve
- Describe the process of managing meeting effectively
- Understand effective delegation

Course Overview

- Why is time management important?
- What are the common barriers?
- Developing your personal time management strategy
- What is delegation and when to use it
- Action Planning



Coaching for Results

An essential skill for any manager in today's organisations is coaching. With many organisations choosing fewer management layers there is a greater emphasis on the individual to develop the performance of others.

This course focuses on recognising the value of coaching and understanding how effective coaching can add value in the workplace.

Who should attend?

Managers, trainers and individuals who are seeking to develop their knowledge and understanding of coaching. Those recently appointed to a position that is responsible for coaching in their organisation.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to:

- Understand the process of coaching
- Understand their own coaching style
- Explain the different learning styles and why these are important to coaching
- Identify barriers to learning and how to overcome them
- Demonstrate listening and questioning techniques
- Give and receive feedback as a coach

Course Overview

- What is coaching and what does it mean to me and my team?
- What is my coaching style
- Commonly used coaching models
- Identifying individual learning styles?
- What are the common barriers to effective coaching?
- Effective listening and question techniques
- How to give and receive effective feedback
- Action Planning



An Introduction to Project Management

More and more managers are being asked to manage specific projects within their organisation. This course has been designed to provide you with the skills and knowledge needed to effectively plan, manage and control projects using traditional management tools.

Who should attend?

Anyone, who is new to managing projects or wishes to update their skills and knowledge.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to:

- List the 3 key elements of a project
- Identify the key roles and responsibilities in managing a project
- Explain the benefits of planning
- List the four key elements of setting project objectives
- Explain how to organise, plan and control a project

Course Overview

- What is project management?
- How do projects benefit the organisation
- What are the key elements to managing a project?
- What are the key roles and responsibilities?
- Why do we need to plan?
- How to set project objectives
- How to organise, plan and control small and large projects
- Action Planning



Motivation and Teambuilding

We all would like to think that we have highly motivated individuals and teams in our organisation. But do we really understand how people are motivated and how to improve performance through our people?

This course will provide an understanding of what motivates people and teams.

Who should attend?

Experience or newly promoted managers, team leaders and supervisors who lead a team(s) of people.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to:

- Describe the theories behind motivation and how these are applied.
- List four key stages of building teams
- Identify the different styles & methods of leadership for individuals and teams
- Identify how you will use your new skills back in the workplace

Course Overview

- Understanding people
- What motivates you?
- The three C's
- Team dynamics, control conflict and building teams
- Leadership styles and how to effectively use them
- Action planning

Additional information

Participants will be required to undertake activities throughout the day and casual dress is required.



How to Set a Business Plan

Having a business plan is essential for organisations. This course provides an understanding the importance of strategic planning and tools and techniques to produce a robust business plan for the organisation.

Who should attend?

Directors and those involved in formulating the business plan for small and medium sized organisations.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to:

- Understand strategy and why it is important
- Identify the links between vision, mission and strategy
- Understand each phase of the strategic planning cycle
- Use strategic planning tools

Course Overview

- What Is Strategy
- Vision Mission and Strategy and why this adds value to all stakeholders
- Undertaking a gap analysis - The Three Leading Questions
- The Strategic Planning Cycle
- Strategic Planning Tools
- Formation of strategic objectives, targets, measurement and financial commitment
- Action planning



Emergency First Aid for the Appointed Person: 6 hour programme

This is a one day course in basic first aid. It is an introduction to the subject and is designed for those who have no experience in first aid as well as those who want to update their skills. The course is ideal for those working in low or medium risk workplaces, or supporting First Aider's in higher risk areas.

Course Aim

To provide the delegate with the necessary knowledge and skills to meet the requirement for First Aid support within the terms of Health and Safety (First Aid) regulations 1981.

Duration: 6 hours

Course Content

Participation will provide the delegate with the knowledge of:

- Awareness of the role and responsibilities in the workplace
- Compliance with legislation relating to health and safety
- Principles of first aid
- Effective communication
- Management of illness and minor injuries in the workplace
- Dealing with blood loss and shock
- Dealing with medical emergencies
- Heart structure, circulation, vital signs of life
- Effects of oxygen depletion on organs
- Indications of oxygen depletion
- Recognition of cardiac arrest/strokes
- Causes of cardiac arrest/strokes/unconsciousness

Delegates will be assessed on the following areas:

- Assessing a conscious person (with an injury)
- Deliver the most appropriate treatment (wound dressing)
- Demonstrate effective communication skills
- Explain how to manage medical emergencies
- Placing a casualty in the recovery position
- Maintaining a safe airway
- Acting on the recognition of arrest
- Performing CPR
- Monitoring ventilation and compression rate

The course will involve a high level of person to person contact and practice on manikins working on the floor and it is advisable to wear appropriate clothing.

Following successful completion of the course, you will receive a First Aid Appointed Persons certificate of attendance. The certificate is valid for three years.



Risk Assessment

Risk assessment is an essential part of the planning stage of any health and safety management system. It is vital that managers understand how to perform a risk assessment and accurately record their findings acting promptly to reduce risk.

This course provides an introduction to risk management and formal risk assessments.

Who should attend?

Anyone, who is responsibility for Health and Safety or those who manage a team of people.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to: -

- Define the terms hazard, risk and risk assessment
- Describe practical ways to reduce risk in the workplace using the hierarchy of risk control
- Identify groups and individuals who are at high risk
- State when and why a risk assessment should be reviewed
- Evaluate levels of risk
- Perform a basic risk assessment



Professional Reception Skills

Your receptionist is the first contact for your customers and first impressions count. The receptionist is crucial for the success of any organisation it is therefore essential that the receptionist creates the right impression.

Who should attend?

Newly appointed receptionists and also experienced receptionists who are looking to update their skills

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to: -

- Define the role of the receptionist and the skills required
- Understand the communication process and the importance of building rapport
- Understand the importance of non verbal communication and how to demonstrate this in practice when meeting visitors face to face
- Demonstrate good listening and questioning skills
- State the best practice for greeting and assisting visitors
- Demonstrate first class telephone techniques
- Understand how to handle complaints effectively

Additional Information

Participants will receive a course workbook which will provide reference materials.



CIEH Level 2 Award in Health and Safety in the Workplace

Health and Safety of employees is a priority for any business. This course provides the essential knowledge and understanding of the basics of Health and Safety in the workplace to contribute to the improvement of the organisation's health and safety working practices.

Who should attend?

Anyone, who requires knowledge of Health and Safety and those requiring a refresher course. Successful participants will receive the Chartered Institute of Environmental Health Level 2 Award in Health and Safety in the Workplace.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to: -

- Understand employers and employees responsibilities for Health and Safety in the workplace
- Identify the key elements of Health and Safety law and the practical implications for the workplace
- Identify key hazards and understand the principles of risk assessment
- Report potential Health and Safety problems
- Understand the importance of Health and Safety and working procedures

Additional Information

Participants will receive a course workbook which will provide reference materials.

Assessment

Participants will be required to complete a multi choice examination paper at the end of the course



CIEH Principles Manual Handling Certificate

This course will enable employees to contribute to the development of safer manual handling methods and tasks. It focuses on the theory of manual handling, hazards of manual handling, the risks involved and manual handling assessment.

Who should attend?

All employees and managers who require an introduction to the principles of manual handling. Successful participants will receive the Chartered Institute of Environmental Health Principles of Manual Handling Certificate.

Duration: ½ day

Course Objectives

By the end of the course, participants will be able to: -

- Explain what is meant by the term 'Manual Handling' and give examples
- Explain how manual handling can cause injury and give examples
- State the principles for controlling manual handling risks and apply these in a practical context
- Demonstrate a general understanding of the value and purpose of conducting a manual handling assessment and what employees can expect of such assessments
- Demonstrate an understanding of the main provision of the Manual Handling Operations Regulations

Additional Information

Participants will receive a course workbook which will provide reference materials.

Assessment

Participants will be required to complete a 20 question multi choice test paper at the end of the course.



CIEH Foundation Certificate in Stress Awareness

Workplace stress is commonplace in the UK and most businesses at one or another will experience individuals suffering with stress. The HSE has calculated that around 13.4 million working days a year are lost to stress in the UK with 1 in 5 people affected

Who should attend?

All employees and managers who wish to raise their awareness of likely sources of work related stress. Groups from the same company will be entitled to a discount on course fees.

Successful participants will receive the Chartered Institute of Environmental Health Foundation Certificate in Stress Awareness.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to: -

- Explain what is meant by the term stress and in particular work related stress
- Explain the importance of controlling stress in the workplace
- Explain the typical stress related factors in the workplace
- Identify stress in colleagues and themselves
- Monitor colleagues and themselves in relation to stress at work
- Advise on and implement controls in the workplace to reduce stress
- Understand how to carry out an individual stress risk assessment

Additional Information

Participants will receive a course workbook which will provide reference materials.

Assessment

Participants will be required to carry out a written assessment, which consists of a personal assessment and also a review of working practices in their own workplace.



CIEH Level 2 Award in Conflict Resolution and Personal Safety

Conflict in the workplace can happen with colleagues, customers, members of the public, patients or clients. According to the Chartered Institute of Personnel and Development, bullying and harassment costs employers £2bn in lost revenue and 80m lost working days annually. However an understanding of conflict can help individuals to resolve disagreements before they escalate.

Who should attend?

Anyone whose work brings them into contact with others this includes off site lone workers. Groups from the same company will be entitled to a discount on course fees.

Successful participants will receive the Chartered Institute of Environmental Health in Conflict Resolution and Personal Safety.

Duration: 1 day

Course Objectives

By the end of the course, participants will be able to: -

- State the factors that contribute to a confrontational situation
- Describe the principles of conflict management
- Identify the key elements of relevant legislation and the practical implications for the workplace
- Understand the concepts of a safe working environment and how the risk of conflict can be assessed
- Understand the use of appropriate methods to de escalate a confrontational situation
- Understand the importance of personal safety and how to establish a personal safety zone

Additional Information

Participants will receive a course workbook which will provide reference materials.

Assessment

Participants will be required to complete a multi choice examination paper at the end of the course



Terms and Conditions

Payment

Full payment must be made 14 working days prior to the first day of the course. Delegates will not be allowed to attend the courses unless full payment has been received. An invoice will be issued upon receipt of full payment. Bluekatz reserve the right to re allocate the course place to another delegate if payment has not been received. We accept payment by cheque and BACS transfer.

Cancellations and Course Transfer and Non Attendance

All cancellations and requests for transfer must be given in writing by post, fax or email.

Cancelling Courses

Cancellations received 15 working days or more before the start of the course will incur a cancellation fee of 25% of the full course fees.

Cancellations received 10 -14 days before the start of the course will incur a cancellation fee of 50% of the full course fees.

Cancellations received 0 – 9 days before the start of the course will incur a cancellation fee of 100% of the full course fees.

All cancellations must be given in writing by post, fax or email.

Course Transfer

There is no charge for transferring to a future course date if requested 20 or more working days before the start of the course. Requests to transfer 19 days or less from the start of the course will incur an administration fee of 25% of the full course fee.

Non Attendance

If a delegate fails to attend the course, the full course fee is payable.

Changing Delegates Details

If you wish to replace the named person for a substitute from the same organisation, there will be no charge. To assist in our administration, please inform us as soon as possible of the named person and any special requirements.

Cancellation of Courses by Bluekatz Training and Changes to Course Content

Bluekatz training continually review the quality and content of all its courses to ensure a high standard is maintained. Bluekatz Training reserves the right to alter the course content and tutor without prior notice. We also reserve the right to cancel a course at any time without liability. In the unlikely event of this happening, delegates will be offered an alternative date, credit note or full refund.

Course notes and training delivered can not be relied upon for legal interpretation. Neither Bluekatz Training nor its employees, trainers or consultants can accept responsibility for delegate's actions or those of other people reading from or interpretation of course notes in litigation, or responsibility for loss incurred as a result of relying on the training or the training notes.

