



SVC
training

THE **TRAINING** PEOPLE

Training & Coaching Services



SVC – Your Training Partner

A company's most valuable asset is its workforce. When a company invests in training, employers quickly see a return on their investment through increased motivation, empowered and engaged staff leading to improved retention, as well as improved quality of service and ultimately increased profits. Succession planning and identifying and developing talented individuals within a business can safeguard the future for you and your business.

SVC Training, Staff Development and Coaching will:

- ✔ Bring lasting impact to improve the productivity and profitability of your business
- ✔ Ensure staff have the skills they need to be successful in their roles and with the right skills in the right areas of your business
- ✔ Develop the individuals and the business for future growth
- ✔ Improve levels of employee engagement, motivation, morale and overall retention
- ✔ Bring to life the Company values and vision

We work in partnership with you to recommend the most suitable training to meet your needs and/or create custom-made programmes ensuring that you get the best value from your training budget.

We favour real experiences over lengthy presentations and 'death by PowerPoint'. Our primary goal is to ensure that everyone leaves motivated and energised with a bank of fresh ideas that they can incorporate back into both their roles and the business.

Our training and coaching services are delivered at our state-of-the-art training facilities in Colchester, although we are also able to deliver most courses off-site at your choice of location if needed.

The following information gives an overview of the key courses and programmes that we deliver.

If you would like more detailed information on the course content or course details, please get in touch with us now on 01206 262 117.

“It's a real pleasure to see employees grow to their full potential and achieve things which even they didn't know they could do.”

Cobb Europe

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ILM Qualifications

Part of the City & Guilds Group, ILM* is Europe's foremost provider of leadership and management qualifications. ILM is the largest awarding body for professional management and leadership qualifications across Europe, and qualifications achieved with ILM are recognised across the European Union and in many other areas of the world.



All ILM qualifications are aligned to the UK Qualifications and Credit Framework, and all are accredited by the Office of Qualifications & Examinations (Ofqual).

As a rule, qualifications come in three sizes: Award, Certificate and Diploma. At SVC, each ILM VRQ (vocationally related qualification) is composed of a set number of credit-based units. ILM offer an extensive range of credit-based units to choose from covering a wide range of management and leadership knowledge and skills that are suitable for every level, from aspiring team leader to the highest levels of senior management. For some of the specialist qualifications there are mandatory units to be completed as part of acquiring specialised knowledge and skills associated with these, but there may also be a requirement to undertake additional optional units, which can be selected in conjunction with learners to target their individual learning needs and create a tailored learning provision.

Each credit-based unit has a recommended number of guided learning hours which is time with the Tutor, self-directed study and research time. Time with the Tutor for each unit usually takes place in the form of tutorials, during which content and knowledge for each unit is delivered. Tutorial length can vary depending on the content to be delivered as part of the unit and format of delivery; a typical tutorial ranges from 2-4 hrs but can be as much a day or more. Our experienced Tutors decide, where appropriate, if unit content is best split into more manageable tutorial sessions, factoring in the overall learner experience and individual learner needs and capabilities. Tutorials may be delivered as training room-based sessions, or as supervised practice/activities or remotely online. (The online tutorial sessions are not pre-recorded and are delivered live by the Tutor ensuring they are interactive and participative in their design and delivery, ensuring learners have opportunity to fully engage and ask questions.) For each unit learners will be required to undertake an assessment activity which is normally in the format of a written assignment.

ILM qualifications are ideal for individuals wishing to: 1) acquire a wide range of relevant knowledge, skills and behaviours that can be applied in the workplace context, 2) gain a professional accredited qualification to support them in furthering their career. They are also excellent platforms for further studying too!

Learners can and are actively encouraged to put their learning into practice as they progress, realising an immediate benefit to the business.

SVC has been an approved ILM centre since 2009 and in 2018 was awarded the coveted Direct Claims status for all the qualifications we deliver.



** ILM was formerly known as Institute of Leadership and Management*

At SVC we offer:



Management & Leadership Qualifications

Level 2 Award and Certificate in Leadership and Team Skills: Ideal for practising team leaders, helping them become more effective and confident in their role. They also support new or aspiring team leaders, helping them make the transition from working in a team to leading a team.

Level 3 Award, Certificate and Diploma in Leadership and Management: Designed for individuals who have management responsibilities but no formal training and are serious about developing their abilities. This will support practising team leaders seeking to move up to the next level of management and managers who need to lead people through organisational change, budget cuts or other pressures.

Level 4 Award, Certificate and Diploma in Leadership and Management: Designed for new and aspiring middle managers, these qualifications help learners to get to grips with their role, gain comprehensive business knowledge and develop the technical skills they need to lead effectively at this level.

Level 5 Award, Certificate and Diploma in Leadership and Management: Designed for practising middle managers, helping them to develop their skills and experience, improve performance and prepare for senior management responsibilities.

Level 7 Certificate in Leadership and Management: Designed for senior managers and leaders who recognise that they must satisfy various internal and external stakeholders and who want to invest in their own personal brand. They are looking to make the best strategic use of resources and understand the need to innovate and optimise performance to develop the organisation for the future.



Coaching and Mentoring Qualifications

Level 2 Award in Effective Mentoring Skills: This qualification is for those who wish to develop their knowledge and skills in order to understand and undertake effective mentoring in a range of situations, such as a commercial organisation, the voluntary sector and community groups.

Level 3 Certificate in Coaching and Mentoring: This qualification is designed for managers seeking to gain the skills, knowledge and confidence to coach and mentor people as part of their normal role. It's also the ideal starting point for a career in coaching and mentoring.

Level 5 Certificate or Diploma in Effective Coaching and Mentoring: These qualifications are for managers and those with significant responsibility for effective coaching and mentoring as part of their daily role within an organisational context. They are also ideal for individuals who wish to move into a development role or start a career as a freelance coach or mentor.



Facilities Management Qualifications

Level 3 Certificate in Facilities Management: Ideal for learners who are considering a move into FM or have some operational experience in the role and want to consolidate their knowledge and develop their skills. These qualifications are ideal for those seeking to develop FM competencies backed by broader leadership skills.



Construction and Site Management Qualifications

Level 3 Certificate in Leadership and Management for the Construction and Built Environment Sector: Aimed at team leaders, supervisors, foremen and site managers seeking to gain a thorough understanding of leadership and management principles to effectively lead, supervise and safely manage staff in the built environment and construction industry. Currently this course attracts funding from the CITB.

Management in a Box™

SVC's Flagship Management Skills Programme

Designed to enable delegates to complete a total cycle of management activities and embed them into the business. A 12-month programme to develop managers' skills, knowledge and potential to enable them to become action-centred leaders. Managers will attend one day workshops where each session will focus on developing a specific skill or area of knowledge:

Management in Box™ Workshops:

- ✔ Buddy to Boss
- ✔ Building High Performing Teams
- ✔ Coaching Essentials
- ✔ Delegation Skills
- ✔ Facilitation and Presentation Skills for Effective Meetings
- ✔ Management Essentials
- ✔ Manager as Motivator
- ✔ Manager as People Manager
- ✔ Managing Generations
- ✔ Managing Your Workload and That of Your Team
- ✔ Mediation Skills for Managers
- ✔ Moving up to Manager
- ✔ Conversations Every Manager Needs to Have
- ✔ Taking the Team with You
- ✔ Team Dynamics

Buddy to Boss: This training is designed to support you in the transition from team member to a manager. We explore the challenges faced as you balance your own workload with managing the workloads of others. You will look at your instinctive management style and explore the impact this style will have on those around you.

Building High-Performing Teams: We look at strategies to really build high-performing teams, setting clear objectives, building trust and accountability. In your role as performance builder you will then need to make sure your team are engaged and feel stretched in their roles.

Coaching Essentials: This highly practical and interactive workshop focuses on developing the core skills of coaching, giving confidence to those keen to try out a variety of different coaching tools and techniques.

Delegation Skills: Delegation is one of your most valuable management tools. Done well, it saves you time, allowing you to focus on more of your longer term and more strategic tasks. It also helps to stretch, develop and motivate your team. And naturally it gets the job done. For you and your team, that means increased job satisfaction and greater success.

Facilitation Skills: This highly practical session will show you how to prepare groups for a focused meeting, the importance of encouraging diverse points of view and how to keep the group focused and moving towards the achievement of the stated meeting objectives.

Management Essentials: This training gives managers an overview of their role and responsibilities as a manager and also looks in detail at what we believe to be the key skills of effective management.

Manager as a Motivator: This session will focus on how to provide inspirational management to your team as well as how to build and maintain momentum in the team's effort. Particular emphasis is given to the things you need to provide as a manager if you are to fully develop the Manager/Employee Psychological Contract.

Manager as a People Manager: This training explores the value of building a robust people management culture, one that stretches performance and builds skill and motivation levels across an organisation. You will analyse your own management style and examine the impact this style has on your ability to motivate and manage others.

Managing Generations: A challenge faced by every manager in the workplace is understanding how to effectively manage staff from different generations to get the most out of them. This workshop explores in depth the generational differences in attitudes and behaviours and expectations of staff in today's society and looks at approaches and techniques to enable you to get the best from your staff and effectively manage the team.

Managing Your Workload and that of Your Team: This workshop aims to show you how to approach your ever-expanding to-do list in a way that guarantees that you focus on the important things, helping you and your team identify the difference between quick wins, major projects and thankless tasks. The workshop will show you how to delegate effectively, developing a sense of accountability and responsibility in others that motivates performance.

Mediation Skills for Managers: This session gives you the tools and confidence to help those in conflict to identify and agree joint solutions, leading to the best possible outcomes for the individuals involved and for your organisation.

Moving up to Manager: Moving up to Manager explores how to make this transition as smooth as possible through developing your own management style, setting the boundaries from the start and building new and effective working relationships with those around you.

Conversations Every Manager Needs to Have: Engagement levels, motivation levels, performance levels and general wellbeing can all be improved through the quality of conversations that are happening around your organisation. Are the conversations happening? If they are, are they happening in a way that brings the results you want? In this training we aim to show you the most important conversations you need to master if you're to get the best out of your team.

Taking the Team with You: In this training we help you to develop a vision and values to engage the team in the direction that you're headed. We also show you how to target and develop the skill set, mindset and behaviours of others that will support you in the delivery of your objectives.

Team Dynamics: Using a variety of different models and techniques we will assess not just your own, but also your team members' communication and overall work behaviours and preferences. We can then explore the impact this will have on overall team performance.

TM – Management in a Box is a trademark of SVC Training & Development

General Management and Leadership Skills

Effective People Management Skills: The role of the manager can be a challenging one. Effective management depends on a blend of appropriate skills, knowledge, attitudes and behaviours, coupled with relevant experience. This program will help managers and aspiring managers to gain the skills they need to motivate and manage the performance of others in the workplace.

Developing Yourself as a Team Leader: To understand the role and responsibilities of a team leader and be able to improve personal performance.

Understanding Leadership Management and Self-Awareness: To develop knowledge and understanding of leadership as required by a practising or potential first line manager and to couple this with beginning developing a deeper self-awareness of personal style, impact and presence.

Management Communication: To be able to develop effective communication skills as a reflective manager. This highly participative course will provide you with the knowledge and understanding of the functions of the manager as well as provide you with the practical tools and skills to become an effective manager in the workplace.

Understanding Conflict and Stress: This course covers causes, stages and effects of conflict in the workplace, providing strategies and tools for managing and resolving conflict. It also covers work-related stress, enabling delegates to identify the symptoms and equipping them with techniques to manage it.

Developing a Team and Team Motivation: To support and develop managers to get to the heart of what makes their teams tick. Through understanding of basic theory and insights of communication, vision, purpose and values-led approaches, the manager can begin to develop their team.

From Manager to Leader: This key course is aimed at senior managers or middle managers in development to senior roles to develop knowledge and understanding of leadership presence and developing an awareness of their personal brand and their legacy driven by personal values and authenticity.

1-2-1 Executive Leadership Coaching/ 1-2-1 Management Coaching: Using leadership and management expectations, a series of 2 hour 1-2-1 coaching sessions will facilitate self-awareness and self-development through a process that stretches, challenges, questions and sets goals for personal and professional transformation.

1-2-1 Personal Development Coaching: This empowers the individual to take stock of their current situation and to set timely and achievable goals. This involves the process of exploring life/work balance and personal and professional goals.

Project Management: This course supports current or aspiring project managers to have a broad understanding of how to manage a project from start to finish and the basic framework within which projects are planned, implemented, monitored and evaluated.

Leaders for the Future

Within the dynamic and time-pressured business environment of top-level management, time is a scarce commodity. Finding the opportunity to develop effective management and leadership skills can be a real issue.

To address this need, SVC have designed a programme of leadership training which has been specifically developed in a compressed, fast-paced and dynamic format to ensure maximum engagement and to produce immediate results.

The **SVC 'Leaders for the Future'** programme has been designed specifically for leaders and senior management to fit into their time-pressured schedules. The programme provides skills, knowledge, tools and confidence to enable delegates to become action-centred leaders and embed their learning into the business from the outset.

Training Modules

The programme is comprised of specially developed modules, adapted to the learning capacity of senior management:

- 6 sessions of intense, 'compressed' training
- Underpinned with theory and experience
- Practical focus, with discussion at the core
- Fast-paced and dynamic
- Highly participative and interactive

Programme Structure

The programme is comprised of six training modules, recommended one module per month. During the programme factors that are important for Leaders for the Future will be explored, which are all underpinned by theory, practical advice and guidance. These focus on three elements:



By the end of the learning, delegates will have the tools and techniques to:

- ✓ Develop a positive approach to leadership.
- ✓ Utilise clear methods of getting the best out of your team and those around you.
- ✓ Implement working practices that will assist you in becoming a great leader.
- ✓ Understand leadership styles
- ✓ Understand leadership qualities and review own leadership qualities and potential
- ✓ Manage performance to get the best from your teams

During the course, delegates will get involved, they will be able to share experiences, and consider when things have gone well, and when things have gone not according to plan.

“Managers do things right, and leaders do the right thing”

Warren Bennis, the contemporary field of Leadership Studies pioneer

Course Content

Delegates will work through why these three areas, as well as others, are vital to be a successful and respected leader.

What delegates will take from the course:

- Understanding of how to problem-solve
- Know how to bring people and departments together and how to respect one another
- A safe space to share experiences to learn from each other
- Open doors to new communication channels
- Boost morale across your business
- Help to increase staff retention
- Help to be a more efficient leader

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## **Coaching for improved performance**

We have a vast range of expertise in the business which we want to share with you.

### **Amanda Coulson**

An Executive Business Coach, working with organisations on all aspects of executive, management, and team development. Her work covers organisational change and restructuring, career progression and personal development, team development and team effectiveness and self-awareness and personal goals. She is also an ILM trainer.

She has been involved in major cultural change programmes, providing strategic vision, leadership, coaching and mentoring to promote positive managerial attitudes to change to maximise business efficiency and growth.

Amanda’s coaching skills are enhanced by her own commercial experience, and she balances cognitive intelligence with emotional intelligence to encourage a greater depth of understanding and sustained learning.

### **Amanda Cowan**

Amanda is an organisational psychologist with extensive leadership development experience in the areas of talent assessment and talent development, leadership training, consultancy and coaching across the commercial, public and learning sectors.

She is a member of the Chartered Management Institute (CMI) and a Board Member for N&SCP. She applies sound psychological principles to the identification and development of talent, including assessment and development centres, coaching and leadership development programmes. She delivers ILM Management and Leadership qualifications.

She has an exceptional track record in the design and delivery of a range of management and leadership development projects for large global and public sector organisations.

# Construction Sector-Specific Courses

## **ILM Level 3 Leadership and Management Qualification - Construction and Built Environment Sector**

Aimed at team leaders, supervisors, foremen and site managers seeking to gain a thorough understanding of leadership and management principles to effectively lead, supervise and safely manage staff in the built environment and construction industry.

This course is greatly valued for its time effectiveness in comparison to the NVQ equivalent. Delivered in 5 days of classroom training over a period of 5-6 months, no in-work assessment is required. In addition, successful completion of the course provides the proof required for the CSCS AQP card and the course attracts funding from the CITB.

## **Site Management Training for Site Managers and Site Engineers**

The following courses are aimed at site management personnel and they have been specially developed with a focus on group discussion to embed learning and maximise engagement levels.

### **Commercial Awareness and Contract Management**

This course will help improve commercial understanding at site level and give site supervisors/managers an awareness of their responsibilities with regards to contract management to ensure best practise is understood and achieved.

### **Project Management**

Giving an insight into the role of project managers, this course focuses on helping site management staff work more effectively with project managers, discussing and agreeing standards and consistency of approach. Subjects include site planning, managing resources, controlling costs and waste, safe systems, recording and reporting, team performance and communication issues.

# Sales and Customer Service Skills

**Sales Masterclass:** Suitable for anyone in a current sales-orientated role, whether new to sales, an experienced professional requiring a boost in confidence and fresh ideas or an existing team member that needs a refresher and update on skills and techniques. This course will hone and polish your skills and provide an innovative approach to selling, ensuring you retain existing business as well as attracting new.

**Sales in a Box:** This 6-month programme offers the complete range of sales training, catering for core skills through to advanced sales techniques. Sales people need the right mix of skills and processes to enable them to do their job effectively.

These course modules address all sales areas and help your sales team, whatever their experience, achieve the best results they can.

## Sales in a Box module options:

- Achieving Sales on the Telephone
- Asking for Business
- Commerciality
- Effective Sales Planning
- Marketing Essentials
- Practical Sales Skills
- Motivating People to Become Winners
- Giving Briefings/Making Presentations

**Developing Customer Service and Relationship Building:** This 2-part training course delivered over 1 day will enable customer-focused staff to become more effective, efficient and confident at providing exceptional customer service and to increase sales for their company.

**Effective Communication and Listening Skills:** During this highly interactive course, delegates will identify their communication skills, the challenges they face and explore various methods of communication.

They will look at tips, hints and solutions to overcome these challenges and improve their skills, as well as understanding the impact that poor communication can have on others, the business and themselves.

**Effective Customer Communication:** This 1-day course will enable customer focussed staff to become more effective, efficient and confident at providing exceptional customer service and increasing sales for their company.

**Exceptional Telephone Techniques and Customer Care:** Everyone in your business who uses the telephone will benefit from this course which is designed to develop and reinforce a culture of exceptional levels of customer care, enhancing the first and on-going impressions of excellence from your staff to your customers and contacts.

Particularly useful for employees new to your workforce or to their role, but also invaluable to established staff who need to polish their skills and improve confidence in their abilities.

# Personal Development

Personal development is a lifelong process. It's a way for people to assess their skills and qualities, consider their aims and set goals in order to realise and maximise their potential.

**Developing Personal Effectiveness:** This is a well-rounded management workshop that will bring managers together to improve their skills to enable them to proactively manage a team. This will lead to an increase in productivity, personal responsibility, better time management and ultimately business growth and profitability.

**Assertiveness and Confidence Building:** Assertiveness is a communication skill that enables self-empowerment, personal growth and personal change. It is a skill that enables people to be more confident and develop the right interpersonal skills that help them to become more effective both in their working and daily lives.

**Train the Trainer:** This course is designed to enable delegates to develop a range of participative techniques, increasing confidence by equipping them with the skills to deliver training sessions.

**Public Speaking and Presentation Skills:** This is a highly practical and interactive course that will give participants the confidence and techniques to speak publicly, prepare and deliver focused, professional and effective presentations.

**Time Management:** Time is our most valuable resource, especially in today's fast-paced, pressurised, target-driven world of work. This time management course will focus on the principles of good time management and will help you to organise and manage your time more effectively.

**Interview Insight and CV Writing Workshop:** This course is designed for anyone thinking about looking for a new position or attending an interview. Whatever the reason may be, attending this course will show you valuable interview techniques to aid you in securing your future.

**Effective People Management:** The role of manager can be a challenging one. Effective management depends on a blend of appropriate skills, knowledge, attitudes and behaviours, coupled with relevant experience. Gain skills to motivate and manage the performance of others in the workplace.

# Human Resources

**Appraisal Techniques:** For anyone conducting appraisals in the workplace that has had no formal training. You will be able to apply key principles and practices within these functions and improve your overall performance and personal effectiveness in handling a range of Appraisal questions.

**Introduction to HR:** This course provides an essential overview for anyone working in HR who has had no formal training and it will provide you with knowledge of the functions within the HR department. You will be able to apply key principles and practices within these functions and improve your overall performance and personal effectiveness in handling a range of HR issues.

**Performance Management:** This interactive workshop is designed to help delegates improve and develop their people management skills, specifically when managing individual performance and development in the workplace and will compliment your own company's HR policies and procedures.

**Developing Confidence in HR:** This course will benefit those responsible for managing staff within the organisation or those responsible for the HR function. It provides a solid foundation of knowledge for those with either no formal training, or those who wish to update on current changes.

**Disciplinary in Practice Workshop:** This interactive workshop is designed to help delegates improve and develop their confidence in conducting Disciplinary hearings and investigations. This allows delegates to practice implementing the disciplinary procedure and allow for constructive feedback and reflection.

**Managing Conflict in the Workplace:** This course will give you a proven approach and the relevant skills you can easily use whenever conflict does arrive. You will also gain an insight into how conflict can produce positive change, lead to unity and promote collaboration.

**Equality, Diversity and Inclusion:** This course aims to raise awareness of Equality and Diversity and encourages candidates to take a proactive approach to inclusion within the workplace. Equality and Diversity can be compromised by candidates own values, opinions, and prejudices - this course explores how prejudices develop and how they may influence people. Candidates will gain an awareness of discriminatory practice and the knowledge on how to promote equal opportunities for all and recognise the value of diversity and inclusive practices.

# Mental Health Awareness

Each year approximately 1 in 4 people in the UK experience a mental health condition and at least 1 in 6 employees experience common mental health problems whilst in the workplace. Research has shown that work is the biggest cause of stress which can stop people performing at their best.

## Who is this course for?

Anyone who wishes to enhance their knowledge and understanding about mental health. This course is designed to raise awareness of mental health, and to give delegates a broad understanding of some of the most common mental health problems that people may experience during employment. Attendees will not be expected to become an expert on mental health by the end of the course - the programme is more about giving delegates the confidence and skills to recognise some of the signs of mental health conditions as well as equipping attendees with the basic first aid skills to support people who may be showing signs of mental health conditions.

The role of a first aider for mental health is to provide basic mental health support or to be the first response to someone in need within the context of the workplace environment. The first aider for mental health is not clinically qualified to assess, diagnose or treat mental ill health but they will know the basic tools to listen to individuals who require first response support for their mental health.

## Course objectives:

By the end of the course delegates will:

- ✔ Have reflected upon experiences of supporting people with mental health issues
- ✔ Understand what is meant by mental health
- ✔ Have explored the taboo around mental health
- ✔ Understand the different causes of mental health problems
- ✔ Be able to recognise the signs of possible mental health problems
- ✔ Look at some specific mental health issues:
  - anxiety disorders, including generalised anxiety disorder and phobias
  - types of depression, including bipolar disorder
  - obsessive compulsive disorder
  - schizophrenia
  - eating disorders
  - personality disorders, including multiple personality disorder
- ✔ Be able to apply basic Mental Health First Aid - principles
- ✔ Know how to signpost - main sources of help and support
- ✔ Have created an action plan for implementing in the workplace.

This 1 day, face-to-face course is highly practical, participative and is delivered by Amanda Collinge - Wellbeing Specialist. Amanda is an Organisational Psychologist who specialises in the area of positive psychology, helping clients to reach and maintain their best self and in doing so maximises individual and organisational performance. Using positive psychology, Amanda's unique approach is to help individuals and organisations identify any unhelpful thinking patterns that get in the way of personal and organisational success and support them to refocus on positive patterns that enable, motivate and transform.

**“Each year approximately 1 in 4 people in the UK will experience a mental health condition and at least 1 in 6 employees experience common mental health problems in the workplace.”**

FAA (First Aid Awards Ltd)



# Health and Safety



IOSH Managing Safely

## Who should attend?

Managing safely is for Managers, Supervisors, Leaders, Small Business Owners and anyone who is directly responsible for managing or leading others in any sector and, any organisation. It's designed to get those responsible people up to speed on the practical actions they need to take to handle health and safety with the organisation.

## What will they get out of it?

What they need to know – and are perhaps reluctant to learn about – in a refreshingly informal way. Managing safely won't turn delegates into safety experts – but it will give them the knowledge and tools to tackle the health and safety issues they're responsible for. Importantly, it brings home just why health and safety is such an essential part of their job. Successful delegates are awarded an IOSH Managing Safely certificate.

## Module 1. Introducing Managing Safely

Some managers may see health and safety as an add-on to their role – even an intrusion. The first module makes it clear that managers are accountable for their teams and, makes a persuasive case for managing safely.

## Module 2. Assessing risks

This module defines and demystifies 'risk' and 'risk assessment'. Risk assessments and a simple scoring system are introduced, and delegates carry out a series of assessments.

## Module 3. Controlling risks

Here the session tackles cutting risks down, concentrating on the best techniques to control key risks, and how to choose the right method.

## Module 4. Understanding your responsibilities

This module looks at the demands of the law and how the legal system works and introduces a health and safety management system.

## Module 5. Identifying hazards

All the main issues any operation has to deal with are covered in this module – entrances and exits, work traffic, fire, chemicals, electricity, physical and verbal abuse, bullying, stress, noise, housekeeping and the working environment, slips, trips and falls, working at height, computer and manual handling.

## Module 6. Investigating accidents and incidents

The session starts with why accidents should be investigated, and goes on to cover why things go wrong, and how to carry out an investigation when they do.

## Module 7. Measuring performance

This module explains how checking performance can help to improve health and safety. Delegates learn how to develop basic performance indicators and get to grips with auditing and proactive and reactive measuring.

# Virtual (Live) Training Courses



You can also enjoy SVC's leading-edge classroom-based training for selected courses live online. And the virtual classroom courses shown below are our latest, which focus on coping in the new-normal working environment. These virtual classroom sessions are today's topics, solutions to the issues that clients have been asking us about.

The success of your business relies upon your team(s) being motivated and productive during this challenging business environment. We deliver the live virtual classroom courses on Teams or Zoom.

**Leading Through Uncertainty:** Your managers are facing all manner of challenges and working through extremely uncertain times. As well as being concerned about how to keep their teams motivated, you and they may also be worried about the wellbeing of their teams. This *Leading Through Uncertainty* virtual class course will not only help managers to give their teams the personal support that they need, but also give them the tools and techniques to manage their teams when challenges arise, such as change and adaptation.

**Managing Virtual Teams:** Managing virtual teams is not a new topic, but in 2020 it took a huge surge. A much higher percentage of people will now be working from home and will be for the foreseeable future. So, as well as the 'normal' leadership dilemmas, managers will also face a whole new set of potential hurdles when it comes to managing virtual teams. Managers will have to adapt to these challenges and look at different approaches. This virtual classroom course is also beneficial for those who have always managed virtual teams, and those who want to make their managers more effective. It will also help existing teams to refocus by developing existing and new management team skills.

**Resilience and Self-Care:** This virtual training course is aimed at helping you to develop your own personal resilience and resourcefulness, as well as how to confidently take unique 'ownership' of life and how you live it. During the course you will learn about what we 'mean' by resilience and resourcefulness. You will also learn that our genetic make-up can largely help with our capabilities, we can also learn through developing the right practices. Your second session is a 'support and review' of your experiences, in order for you to build confidence and leave with firm actions to help you to sustain and embed learning.

**Workplace Wellness:** This course is aimed at employees who need to develop a higher level of awareness when it comes to workplace wellness, for themselves and also the organisation as a whole. By raising

awareness of wellness, it will encourage employees to take responsibility for their health and wellbeing. This course will help employees to increase health and wellness by focussing on positive improvements they can make to their daily lives.

**Developing Personal Effectiveness:** This virtual training course is designed to increase your personal confidence and effectiveness as a Manager / Team Leader. You will develop key management skills in a virtual classroom workshop style training session where Managers are encouraged to strengthen their communication skills.

**Team Dynamics:** Have the skills it takes to get a team of people really pulling together and maintaining high levels of performance. We believe that if a team is to achieve optimum effectiveness it must focus on more than just a common goal and individual objectives and responsibilities. Using a variety of different models and techniques we will assess not just your own, but also your team member's communication and overall work behaviours and preferences. We can then explore the impact this will have on overall team performance.

**Introduction to Mindfulness:** This session is aimed as an introduction or a simple refresher for those new or with some experience of Mindfulness practice. It is aimed to be interactive, providing space for questions and sharing, supportive and a calming experience.

# e-Learning

Our Health & Safety, HR, Business Compliance and Soft Skills eLearning courses provide a convenient and affordable solution to upskilling your workforce and supporting you with your legal compliance and training obligations.

The online learning platform is simple to use and offers the very best in quality course content which has been accurately researched and written and is filmed and animated in an engaging way, which is designed to hold the learner's attention.

## Courses available:

*(Course timing and details of recognised accreditation shown in brackets)*

| Our most popular courses                                               |                                                                                        |
|------------------------------------------------------------------------|----------------------------------------------------------------------------------------|
| Abrasive Wheel Safety (40 mins, CPD, IIRSM, IOSH)                      | Fire Awareness in the Workplace (30 mins, CPD, IIRSM, IOSH, RoSPA)                     |
| Asbestos Awareness (30 mins, CPD, IOSH, IATP)                          | Fire Warden & Marshal Training (40 mins, CPD, IOSH, RoSPA)                             |
| COSHH (chemicals) (25 mins, CPD, IIRSM)                                | First Aid for the Appointed Person (20 mins, CPD, Skills for Care)                     |
| Cyber Security Awareness (35 mins, CPD)                                | Food Safety & Hygiene (Level 2) (70 mins, CPD, IOSH)                                   |
| Display Screen Equipment (DSE) (25 mins, IOSH, RoSPA)                  | Infection Prevention and Control Training (40 Mins, CPD, IIRSM, IOSH, Skills for Care) |
| Driver Awareness Training (50 mins, CPD, IOSH, RoSPA)                  | GDPR UK Essentials (35 mins, CPD, IIRSM, Skills for Care)                              |
| Electrical Safety Training (30 mins, CPD, IOSH)                        | GDPR UK for Management (65 mins, CPD, IIRSM, Skills for Care)                          |
| Equality & Diversity (50 mins, CPD, IIRSM, Citation)                   | Manual Handling in the Workplace (35 mins, CPD, IOSH)                                  |
| Health & Safety Essentials Training (40 mins, CPD, IIRSM, IOSH, RoSPA) | Working at Height (35 mins, CPD, IIRSM, IOSH, Skills for Care)                         |
| Health & Safety for Homeworkers (50 mins, CPD)                         | Mental Health Awareness for Managers (50 mins, CPD, IIRSM)                             |
| Mental Health Awareness (40 mins, CPD, IIRSM, IOSH)                    | HR Compliance & Wellbeing Training (45 mins, CPD, IIRSM)                               |

| Health and Safety Courses:                                                    | HR Compliance Courses:                                                                                                                                                                                                        |
|-------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Accident Reporting (20 mins, CPD, RIDDOR, IIRSM)                              | Assessing Mental Capacity (40 mins, CPD, IIRSM)                                                                                                                                                                               |
| Anaphylaxis & Allergies for Schools & Carers (40 Mins, CPD, IIRSM)            | Bullying & Harassment (20 mins, CPD)                                                                                                                                                                                          |
| Asbestos Awareness (+International) (35 Mins, IOSH, CPD, IATP)                | Conflict Resolution (30 mins, CPD, IIRSM)                                                                                                                                                                                     |
| Asthma Awareness for Schools & Carers (50 Mins, CPD, IIRSM)                   | Deprivation of Liberty Safeguards (30mins, CPD, Skills for Care)                                                                                                                                                              |
| CDM Regulations (30 mins, CPD, IOSH)                                          | Drug & Alcohol Awareness (25 mins, CPD, IIRSM)                                                                                                                                                                                |
| Confined Spaces (35 mins, IOSH, CPD)                                          | Equality, Diversity & Inclusion (60 mins, CPD, IIRSM, Skills for Care)                                                                                                                                                        |
| Diabetes Awareness for Schools & Carers, (45 mins, CPD, Citation, IIRSM, CPD) | FGM Awareness & Prevention (20 mins, CPD, IIRSM, Skills for Care)                                                                                                                                                             |
| Epilepsy Awareness for Schools & Carers (45mins, IIRSM, CPD)                  | Mental Health Awareness (40 mins, CPD, IIRSM, IOSH)                                                                                                                                                                           |
| Eye Protection (30 mins, CPD, IOSH)                                           | New & Expectant Mothers at Work (50 mins, CPD)                                                                                                                                                                                |
| First Aid Refresher (50 mins, CPD, Skill for Care)                            | Prevent Duty (20 mins, CPD, IIRSM)                                                                                                                                                                                            |
| First Aid Refresher: Emergency First Aid (20 mins, CPD, Skills for Care)      | Safer Recruitment in Education (50 mins, CPD, IIRSM, Skills for Care)                                                                                                                                                         |
| First Aid Requirements & RIDDOR (15 mins, CPD, Skills for Care)               | Sexual Harassment Awareness (20 mins, CPD, IIRSM, Citation)                                                                                                                                                                   |
| Food Allergy Awareness (35 mins, CPD)                                         | Stress Awareness & Management (30mins, CPD, IIRSM, IOSH, Skills for Care)                                                                                                                                                     |
| Food Safety & Hygiene (Level 1) (50 mins, CPD, IOSH)                          | Time Management (25 mins, CPD, IIRSM)                                                                                                                                                                                         |
| General Workshop Safety (35 mins, CPD, IOSH)                                  | Unconscious Bias (30 mins, CPD, IIRSM)                                                                                                                                                                                        |
| Hand Arm Vibration Awareness (20 mins, CPD, IOSH)                             | Business Compliance Courses                                                                                                                                                                                                   |
| Infection Prevention & Control (40 mins, CPD, IIRSM, Skills for Care)         | Anti-Bribery (25 mins, CPD, IIRSM)                                                                                                                                                                                            |
| Ladder Safety (25 mins, CPD, IOSH)                                            | Anti-Money Laundering (30mins, CPD, IIRSM)                                                                                                                                                                                    |
| Legionella Awareness (25 mins, CPD)                                           | Bomb Threats (20mins, CPD)                                                                                                                                                                                                    |
| LOLER (35 mins, CPD, IOSH)                                                    | Consumer Rights (35 mins, CPD)                                                                                                                                                                                                |
| Lone Working (45 mins, CPD, RoSPA)                                            | Customer Service Skills (35 mins, CPD)                                                                                                                                                                                        |
| Manual Handling including Tyres (40 mins, CPD)                                | Cyber Security Awareness (35 mins, CPD)                                                                                                                                                                                       |
| Medication Awareness in Care & Education (40 mins, CPD, Skills for Care)      | Environmental Awareness (45 mins, CPD, IOSH)                                                                                                                                                                                  |
| Moving & Handling People (50mins, CPD, Skills for Care)                       | Fraud Awareness & Prevention (35 mins, CPD, IIRSM)                                                                                                                                                                            |
| Noise Awareness (25 mins, CPD, IOSH)                                          | Modern Slavery (25 mins, CPD, IIRSM, IOSH, Skills for Care)                                                                                                                                                                   |
| Moving & Handling People (25mins, CPD)                                        | Whistleblowing (15 mins, CPD, IIRSM, Skills for Care)                                                                                                                                                                         |
| Noise Awareness (25 mins, CPD, IOSH)                                          | Management Courses                                                                                                                                                                                                            |
| Personal Protective Equipment (35mins, CPD, IOSH)                             | Health & Safety for Managers & Supervisors (40 mins, CPD, IIRSM)                                                                                                                                                              |
| PUWER (30 mins, CPD, IOSH)                                                    | School Trips for Management (30 mins, CPD, IIRSM, Skills for Care)                                                                                                                                                            |
| Risk Assessments (30 mins, CPD, IOSH)                                         | Unconscious Bias for Management (45 mins, CPD, IIRSM)                                                                                                                                                                         |
| Safer Recruitment in Education (50 mins, CPD, IOSH)                           |                                                                                                                                                                                                                               |
| School Trips for Organisers & Support (45 mins, CPD, IIRSM, Skills for Care)  | <b>New courses are always being added so if you cannot see what you are looking for please do not hesitate to get in contact <a href="mailto:admin@svcsolutions.co.uk">admin@svcsolutions.co.uk</a> or call 01206 262117.</b> |
| Sharps (20 mins, CPD, IOSH, Skills for Care)                                  |                                                                                                                                                                                                                               |
| Slips, Trips & Falls (30 mins, CPD, IIRSM, IOSH)                              | <b>One credit = 1 course, per person / Cost per credit = £25.00 +VAT</b>                                                                                                                                                      |
| Spill Kits (Bodily Fluids and Chemicals & Oils) (15/20 mins, CPD, IOSH)       | <b>Courses are available in other languages.</b>                                                                                                                                                                              |
| Working at Height (+International) (35 mins, CPD, IIRSM, IOSH, RoSPA)         |                                                                                                                                                                                                                               |
| Working in Licensed Premises (Bar Staff) (60mins, CPD)                        |                                                                                                                                                                                                                               |

# Bespoke Training

At SVC, we want to find out your 'WHY', and sometimes through those conversations we can clarify that a bespoke training course would be a better solution for your needs.

Our trainers extensive knowledge and experience combined with a vast library of materials means that we can develop a bespoke course or programme for your business. It may be an adaptation of one of the courses above, or a completely unique course to fit your needs. Through consultation we will discuss your specific requirements and find the trainer best suited for the audience.



# SVC Testimonials

“Through workshops, coaching and executive training, Sally has made a real impact on the company. Her work has instigated a real cultural change in the organisational, bringing greater unity and aligning behaviours with our corporate values. The training, which was given to all 100 staff in Colchester, has been so successful that we have rolled it out across the UK and Ireland.”

*Food Manufacturer*

“The constructive skills and techniques that she provided for the workplace environment were enhanced with a range of group activities which made the training fun and informative. Many experienced employees commented that it was the best course they have ever been on and the impact in the workplace has been immediate – Sally is a real ‘gem’.”

*Transportation Company*

“Please thank Sally for a great informative day; she’s kept everyone interested but most of all she definitely has changed my life forever.”

*Civil Engineering Services*

“During my time on the Management in a Box course I have grown massively in confidence in my job role and in myself personally. This has been down to the exceptional level of coaching and mentoring I have received from yourself, which has pushed me to become the best version of myself I can be within my role. You have shared a vast level of knowledge and experience in the industry and the passion you have for your job and students radiates from you and onto the people you are developing, which I personally have found inspiring.”

*Facilities Management*

“SVC became involved with us in 2012 when we rolled out a bespoke training programme, centred on conveying the same message to our different groups and levels of managers. Several of our managers also went on to have additional 1-2-1 coaching. Not only have the sessions been well received, but you can see the difference outside the classroom. Managers have taken new ideas and different approaches to their work environments and are having a positive impact on their team and their managers. It’s a real pleasure to see employees grow to their full potential and achieve things which even they didn’t know they could do.”

*Food Research Company*

“We certainly were all captivated by the delivery, knowledge and approach to learning new mind-sets and techniques. I know from first-hand experience that Amanda’s passion and ethos is ingrained through the whole of SVC and it shows. Looking forward to both our company’s growth in 2018 and beyond.”

*Manufacturer*

“We have been working closely with SVC on several training projects. They are very professional; the training is high quality with a service to match.”

*Food Manufacturer*

“The training provided was second to none, professional, enjoyable and adapted to suit our needs. SVC has the right mix of tutors to ensure that the students remain focused, keeping them on track with a sense of humour.”

*Property Developer*

*Or visit our website to read our Feefo reviews.*

# Executive Business Coaching

## *Coaching for Improved Performance*

See how we can help you with lasting effects to improve your productivity and profitability.

### **Amanda Coulson**

Amanda is CEO and Founder of SVC, a leading and award-winning consultancy business.

Amanda is also an Executive Business Coach, working with organisations on all aspects of executive, management, and team development. Her work covers organisational change and restructuring, career progression and personal development, team development and team effectiveness and self-awareness and personal goals.

She has been involved in major cultural change programmes, providing strategic vision, leadership, coaching and mentoring to promote positive managerial attitudes to change to maximise business efficiency and growth.

Amanda's coaching skills are enhanced by her own commercial experience, and she balances cognitive intelligence with emotional intelligence to encourage a greater depth of understanding and sustained learning.

Professional Certificate in Executive Coaching (Borders Connect).

### **Amanda Collinge**

Amanda is an organisational psychologist with extensive leadership development experience in the areas of talent assessment and talent development, leadership training, consultancy and coaching across the commercial, public and learning sectors.

She is a member of the Chartered Management Institute (CMI) and a Board Member for N&SCP. She applies sound psychological principles to the identification and development of talent, including assessment and development centres, coaching and leadership development programmes. She delivers ILM Management and Leadership qualifications.

She has an exceptional track record in the design and delivery of a range of management and leadership development projects for large global and public sector organisations.



# About SVC

SVC Solutions is an independent business solutions consultancy based in Colchester, Essex. Established in 1999, SVC quickly grew from a trusted, local recruiter into an award-winning company providing a range of solutions to business-critical needs.

Our business has steadily grown and expanded, offering additional services and expertise along the way. Since our conception we have stayed true to our initial goals: To dare to be different, to provide exceptional service and to deliver solutions that have a positive impact.

The team at SVC works in partnership with a wide range of clients, from small family businesses through to large corporates. We understand that when it comes to customer service, nothing can replace the personal touch.

## The SVC Way is the Human Way

We are proud to do things the human way, and proud to work **H2H (Human to Human)**. Real people offering real solutions and real-life experiences with you as a company, and you as an individual.

## Keep in Touch



|                       |                                                                        |
|-----------------------|------------------------------------------------------------------------|
| SVC HQ contact number | 01206 262 117                                                          |
| SVC Website           | <a href="http://svcsolutions.co.uk">svcsolutions.co.uk</a>             |
| Email address         | <a href="mailto:admin@svcsolutions.co.uk">admin@svcsolutions.co.uk</a> |

**SVC Solutions**, and **SVC Recruitment** are trading names of SVC Technical Ltd, company registered in England No. 07808759.

**SVC Human Resources** and **SVC Training** are trading names of SVC Training Ltd, company registered in England No. 10767993.

**SVC Health & Safety** and **SVC Safety** are Trading names of SVC Safety Solutions LLP, company registered in England No. OC424243

**Registered Office Address:** 4 - 5 The Cedars, Apex 12, Old Ipswich Road, Colchester, Essex, CO7 7QR

**“The training provided was second to none, professional, enjoyable and adapted to suit our needs. SVC has the right mix of tutors to ensure that the students remain focussed, keeping them on track while keeping a sense of humour.”**