



Courses for Business

February-July 2018



The employer-focused training division of West Thames College works in partnership with businesses to provide strategic learning and development programmes. Our short courses are ideal for people working in small to medium sized organisations.

About us

Our business training is designed to assist working professionals to develop their skills in key areas. Our training team consists of qualified professionals who all have experience of delivering training to a wide range of businesses across all sectors. They will share their expertise with you, to ensure that you and your staff work together to make your business more effective.

Venue

Training takes place in the beautiful Grade II listed Spring Grove House at the West Thames College Isleworth campus, once home to the botanist and explorer Sir Joseph Banks, first director of Kew Gardens. We can also deliver training at your premises or any location of your choice.

Conference hire

Spring Grove House is a spacious and elegant house, full of charm and period features, and is the perfect venue for all your special functions, business conferences, meetings and training events.

Audio-visual and conference equipment can be provided on request and catering can be arranged for complete menus, buffets or snacks, as required.

To discuss hiring Spring Grove House or to arrange a visit, please phone **020 8326 2268** or email **conferencehire@west-thames.ac.uk**.



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All information correct at time of printing (December 2017) but may be subject to change.
Please check our website west-thames.ac.uk for the latest information.

Other training

We offer customised training in many areas, including management skills, customer service, finance, IT skills, food safety, health and safety, and first aid. We offer many types of high quality training solutions, delivered by industry specific expert consultant trainers at discounted rates.

Our range of management training courses and leadership training courses can be tailored to meet your organisation's specific needs. We work with our clients in order to fully understand their needs and to deliver a practical training programme that will give incredible results.

Please contact us to arrange a meeting to discuss your learning and development needs:
Call **020 8326 2421** or email coursebookings@west-thames.ac.uk.

High impact courses

High impact training sessions

These courses are aimed at businesses of all sizes and sectors, and can help your staff achieve their full potential and allow your business to perform better. They also allow you to “taste” the quality of our training before committing to a customised programme, and provide excellent opportunities for networking with other businesses.

Fees

Prices include materials, training, and light refreshments.

All fees are non-refundable. Please note that we cannot give refunds for places once booked. A change of delegate for a booked course place is acceptable; just notify us before the course date. In extremely rare cases the college reserves the right to cancel an individual course giving 10 working days’ notice.

For further information

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High impact workshops

Assertiveness £95

Develop greater confidence and control.

Thursday 15 February OR Wednesday 25 April OR Thursday 5 July, 9.30am – 12.30pm

Business writing skills £145

Send the right message with formal and friendly communications.

Thursday 22 March OR Friday 15 June, 9.30am – 4.30pm

Confident presentations £145

Control your nerves, gain confidence and focus on your message. *Thursday 12 April OR Wednesday 4 July, 9.30am – 4.30pm*

Coping with change £95

Turn stress into a positive. *Thursday 22 February OR Thursday 19 April OR Wednesday 27 June, 1.30pm – 4.30pm*

Dealing with difficult people £95

Practical solutions for handling aggressive or awkward behaviour. *Thursday 8 March OR Wednesday 20 June, 1.30pm – 4.30pm*

Everyone's a customer £95

Small changes in attitude and perception make everyone's job easier.

Wednesday 11 April OR Tuesday 5 June, 9.30am – 12.30pm

Handling conflict £95

When disagreement leads to conflict, how can you ensure people feel they've been treated with care and respect?

Friday 2 March OR Thursday 14 June, 9.30am – 12.30pm

Handling difficult people £145

Build rapport, identify and defuse potential conflict, and get your message across with conviction.

Wednesday 16 May, 9.30am – 4.30pm

Memory skills £95

Use visualisation techniques to memorise large amounts of information. *Tuesday 15 May, 9.30am – 12.30pm*

Negotiating successfully £95

Learn to plan tactics, focus on outcomes and manage concessions.

Wednesday 7 March OR Wednesday 13 June, 1.30pm – 4.30pm

Planning strategically £95

Identify opportunities and plan what to prioritise. *Wednesday 7 March OR Wednesday 13 June, 9.30am – 12.30pm*

Problem solving techniques £95

Explore a structured approach to problem solving.

Thursday 15 February OR Wednesday 25 April OR Thursday 5 July, 1.30pm – 4.30pm

Work smarter, not harder £95

Prioritise, assert yourself with colleagues, and use your time more productively.

Thursday 22 February OR Thursday 19 April OR Wednesday 27 June, 9.30am – 12.30pm



People management

People management training sessions

These courses are aimed at businesses of all sizes and sectors, and can help you and your staff achieve their full potential and allow your organisation to perform better. Let us help you develop your key people management skills, to ensure the success and enhance the effectiveness and performance of you and your team.

Fees

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People management workshops

Building a top team £95

Effective strategies to ensure that your team is really performing. *Wednesday 11 April OR Tuesday 5 June, 1.30pm – 4.30pm*

Coaching at work £145

Improve motivation, raise skill levels and build trust. *Wednesday 14 March OR Tuesday 15 May, 9.30am – 4.30pm*

Delegation at work £95

Delegation is the key to better management; get it right every time. *Friday 2 March OR Thursday 14 June, 1.30pm – 4.30pm*

Effective influencing skills £145

Express ideas clearly to influence and persuade others. *Thursday 21 June, 9.30am – 4.30pm*

Leading a team £95

Different approaches and how to work together as an effective team. *Tuesday 6 March OR Wednesday 6 June, 1.30pm – 4.30pm*

Managing and motivating performance £95

Bring out the best in people, motivate and support them. *Tuesday 6 March OR Wednesday 6 June, 9.30am – 12.30pm*

Managing underperformers £95

Communicate difficult messages and agree improvement plans. *Thursday 8 March OR Wednesday 20 June, 9.30am – 12.30pm*

Project management £145

Learn to use project planning tools and co-ordinate different activities.

Wednesday 14 February OR Thursday 10 May OR Thursday 28 June, 9.30am – 4.30pm

Recruiting professionally: how to prepare a shortlist £95

Accelerate screening and prepare a shortlist. *Wednesday 18 April, 9.30am – 12.30pm*

Selecting the right person £95

Make objective judgements based on evidence. *Wednesday 18 April, 1.30pm – 4.30pm*



Please see
our website
for full course
outlines.

Institute of Leadership and Management (ILM) courses

Level 2 Award in Team Leading 3 day course £595

This course covers effective communications, coaching, motivating, dealing with conflict and fulfilling customer requirements.

3 days (Wednesday 14 March – Friday 16 March) OR 3 Tuesdays (12, 19 and 26 June), 9am – 5pm

Level 3 Award in Leadership and Management 4 day course £945

This course covers people and change, the responsibilities of the supervisor, developing supervisory skills, planning and organising the work of a team, team building, group leadership, decision making, problem solving and motivating staff.

4 Thursdays – 17 May, 24 May, 31 May and 7 June, 9am – 4.30pm

Level 5 Award in Leadership and Management 4 day course £995

This course covers assessing your own leadership capability, emotional intelligence, motivation and delegation, effective communication, assertive behaviour, developing oneself in the leadership role and managing improvement.

4 Fridays – 4 May, 11 May, 8 June and 15 June, 9am – 5pm

IT training

These courses are aimed at businesses of all sizes and sectors, and can help your staff achieve their full potential and allow your business to perform better. They also allow you to “taste” the quality of our training before committing to a customised programme, and provide excellent opportunities for networking with other businesses.

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IT training workshops

All our open courses use Microsoft Office 2010.

Basic Excel £75

Set up spreadsheets with simple formulas; modify and print.

Thursday 1 February OR Wednesday 4 April OR Wednesday 13 June, 9.30am – 1.30pm

Intermediate Excel £75

Functions, formulas and charts; Excel tools; absolute and relative cell referencing.

Thursday 8 February OR Wednesday 11 April OR Wednesday 20 June, 9.30am – 1.30pm

Advanced Excel £75

Complex functions and formulas; developing a personalised interface; using advanced software tools.

Thursday 15 February OR Wednesday 18 April OR Wednesday 27 June, 9.30am – 1.30pm

Intermediate Word £75

Tabs, headers and footers, tables, clip art, headings, styles, bullets and numbers.

Wednesday 14 March OR Thursday 14 June, 9.30am – 1.30pm

Advanced Word £75

Mail merge; importing objects; drawing and symbols; orders, groups and forms.

Wednesday 21 March OR Thursday 21 June, 9.30am – 1.30pm

Intermediate PowerPoint £75

Customise presentations; connect to other files, programs and web sites with action buttons and hyperlinks.

Tuesday 13 March OR Thursday 28 June, 9.30am – 1.30pm

Advanced PowerPoint £75

Create very professional presentations using backgrounds, animation, pictures, movies and sound clips.

Includes tips on communicating with your audience.

Tuesday 20 March OR Friday 29 June, 9.30am – 1.30pm

Please see
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Food safety, health and safety, and first aid training

We also offer:

- One-day appointed persons training
- 3-day first aid at work
- 2-day first aid at work refresher
- Automated external defibrillator
- Primary Care Trust courses for doctors' surgeries
- Ofsted paediatric first aid courses.

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Emergency first aid

Run in accordance with HSE guidelines and stipulations £95

This course trains a nominated person to take charge in the event of illness or accident when a fully qualified first aider is not mandatory and is suitable for low-risk workplaces as the minimum training as stated in the ACOP L74. It covers HSE regulations, record keeping, basic life support, shock and fainting, heart conditions, stroke, adult seizures/fits, diabetes, severe bleeding, burns, fractures, dislocations, strains and sprains. Delegates receive an HSE approved certificate valid for 3 years.

Friday 9 March OR Friday 22 June, 9.30am to 4.30pm

Health and safety in the workplace

Level 2 £95

This course can be tailored to a particular business to make the training relevant to its employees. The qualification covers legislation, welfare, risk assessment, workplace equipment, manual handling, hazardous substances, ergonomics and workstation design, transport and vehicles, and noise and vibration. It is assessed via a multiple choice examination.

Friday 23 March OR Tuesday 3 July, 9.30am to 4.30pm



