

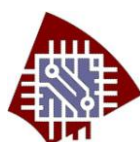


GHA TRAINING COURSES



HR AND EMPLOYMENT LAW TRAINING COURSES

Absence and Reward Management	This course is based on how to cope with absence in the work place, discipline, capability and how to manage and set up bonuses and rewards systems for non-absent employees with good attendance
Behaviour Policies	Training in how to cope with Alcohol, Drugs, Telephones, Computer and Email Policies and how to deal with employees not complying
Bribery and Corruption	This course covers the Bribery Act 2010, what is or is not acceptable, how to cope with fraud within an organisation, whistle-blowing, responsibilities and legal penalties
Coping with Tribunals	This is a course that covers a run through of the Tribunal procedures, claiming, how best to deal with a claim, Case Management discussions and Witness Statements
Data Protection	Training to deal with the Data Protection Act 1998, protection principles, Equality, access to your personal information, and obligations to personal information
Employee Sickness and Employee Absence	This training covers how to manage Maternity, Paternity, Sickness, Emergency, Dependant and Adoption Leave, Flexible working and how to cope
Employment Law - An Overview	An overview of Employment Law myths and a general look at employment from recruitment through to employee exits
Employment Law - Refresher	Anything new that has come into force over the last year, what to expect in the near future, tips and a question and answer session
Equality, Discrimination and Diversity	How to manage employees regarding equality, discrimination, bullying, harassment and their conduct and how to make your business diversified. Covers aspects of the Equality Act 2010.
Family Policies (including Maternity, Paternity and Compassionate Leave, Flexible Working and Parental Leave)	Learn how to cope with Maternity Leave, Paternity Leave, Parental Leave, Compassionate Leave and how to deal with employees when there is a personal emergency

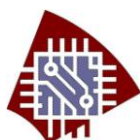




GHA TRAINING COURSES



Health, Safety and the Environment	Overview of the general Dos and Don'ts relating to vehicles, health concerns for employees, Corporate Manslaughter and how the law deals with breaches of Health & Safety
Managing Disciplinary, Grievance and Appeals Procedures	Training in how SOPE's work, how to cope with disciplinary issues, what the law says, capability issues, misconduct and gross misconduct, how to conduct a hearing, investigation and termination
Managing Employee Councils	How to form an Employee Council, why we have Employee Councils and employee representation
Managing General Capability, Medical Capability and Dismissal for Some Other Substantial Reason	How to deal with capability fairly, what to do if its medical reason and other reasons for a fair dismissal
Managing Redundancy	A run down of fair redundancy procedures, employee rights, consultation, using a matrix and 'pools', 'bumping' and how to cope with motivation and the future of the organisation
Managing Staff Appraisals	Discovering different types of appraisals, skills to assist, potential problems, capability and target setting for employees
Managing Staff Effectively	How to be an effective team leader, communication and how to be assertive, time management, dealing with disciplinary matters, stress, insubordination and motivation
Managing Stress in the Workplace	Training about workplace stress and the law, how you recognise the signs, Employer duty of care, bullying and discrimination, returning to work, reducing stress within the workplace
Management Skills in a Nutshell	A programme designed to give an overview of communication, assertiveness skills, leadership, time management, disciplinary matters, working with budgets and coping with stress
New Manager's Programme	Understanding the role of a manager, leadership and team work, problem solving and delegation, communication and coping with disciplinaries, capability and appeals
New Supervisor's Programme	Coping with new working relationships, Demands, constraints and choices, Organisational priorities, decision making, discipline and grievance handling, how to cope with moving into Management





GHA TRAINING COURSES



Recruitment, Selection and Interviewing Skills for the Employer	A synopsis on advertising for a job, how to select the right candidates, information you must provide to potential employees, how to get the best from your candidates, and reasonable adjustments for interviews
Supervisory Management Skills	How to work with co-workers and management, assertion, non-assertion and aggression, how to deal with discipline matters and effective procedures
Surviving Redundancy for Employees	How to survive redundancy as an employee and getting back to work, self confidence, coping with unemployment, how to promote yourself, general employee rights and interview techniques
TUPE	Learn all about legal responsibilities, transfers, the Transfer of Employee Liability Information, consultation, changing terms and conditions to employment

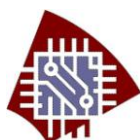
MANAGEMENT TRAINING COURSES

Assertiveness Skills	This training is designed to learn how to hand assertiveness verses aggression, handling non assertion, change and stress
Combined Presentation Skills and MS PowerPoint	How to know your audience, the pitfalls, giving life to your presentations, dealing with questions, visual aids, how MS PowerPoint works and how it can work for you
Communication and Motivation	Training in communication skills, listening, body language, dealing with people, the theory, how to motivate and be assertive
Customer Service Skills	Understanding why customer care is so important, before, during and after customer care, how to listen and deal with difficult customers, how to cope when things go wrong
Effective Communication Skills	This programme is designed to show how to deal with silent and verbal communication, ensuring you are understood, promoting listen skills, Proxemics, written communication and dealing with new technology and media





Face to Face Selling	Understanding people in a positive and negative way, understanding needs and wants, tips, customers care and questioning, attracting a crowd and closing the deal, selling and the law
Leadership Skills	How to identify a leader, responsibility, Flexibility, Negotiating and Sharing, being proactive, reactive and development within the team
Negotiating Skills	Defining negotiating, the principles of exchange, flexibility, finding common ground, making a proposal, dealing with problems and closing the deal
Presentation, Assertiveness and Confidence Building Skills	Where to start with a presentation and coping with an audience, giving and receiving criticism, handling negative feelings and being assertive
Presentation and Public Speaking Skills	The importance of knowing your subject, preparation, structuring your ideas, things to avoid and bad habits, dealing with nerves, coping with visual aids and equipment, getting across your subject matter in time
Project Management and Planning	How to set goals, building the project team, resources, scheduling and budgeting, evaluating and summarising the project after completion
Train the Trainer	A three day programme giving introductory skills to the new trainer. Includes presentation skills, understanding learning theory and preparation of materials as well as the opportunity to practice
Team Building	Training on defining what a team is, team leading, strengths and weaknesses within a team, motivation, communication and analysing
Time Management	To provide time management tools and techniques that will allow participants to manage their time more effectively and feel more in control of how they spend their time, to enable participants to identify areas of their job where time could be better utilised and the actions necessary to alleviate problems identified and to learn the tools and techniques to delegate effectively and efficiently.





GHA TRAINING COURSES



BUSINESS ADMINISTRATION TRAINING COURSES

Effective Meetings and Minute Taking	This course is about arranging a meeting, agendas, creating the right environment, note taking, structure, business English and recording decisions and actions
Financial Awareness and Budgeting	Training on the importance of budgeting, how to budget successfully, identifying costs and being aware of financial implications
How to be an Effective PA (Including Advanced IT Skills) - 2 Days	Communication and time management, delegation, managing tasks, staff and management, managing budgets and paperwork, a general look at MS Outlook, Word and Excel
Key Business Administration Skills	This course is designed to cover all business administration skills from filing to communicating with the workforce, co workers and customers, keeping records, organisation, dealing with difficulties and problems,
Letter Writing	Training in how to format a formal letter, the right language to use for your audience, formalities, errors and corrections
Receptionist/Telephonist Skills	The course covers vocabulary, articulation, gathering, processing and forwarding information, coping with aggression and awkward people both face to face and on the telephone
Record Keeping	Why records are so important, organisation and structure provides an awareness of the principles of good communication and record keeping within a care environment, to ensure effective communication skills, and good practice when recording information.
Report Writing	Report writing covers the different types of report, organising, layout, audience, graphics and design your report, grammar and presentation, checklist and enhancing your report
The Art of Telesales and Teleservice Skills	Training in understanding different types of people, what are your customer's needs and wants, dealing with problems, and turning round a potential loss.





GHA TRAINING COURSES



Written Business Communication Skills	Training in understanding good communication, types of letter and memos, layout of documents, presentation, vocabulary, spelling, grammar, email and invoicing
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I.T. COMPUTER APPLICATION TRAINING COURSES

Dragon Naturally Speaking
MS Excel - Introductory
MS Excel - Intermediate
MS Excel - Advanced (Excluding VBA)
MS Outlook - Introductory
MS Outlook - Advanced
MS PowerPoint - Introductory
MS PowerPoint - Advanced
MS Project - Introductory
MS Project - Advanced
MS Publisher
MS Word - Introductory
MS Word - Intermediate
MS Word - Advanced

