



Care first

training

bringing out the best in your people

Training

Training is vital to a professional workforce. Not only does training extend knowledge and skills but it provides an ideal opportunity for employees to review and enhance their contribution to the organisation's aims and outputs.

Care first has been delivering employers a significant return on training investment for over 15 years. We have a strong track record of helping managers and employees to find solutions for workplace issues. Our developed understanding of demands in the workplace allows us to provide relevant and focused training courses.

Training and Well Being

The best way to manage the emotional well being of your employees is to enable them to manage it themselves. **Care first** professional training courses help employees to manage the challenges and pressures of work effectively. Employee-focused training courses include:

- Communication skills at work
- Developing self-awareness as a professional
- Responding to difficult customers
- Making sense of workplace relationships
- Managing stress positively
- Working assertively and confidently
- Diversity matters
- Skills for the professional helper





Training and effective Management

Part of focused and effective leadership is emotional intelligence – helping managers to recognise what is going on in their teams – qualities, threats, challenges and opportunities. Rather than the first thought being to turn to Human Resources with 'people problems', managers can be trained to work through issues themselves. Training courses for managers include:

- Managing conflict in the workplace
- Clear boundaries make good managers
- Dealing with traumatic incidents
- Managing stress positively – the manager's perspective
- Mediation skills for managers
- Managing mental health issues in the workplace
- Professional approaches to difficult situations

Bespoke training for your organisation

Each organisation and team will have its own training needs. We at **Care first** know that the training agenda needs to take account of the unique culture, language and aspirations of each organisation. While **Care first** has an extensive range of tried and tested training packages, the early stages of consultation with our training experts will establish the precise needs and outputs required. The courses quoted above are those most frequently requested, giving a flavour of the range of issues we can address through training.

We know that training needs to be engaging, challenging and enjoyable – allowing humour its place in the learning process. **Care first** training is always highly interactive, recognising that each group of delegates brings skills and insight, alongside a desire to develop and become more effective in an increasingly competitive marketplace.

For a free telephone consultation on your organisation's training requirements, please call **Care first** on 01452 623200



Care first

1230 Lansdowne Court Gloucester Business Park Gloucester GL3 4AB

t 01452 623200 f 01452 623201 e info@care-first.co.uk

www.care-first.co.uk