

REACT 2 TRAINING LTD

www.react2training.co.uk

Core
Skills



Courses



Well-
being

Contents

| | |
|--------------|------------------------------------|
| 3 | About Us |
| 4 | In-House Training |
| 5 | Our Learning Process |
| 6-23 | Core Skills |
| 7 | Coaching Skills |
| 8 | Chairing Meetings |
| 9 | Complaint Handling |
| 10 | Conflict Management |
| 11 | Effective Communication |
| 12 | Effective Meetings |
| 13 | Facilitation Skills |
| 14 | Interview Skills |
| 15 | Introduction to Equalities |
| 16 | Minute Taking |
| 17 | Note Taking |
| 18 | Presentation Skills |
| 19 | Project Management |
| 20 | Public Speaking |
| 21 | Report Writing |
| 22 | Time Management |
| 23 | Train the Trainer |
| 24-32 | Wellbeing Courses |
| 25 | Assertiveness Skills |
| 26 | Emotional Intelligence |
| 27 | Emotional Resilience |
| 28 | Fulfilling Your Potential |
| 29 | Mindfulness Meditation |
| 30 | Stress Awareness for Managers |
| 31 | Stress Management |
| 32 | Work/Life Balance |
| 33-43 | ICT & Technical Courses |
| 34 | 2D Computer Aided Design |
| 35 | 3D Computer Aided Design |
| 36 | Architectural Floor Plans |
| 37 | Engineering Drawing |
| 38 | Finite Element Analysis |
| 39 | Microsoft Access |
| 40 | Microsoft Excel |
| 41 | Microsoft PowerPoint |
| 42 | Microsoft Project |
| 43 | Microsoft Word |
| 44 | Contact |

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React 2 Training - About Us

We **specialise** in providing short courses, classes & workshops

Welcome to React 2 Training Ltd

We specialise in providing short training courses, classes and workshops for individuals and business across the UK. We also provide in-house training solutions and develop bespoke courses for business.

We believe that successful training is about encouragement, participation in a relaxed learning atmosphere. The trainers of our company have many years of experience working in industry, commerce and overseas. We set out learning objectives so by the end of the course you will have a clear idea of what you have learnt. Our training courses have been designed and written by professionals who have a vast amount of experience in their field of expertise.

Bespoke Material

React 2 Training Ltd can design fully customised training courses for your organisation. We will work with you to develop the material to ensure it reaches the knowledge and expertise your staff require. We can tailor learning objectives so you get exactly the right course delivered for you. We can develop short courses, workshops and blended learning. All the material we produce complies with VARK.

Experienced Trainers

All of our trainers have a minimum of Postgraduate Certificate in Education and have at least 15 years' experience of writing and delivering training.

They have experience of delivering training to a variety of audiences including FE colleges, public sector, private sector and overseas companies.



In-house training services

Flexible scheduling, saving your organisation time & money

If several people in your organisation have the same learning need, an in-house programme is likely to be the most effective training option. Our in-house programmes are **simple to arrange** and can be tailored to meet more specific learning needs. Training can be run from your own premises or we will help you select a suitable venue offsite.

Our existing courses can be customised to meet your organisation's requirements. With all our courses there are no hidden cost, the price you see is the price you pay.

Our in-house training programmes are **centred around your requirements**, we understand that in today's world that flexibility is an expectation. We can deliver training around your workforces schedule so that time is used effectively.

Typically choosing an in-house training programme **can save you 25%-30%** of what it would cost to put staff on open public courses. We set out clear aims and objectives with a focus on results and on demonstrating tangible returns on training spend.

We have clear pricing so the amount we quote is always the total cost and contains no hidden extras.

We set out **clear aims and objectives** with a focus on results and on demonstrating tangible returns on training spend. Our trainers have the experience to offer advice and ideas on the most effective, best value approach, always beginning with the required end result in mind. Each delegate on our training courses is given a free course pack which includes course notes, PowerPoint's and activities.





Our Learning Process

An approach that puts the **learners** needs first

1. Identify Needs

We like to know as much as we can about our learners as possible. This way we can cater areas of the course to suit particular needs and requirements.

2. Plan & Design

We like to induct our delegates onto our courses so we conduct icebreakers and set ground rules. This ensures the behaviour you can expect from us and what we can expect from you. We inform delegates of the qualification requirements and ensure we produce schemes of work to meet internal and external requirements.

3. Deliver & Facilitate

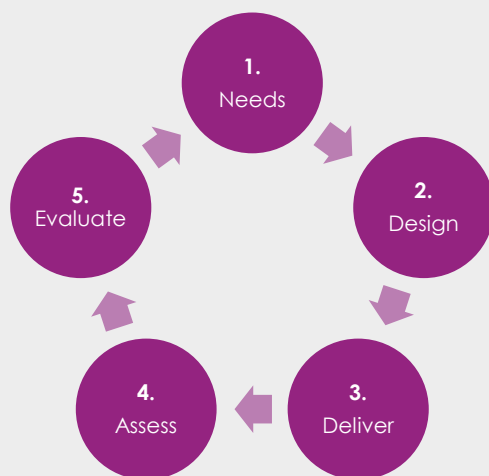
Our goal is to enable learners to gain a qualification to meet organisation targets and deadlines. We ensure equal opportunities and acknowledge diversity within a group. We use a variety of learning methods to meet VARK and use a variety of resources to meet learning needs.

4. Assessment

We assess learners throughout our training programmes, this helps us measure their learning. Assessment takes place during all lessons or individual situations, formally and informally and we use a variety of assessment methods to meet all learners' needs. We keep records to meet internal and external demands - audits, quality monitoring, etc.

5. Evaluation

We take the feedback we receive from delegates very seriously. This helps us monitor the delivery, planning, assessment techniques, support for learners, teaching methods and resources.





Core Skills

We **specialise** in providing short courses, classes & workshops

Coaching Skills

Complaint Handling

Effective Communication

Facilitation Skills

Introduction to Equalities

Note Taking

Project Management

Report Writing

Train the Trainer

Chairing Meetings

Conflict Management

Effective Meetings

Interview Skills

Minute Taking

Presentation Skills

Public Speaking Skills

Time Management

Coaching Skills

Delegates will focus on a series of learning resources to support safe and effective coaching.

Course Outline

This one-day course provides an introduction to workplace coaching and mentoring. This is specifically designed to meet the needs of individuals who are in their first coaching role. This core skills for coaching course provides team leaders and first line managers with the knowledge, skills and confidence to perform effectively as workplace coaches as part of their normal work role.

During the morning part of this session you will understand the role of workplace coach and explore good practice in workplace coaching. During the session, you will assess your interpersonal communication skills when giving effective feedback to members of staff. Subsequently, we will help in overcoming barriers and appreciate develop your coaching and professional behaviours. Delegates will focus on a series of learning resources to support safe and effective coaching, alongside practical skills that focus on how to monitor and record learner progress.

Following this, delegates will undertake practical simulated coaching sessions to develop and practice their techniques and review their own workplace coaching and performance.

Course Content

By the end of this course you will be able to:

- Use the effective workplace coach and mentors roles and describe the responsibilities, characteristics and behaviours of an effective coach
- Assess your own ability to use good interpersonal communication strategies and give effective feedback to coach personnel in the workplace
- Understand how to develop a positive coaching style to a professional standard
- Have good techniques to monitor, assess and record learners' progress towards their goals
- Know how to use coaching records to identify areas for improvement in own workplace coaching practice
- Undertake practical one to one simulated coaching
- Monitor and review own workplace coaching performance

Who is this course for?

The course is specifically designed for team leaders, first line managers and senior managers who would like to develop their coaching and mentoring skills.

Duration

1 day

Chairing Skills

Chair meetings with confidence and professionalism.

Course Outline

Meetings are an integral part for communication and management across organisations. Well run meetings are timed, concise, solve issues, create goals, increase productivity and raise morale.

The role of the chairperson is key to the success of the meeting and requires a certain set of skills. If a chairperson fails in their role then meetings are at risk of creating conflict and wasting time.

Our half-day Chairing Skills course has been designed so that delegates are able to chair meetings with confidence and professionalism. They will undertake a range of activities which will enable them to practice the role of the chairperson.

Content

- Introduction to meetings
- Role of the chairperson
- Planning and preparation
- Managing time
- Assertiveness skills
- Controlling the group
- Decision making

Who is this course for?

Our Chairing Skills course is for those people who are new to chairing meetings and want to get a better understanding of the role. This course will also be useful to those who have chaired meetings but would like to build their confidence and learn some new techniques.

Duration

0.5 day

Complaint Handling

Delegates will learn how to manage complaints with professionalism and confidence.

Course Outline

Handling complaints is an essential part of customer services. On occasions, organisations fall short on what they expect from themselves and therefore the way they deal with complaints becomes a very important aspect which requires an effective solution.

Our Complaints Handling course has been designed for both written and verbal complaint handling, and will cover the investigating of the complaint and how to respond with the correct non-verbal and verbal communication skills.

At the end of this training delegates will be able to handle complaints with confidence and professionalism that your organisation can be proud of.

Content

- Defining a complaint
- The impact of handling a complaint in the correct manner
- Organisational procedure and your role
- Taking the initial complaint
- Active listening skills
- The initial complaint
- Investigating a complaint system
- Replying to a complaint

Who is this course for?

This Complaint Handling course in South Wales is for those who wish to improve their ability at handling complaints and to be more confident in reaching the correct outcome. This course is also for those who are starting out in a career of customer services and wish to gain a greater understanding.

Duration

0.5 day

Conflict Management

Delegates will learn how to manage and resolve conflict with professionalism and confidence.

Course Outline

On this course delegates will learn how to manage and resolve conflict with professionalism and confidence. Delegates will learn the art of body language by studying non-verbal communication, this will enable them to spot the first signs of possible conflict.

They will also look at communication methods so they can fully understand why communication breaks down. An essential part of this conflict course is to ensure that delegates can implement the conflict resolution models, we do this through role play scenarios and step-by-step guides.

Managing and resolving a conflict can be an extremely stressful event for anybody to deal with, it is only human behaviour to avoid conflict. Managing a possible conflict is a skill that many staff require, especially if they work in high pressure roles where emotions often run high or deal with complaints face-to-face on a regular basis.

Content

- Causes of conflict
- Non-verbal communication
- Verbal communication
- Communication breakdown
- Communication resolution models
- Warning signs and escalation
- Communication failure
- Self-defence

Who is this course for?

This course is ideal for those who wish to manage and resolve conflict with professionalism and confidence. This training is ideal for those who deal with verbal conflicts and wish to resolve and neutralise situations. This will also be helpful if you feel being assertive is not enough to handle a difficult situation.

Duration

1 day

Effective Communication

Effective Communication with internal/external customers and fellow work colleagues is a vital skill that every needs.

Course Outline

Our Effective Communication training course has been designed to take into consideration the modern workplace environment and the differing forms of communication.

We understand that in every business there are complex relationships and team dynamics whereby there are potential pitfalls for communication breakdowns. Our course aims to help you improve your current communication skills as this is the starting point of self-improvement.

Effective Communication with internal/external customers and fellow work colleagues is a vital skill that every organisation looks to deliver. Within the workplace environment there are occasions when difficult messages have to be delivered; and it is essential that they are not misinterpreted. Indeed in other situations conflict will need to be resolved efficiently and effectively by yourself.

Content

- Basics of communication
- Understanding and analysing the group dynamics
- Handling and resolving conflict
- Assertive communication
- Creating positive body language
- Dealing with clashes of opinion
- Active listening
- Reinforcement & Constructive criticism

Who is this course for?

This Effective Communication course is for anyone seeking to improve their communication skills. It is relevant to a wide range of job roles especially for those who deal face-to-face with internal or external customers.

Duration

1 day

Effective Meetings

Run effective meetings that achieve more in less time.

Course Outline

Meetings are an integral part for communication and management across organisations. Well run meetings are timed, concise, solve issues, create goals, increase productivity and raise morale. Badly run meetings on the other hand waste time, create conflict, reduce resources and have little or no benefit.

Our Effective Meetings course has been designed so that delegates are able to analyse the effectiveness their current meetings and how to implement a systemic approach to meetings that saves time and money.

Content

- The difference between a good and poorly planned meeting
- Analyse the current meeting strategy
- Planning before the meeting
- Developing an agenda
- Selecting roles and responsibilities (chair person, minute taker)
- During the meeting: keeping the focus
- Utilising resources
- Finding solutions to difficult situations
- Post meeting protocols

Who is this course for?

Our Effective Meetings course is for anyone who wants to make their meetings more effective and want a more systematic approach to meetings.

Duration

0.5 day

Facilitation Skills

Learn the role of the facilitator, how to set goals, guide discussions, manage timekeeping, manage personal dynamics.

Course Outline

On our Facilitation Skills course delegates will learn the role of the facilitator, how to set goals, guide discussions, manage timekeeping, manage personal dynamics and provide feedback and monitoring of the session. They will also learn how to deal with difficult participants and to encourage participation from all individuals.

An element of this course is a practical activity so delegates will get an opportunity to take part in a facilitation giving them the opportunity to implement the new skills delegates will have learned. Finally, delegates will learn how to monitoring and gain feedback from delegates.

A facilitator helps groups of people understand their common objectives, assists them to plan how to achieve these objectives and move through a process together.

- Advance thinking
- Share information
- Make decisions
- Improve communication

Content

- Understanding facilitation
- Planning and preparation for facilitation
- Design and development
- Facilitation process tools
- Dealing with difficult participants
- Monitoring and feedback

Duration

1 day

Who is this course for?

Our course is for those who have to conduct regular facilitation sessions. It will also be useful if those who hold regular meetings and wish to make them more effective by using a new approach.

If you work in part of a team it will also be beneficial for generating business ideas or making decisions using a logical approach.

Interview Skills

Delegates will be able to plan, prepare & practice for questions asked in behavioural type style interviews.

Course Outline

This course employs a range of blended-learning strategies with trainer lead presentations and demonstrations, individual & group exercises, activities, discussions and role-play scenarios.

On this course delegates will learn and understand the main traditional and competency based/behavioural interviewing methodologies being currently used. Delegates will be able to plan, prepare & practice answers for questions asked in behavioural type style interviews.

The aim of all our courses is to encourage an atmosphere that is relaxed and light-hearted and to encourage a more balanced approach to real-life interview situations which are often very stressful. There will be an emphasis on creating an environment where participants feel fully supported by the course trainer/facilitator and by each other in order to maximise learning and develop confidence.

Content

Part 1: provides an overview of the traditional and current interview models with a main focus on the behavioural interviewing approach.

Part 2 will enable participants to thoroughly plan and prepare for an interview.

Part 3 will provide participants with the opportunity to use the knowledge gained and practice and master the skills and techniques.

Who is this course for?

This course is primarily for those people who want to learn how to improve their performances at job interviews and who want to gain a better understanding of the expectations of the interviewer.

Duration

1 day

Introduction to Equalities

This is an ideal course for those looking for a solid introduction of equality and diversity and those who wish to promote a more inclusive work environment.

Course Outline

This course covers the principles of the 2010 Act in the workplace and includes both awareness and responsibilities of these principles. The objectives of the course are to:

Acquire knowledge of equality legislation. Gain an awareness of the broader issues of diversity and equal opportunities. Understand responsibilities and rights of other people.

On this course delegates will learn about the different types of discrimination (direct, associative, perceptive, indirect, harassment, combined, third party harassment & victimisation). By the end of the course delegates will be able to list and define the nine protected characteristics.

Delegates will also learn what constitutes harassment and victimisation and how to prevent it in the workplace. Finally delegates will learn their role in promoting equality & diversity in the workplace and engaging in positive behaviours which help to create an inclusive environment.

Content

This half day course covers a variety of topics which look at the most important aspects of equality and diversity. Here are the topics which feature in the course:

- Types of discrimination
- Protected characteristics
- Case studies
- Bullying & harassment behaviours
- Understanding your role
- Equality duty (optional)

Who is this course for?

This course applies to anybody in the workplace who requires a better understanding of The Equality Act 2010 and what it entails.

This is an ideal course for those looking for a solid introduction of equality and diversity and those who wish to promote a more inclusive work environment.

Duration

0.5 day

Minute Taking

This Minute Taking training will enable delegates to take quick, accurate and most importantly relevant minutes saving your organisation time.

Course Outline

This Minute Taking training will enable delegates to take quick, accurate and most importantly relevant minutes saving your organisation time. Minute taking is a vital element of any board or staff meeting. Most employees at sometime or another will be faced with the stressful task of taking minutes.

With minute taking training your staff will be able to conduct themselves efficiently whilst being calm and composed.

Once trained they will understand the correct methods to use regardless of the environment they are in.

Content

This course is delivered over just half-day and will introduce delegates to the following topics:-

- Introduction to minute taking
- Understanding the role of minute taker
- Preparation prior to the meeting
- Working with the chair
- Preparing the agenda
- Best practice in taking minutes
- Writing up the minutes
- Formatting and standardisation of minutes
- Using professional language

Who is this course for?

This course is for anyone who has to take minutes in the workplace or will be expected to take minutes as part of their job role.

By the end of the session delegates will be able to produce accurate, complete, well-balanced minutes in a standardised format.

Duration

0.5 day

Note Taking

This Note Taking course will enable delegates to take quick, accurate and most importantly relevant notes saving your organisation time.

Course Outline

This course will enable delegates to take quick, accurate and most importantly relevant notes saving your organisation time. Note taking is a vital element of any board or staff meeting, appeals procedure and grievances. Most employees at some time or another will be faced with the task of taking notes.

With note taking training your staff will be able to conduct themselves efficiently whilst being calm and composed. Once trained they will understand the correct methods to use regardless of the environment they are in. Delegates will learn a range of different note taking methods including mind mapping and 3 columns which are suitable for a range of situations and events.

Content

This course is delivered over just half-day and will introduce delegates to the following topics:

- Introduction to note taking
- Understanding the role of the note taker
- Note taker or note maker
- Preparing for a practical note taking
- Active listening
- Note taking techniques
- Formatting and standardisation of notes

Who is this course for?

This course is for anyone who has to take notes in the workplace or will be expected to take notes as part of their job role.

By the end of the session delegates will be able to produce accurate, complete, well-balanced notes in a standardised format.

Duration

0.5 day

Presentation Skills

Our course has been specially designed by looking at the presentation methods used by Steve Jobs, Al Gore & Dr Randy Pausch.

Course Outline

It's not a presentation...it's a performance. The world's very presenters know that a successful presentation is based on delivering a story not a series of stats, graphs and bullet points.

Our course has been specially designed by looking at the presentation methods used by Steve Jobs, Al Gore & Dr Randy Pausch. Performances that trigger the imagination and live long in the memory. The first part of this course focusses on the 3 core elements of the presentation itself:

Crafting the story, designing the visuals and rehearsing.

The second part of our course focusses on the presenter and the audience. Standing up and delivering a presentation to a large or small group of people can be a very daunting prospect. We have a range of easy to follow techniques that will help you control nerves.

Content

- What a presentation is and is not
- What makes for an effective presentation and how to plan for it
- Crafting a beginning, middle and end
- Utilising the power of emotions to create memories
- The basics of successful visual aids and handouts
- Basic physiology and vocalisation tips and techniques
- Understanding nerves and how to control them

Who is this course for?

This course is for those who are new to presenting and those who have limited experience. It would also be useful for delegates who wish to hone their skills and learn about new techniques and strategies.

This course can be applied to a range of situations such as sales pitches, conference speeches, seminars, business pitches, team pitches and business reports.

Duration

1 day

Project Management

The course starts by providing an introduction to the key principles of project management.

Course Outline

This course covers the aspects of a projects life cycle, from the project start-up, application of monitoring and control to keep things on-schedule and includes the activities required to complete a project. You will be asked to consider projects that you are about to embark on and be able to have the opportunity to apply useful tools to a project of choice.

A successful project manager uses of sound; principles, practice, methodology, techniques and people. This course provides you with an awareness of many the features of Project Management. It is aimed at delegates wanting to gain a comprehensive, insight into the fundamental aspects of Project Management, within a single day.

The course starts by providing an introduction to the key principles of project management, stakeholder engagement, key documents and provides an overview of the techniques which help to deliver projects on Time and to Cost. This is carried out, while maintaining the required Quality and Performance Key performance indicators. This process enables delegates to understand how such techniques can provide a structured approach to the management of projects within government, industry or commerce sectors.

Content

- An awareness of the key roles and responsibilities during a project
- A sequential step to starting a project
- Techniques manage project risks
- Descriptions of key project documents
- How to apply planning tools to identify the critical paths within a project
- Methods to keep a project on schedule
- Stages to complete a project

Who is this course for?

Our Project Management training course is a practical and hands-on approach to teaching project management to those looking to become project managers.

Duration

1 day

Public Speaking

Our course has been specially designed by looking at the presentation methods used by Steve Jobs, Al Gore & Dr Randy Pausch.

It's not a presentation...it's a performance. The world's very public speakers know that a successful performance is based on delivering a story not a series of stats, graphs and bullet points. Our one-day Public Speaking training course in Bridgend has been specially designed by looking at the methods used by Steve Jobs, Oprah Winfrey, Malcom Gladwell & Dr Randy Pausch. Performances that trigger the imagination and live long in the memory of the audience.

Planning and preparation are the most important parts of making a successful public speaking presentation. Planning features heavily in all of our training courses, not only will good planning and preparation ensure that you have thought carefully about the messages that you want (or need) communicate in your public speaking presentation but it will also help improve your confidence.

Course Content

- Becoming a storyteller
- Connecting with your audience
- Overcoming fear and anxiety
- Understanding the audience
- Subject knowledge
- Creating an outline and structure
- Developing the main body and message
- Using visual's
- Positive first impressions
- Building rapport
- Communication skills
- Non-verbal communication
- Managing nerves
- Preparation
- Dealing with questions and answers

Who is this course for?

Inexperienced or nervous corporate staff at any management level who need to learn to speak and present in public to appropriate audiences. E.g. at a local business show, internal or external seminar, local public meeting or a networking event, etc...

Duration

1 day

Report Writing

Start writing well-structured reports which make the desired impact.

Course Outline

An effective report is written in a concise manner, has a logical flow, evidence based and clearly readable for its intended audience. Reports require a very different structure to that of an essay or classic dissertation, they need to be broken down using sections and sub-sections.

Our half-day Report Writing course will enable delegates to write effective reports which use a clear structure and formatting.

Our course has been specifically designed so that it can be applied to a range of report types. After successful completion of this Report Writing course you will have the confidence to start writing well-structured reports which make the desired impact.

Content

- Introduction to reports
- Types of reports
- Language of reports
- Structure and organisation of reports
- Presentation and formatting of a report
- References

Who is this course for?

This Report Writing course is for those who currently write reports and wish to make improvements in this area.

Our course will also be helpful to those who are new to reports and want to learn the correct method.

Duration

0.5 day

Time Management

Inefficient time management can have a greater and long term impact on an organisations performance especially if it is allowed to persist.

Course Outline

On successful completion of this half-day course you will be able to prioritise tasks and how to break down mental blocks of procrastination which is critical in overcoming time obstacles, you will also be able to make immediate changes to your current situation. By adopting the principals of this course you will not only improve your time management but will also see additional health benefits including increased confidence and a reduction in harmful stress.

Managing time is a fundamental skill that every organisation needs from its personnel. Inefficient time management can have a greater and long term impact on an organisations performance especially if it is allowed to persist. Our course tackles a variety of issues relating to how a person uses and plans their time.

We take an analytical approach to solving a person's time management issues, allowing them to discover what is currently going wrong and how they can rectify it. We look at four common areas of the workplace environment (personal mindset, workplace responsibilities, outside influences and organising the workload).

Content

- Time obstacles
- Roles and responsibilities
- Planning your time
- Managing your workstation
- Time matrix
- Procrastination
- Dealing with interruptions & distractions
- Motivation

Duration

0.5 day

Who is this course for?

This course is for anybody who wants to improve their self-management skills by becoming more efficient and successfully prioritising their workload. It is ideal for those who work in an office environment and work as part of a team. It is also useful and appropriate for a range of work grades.

Train the Trainer

This course will enable delegates to prepare and handle whatever happens in the training room with panache, flair and professionalism.

Course Outline

This course is ideal for those who wish to train others in organisations. It is delivered over 2 days, and provides participants with a sound introduction to the concepts of a systematic approach to training. No matter what kind of training you do, whether it be sales, shop floor skills, IT or financial planning - this train the trainer course will enable delegates to prepare and handle whatever happens in the training room with panache, flair and professionalism.

On completion, delegates will be equipped to deliver and evaluate effective training, no matter what content they are delivering. The overall purpose of this course is to provide an introduction for those who wish to train others.

Day One

- Using icebreakers in training sessions
- Setting ground rules
- The training cycle
- Understanding learners needs
- The learning environment
- Learning styles and theory (VAK)
- Developing a session plan
- Designing training resources
- Setting aims & objectives
- Gaining and maintaining attention during training
- Assessing and evaluating learners

Day Two

- Multiple choice test
- Delivery of microteach session (delegates will deliver a 15 minute session)
- Dealing with difficult delegates
- Learners with dyslexia
- Learners with dyspraxia
- Course evaluation (self, peer group and course)

Duration

2 days



Wellbeing Courses

An approach that puts the **learners** needs first

Assertiveness Skills

Emotional Intelligence

Emotional Resilience

Fulfilling Your Potential

Mindfulness Meditation

Stress Awareness for Managers

Stress Management

Work/Life Balance

Assertiveness Skills

An assertive person has numerous benefits to an organisation, they have a greater belief in themselves and other people around them.

Course Outline

Our course will enable individuals to effectively influence, listen and negotiate with others. Great communication is at the heart of every successful business. Assertiveness behavioural traits are crucial for individuals to communicate in an open and honest fashion, it's an empowering quality that can be learned and developed through our training.

We specialise in a two pronged approach to Assertiveness Skills, this is through making unassertive delegates assertive, and making aggressive delegates assertive.

An assertive person can have numerous benefits to an organisation, they have a greater belief in themselves and other people around them, which creates a positive workplace environment. They are able to perform more efficiently by managing their work schedules, as they are able to say 'no'.

Content

- Understanding Assertiveness
- Rules of Assertive Behaviour
- Assertive Communication
- Case Studies
- Controlling Emotions
- Action Plan

Who is this course for?

This Assertiveness Skills training course is for anyone who wants to be more assertive in the workplace, it applies to a huge range of job roles. Do you have the ability to say 'no' to other people's requests? Do you think you have the same rights and privileges as other people? Are you worried that saying 'no' will cause conflict?

Duration

1 day

Emotional Intelligence

Emotional Intelligence is fundamentally connected with happiness and wellbeing which has an enormous amount of health benefits.

Course Outline

Emotional Intelligence (EI) is the latest skill that the world's largest and successful organisations are exploiting to improve the performance of their workforce.

Having the ability to recognise, interpret and respond to the emotions of other people creates a more collaborative and effective workplace environment.

It has been established that a high EI is as important as having a high IQ (which measures a person's cognitive ability), and in many circumstances it is even more important in particular job roles, through this Emotional Intelligence training you can improve your EI rating.

EI is fundamentally connected with happiness and wellbeing which has an enormous amount of health benefits including rational thinking and stress reduction.

Content

- Learn the importance of Emotional Intelligence and how it is used
- Defining emotional and rational thinking
- Identify and understand which emotions you are feeling and why
- Understand the links between feelings, thoughts and emotions
- Manage impulsive feelings and negative emotions in relation to others and in relationships with others
- Understand Negative Automatic Thoughts (NAT's)
- Implementing Emotional Intelligence in the workplace environment

Who is this course for?

This Emotional Intelligence course is ideal for those who wish to learn more about EI and how to utilise it to improve their knowledge of emotions and how to enhance them.

This course is aimed at beginners who want to learn more about Emotional Intelligence.

Duration

0.5 day

Emotional Resilience

Resilience is an essential skill that allows people to deal with pressurising situations by equipping them with the tools to reduce their personal stress levels.

Course Outline

Emotional Resilience is an essential skill that allows people to deal with pressurising situations at work by giving them the tools to reduce their stress levels. Work-related stress, depression or anxiety accounted for 11.3 million lost working days from the latest report from the HSE's, this on average is 23 days per case.

On this Emotional Resilience training your staff will be introduced to Rational Emotive Behaviour Therapy (REBT), which teaches them how to identify, challenge and replace self-defeating thoughts and beliefs with healthier thoughts.

REBT has been very successful in reducing stress levels but also has additional benefits of improving problem solving skills through rational thoughts in difficult circumstances.

Content

- Discover the causes of stress
- Understanding the underlying reasons of stressed thoughts and actions
- Recognise the symptoms of stress
- Understand the difference between healthy pressure and harmful stress
- Recognise your personal triggers of stress
- Managing your stress triggers
- Using REBT to deal with irrational stressful thoughts

Who is this course for?

This Emotional Resilience course is ideal for those who wish to become more resilient and develop their skills to cope with difficult circumstances.

It will also be helpful who want to understand their own feelings and emotions and control the way they behave.

Duration

1 day

Fulfilling Your Potential

The GROW methodology is a well proven and highly successful personal and professional development approach ideally suited for problem solving and goal achievement.

Course Outline

The GROW model was developed in the 1980's and is employed in a range of settings including training and facilitated workshops. The framework and four specific stages of GROW are: Goal, Reality, Options (and Obstacles) and Way Forward.

This one-day Fulfilling Your Potential course initially covers two factors which are complimentary to the GROW approach; Awareness, to provide focused attention, concentration and clarity, and responsibility, to develop motivation and commitment. The remainder of the course focuses specifically on understanding and applying the GROW approach:

- Grow stage – Exploring and clearly defining what each participant would like to achieve
- Reality stage – Understanding the current situation in relation to the goal
- Options – Generating a range of ideas and/or possible solutions.
- (Obstacles) – Clarifying what might be preventing each participant from achieving their goal(s)
- Way forward – Deciding on specific actions with realistic time-lines

Content

- Develop a guiding awareness of their values and goals
- Set challenging goals and take calculated risks
- Pursue information to reduce uncertainty and find ways to do better
- Find a sense of purpose and mission
- Recognise the benefit in seizing opportunities
- Persist in seeking goals despite obstacles and setbacks
- Operate from hope of success rather than fear of failure
- See setbacks as due to manageable circumstance rather than a personal flaw

Who is this course for?

This Fulfilling Your Potential course is ideal for those who wish to set and meet new goals.

It will also be helpful to those who want to hope for success rather than fear of failure.

Duration

1 day

Mindfulness Meditation

By practising mindfulness regularly delegates can improve how they physically respond to stress and it can even have a constructive effect on their overall wellbeing.

Course Outline

Our Mindfulness workshop has been specifically designed for people who are new to, or would like to learn more about the concept of mindfulness. Delegates will be introduced to body scan awareness and conduct some experiential work in the awareness of taste and smell.

This training has a positive impact on stress and anxiety, insomnia, low energy levels, self esteem and decision-making. Mindfulness is the practice of being fully aware of our experiences as they occur.

Being aware of the present moment allows delegates to be more in touch with themselves. Mindfulness is not always considered a relaxation technique when practised on a regular basis it can bring about a sense of relaxation which can help to create harmony between mind and body.

Content

This mindfulness workshop can be modified to be delivered in half or a full day and will introduce delegates to the following topics:

- Introduction to mindfulness
- Mindfulness body scan awareness
- Mindfulness and the senses
- Experiential work (awareness of taste)
- Experiential work (awareness of smell)
- Using mindfulness in everyday life

Who is this course for?

This Mindfulness Meditation training is ideal if you are new to mindfulness and want an introduction to the topic.

This course will look at experiential work and scanning of senses as well as the benefits of mindfulness and how it can help improve your lifestyle.

Duration

0.5 day

Stress Awareness for Managers

For every organisation combating stress is a priority, a workforce with healthy wellbeing is a productive workforce producing results.

Course Outline

Our course has been developed to help managers recognise behavioural and physical signs of stress of their staff members. A recent stress study found that one in every five employees believed their work was either very or extremely stressful. If stress is left untreated it can exacerbate the situation causing psychological, emotional, behavioural and physical damage.

For every organisation combating stress is a priority, a workforce with healthy wellbeing is a productive workforce producing results. This course also helps to remind managers of their responsibilities through the HSE Stress Management Standards which includes demands, controls, relationships, roles, support and change.

Delegates will also learn how to carry out basic individual and group risk assessment that conform to HSE standards and procedures, this includes how to approach stressed employees with empathy. This course will enable delegates to confidently identify a variety of possible work related hazards and come up with examples of reasonable adjustments.

Content

This course is delivered over half-day and will introduce delegates to the following topics:

- An introduction to the science behind stress
- Signs of stressed workers
- Stress related illness
- Managerial responsibilities of stress
- HSE Management standards
- Risk assessment process
- Individual and team risk assessment
- Approaching employees

Who is this course for?

This course is for those people who have responsibility for the well-being of an organisation, department or team.

It is applicable to those who conduct risk assessment and implement policy. This course is also useful for new managers or inexperienced managers who are new to managing stress.

Duration

0.5 day

Stress Management

Delegates will learn a variety of techniques, strategies and relaxation methods which will help them deal with their own personal stress triggers more effectively.

Course Outline

Our Stress Management training will enable delegates to develop the required skills to deal with stress before it reaches a critical point for them.

They will learn a variety of techniques, strategies and relaxation methods which will help them deal with their own personal stress triggers. By acknowledging their stress triggers they can start to cope with even the most demanding situations, allowing them to achieve their workplace goals.

A recent stress study found that one in every five employees believed their work was either very or extremely stressful.

If stress is left untreated it can exacerbate the situation causing psychological, emotional, behavioural and physical damage.

Content

- An introduction to the science behind the factors of stress
- The fight or flight response and its impact on the body
- Discover the common causes of stress
- Understand the difference between healthy pressure and harmful stress
- Recognise your personal triggers of stress
- Using REBT to deal with irrational thoughts
- Minimising the effects of stress through mindfulness
- Lifestyle changes that can help reduce stress
- Developing the 'stress buster' action plan

Who is this course for?

This Stress Management course is ideal for those who wish to learn about their own stress triggers and how to manage their stress levels.

This course is also for those who want to get an introduction of REBT and how to overcome irrational thoughts in regards to stress.

Duration

1 day

Work/Life Balance

Work/Life Balance is about ensuring delegates keep things in perspective and to help them to recognise the signs of unbalance in their work/life.

Course Outline

Separating work and home life is becoming more difficult. Getting the right work/life balance is about ensuring work does not take up more of your life than it ought to. Some problems which people have, include:

- Working long hours which is having a detrimental impact on their health
- Worrying about work in their free time
- Too tired to have a life beyond the workplace environment

Our half-day Work/Life Balance course is about ensuring delegates keep things in perspective and to help them to recognise the signs of unbalance in their work/life.

Increased levels of stress on a constant basis can lead to a whole range of health problems including hypertension, migraines, high blood pressure, muscular pain, ulcers, depression, indigestion, abdominal pain and diarrhoea. If work controls your life it can also mean that time to exercise, rest and eat healthy are also impacted. These are all essential to good health and wellbeing. You may experience problems with relationships if your work life dominates your whole life, finding time for partners, children, family and family and building relationship requires time.

Content

- Identifying your current situation
- Taking your work home
- Working smarter
- Healthy living
- Reducing stress
- Mindfulness

Who is this course for?

Our Work/Life Balance training is for those who want to find a better balance to their life. This course is also helpful to those wish to reduce their stress levels and get some perspective in their life.

Duration

0.5 day



ICT & Technical Courses

Technical and ICT training in a **relaxed** atmosphere

2D Computer Aided Design

3D Computer Aided Design

Architectural Floor Plans

Engineering Drawing

Finite Element Analysis

Microsoft Access

Microsoft Excel

Microsoft PowerPoint

Microsoft Project

Microsoft Word

2D Computer Aided Design

This course is a great start for those who would like to get to grips with CAD design.

Course Outline

The aim of this course is to cover the main production tools which will allow delegates to produce 2D CAD drawings to a standard. This course is a great start for those who would like to get to grips with CAD design. Because of the nature of this course, there is a maximum of two delegates to one course tutor.

This course will give delegates foundation knowledge in the use of this powerful drafting techniques that are used across multiple design, architectural and engineering companies worldwide..

On completion of this course, delegates will have a good understanding of drawing lines, properties and snaps, editing 2D geometries, creating polygons, circles and arcs. As well as scaling, copying and rotating points and curves.

Content

- Opening 2D files
- Creating new files
- The working environment
- Navigation within the environment
- Using co-ordinate systems
- Creating objects
- Adding text to drawings using text styles
- Precision drawing techniques
- Attributes and properties
- Dimensioning using dimension styles
- Drawing functionality
- Creating essential CAD-based objects

Who is this course for?

This course is for those who are interested in developing a new skill set in 2D CAD design.

This course is ideally suited to new users of the software embarking on a career in computer aided design, users that may have previously used much older versions of CAD software and need to refresh themselves with newer programmes and casual users that need to understand core functionality.

Duration

1 day

3D Computer Aided Design

This course is for those who are interested in developing a new skillset in 3D CAD design and who already have some knowledge of 2D CAD.

Course Outline

This course has been designed for competent users of 2D CAD and who want to move to working with 3D CAD.

Upon completion delegates will have a very good understanding of 3D CAD and will have the ability to create models and manage designs within a 3D CAD environment.

Because of the nature of this course, there is a maximum of two delegates to one course tutor. On completion of this course, delegates will have a good understanding of creating 3D models through working in a 3D environment, rendering models and applying materials, creating 3D objects and combining objects together in a 3D environment.

Content

- Starting opening 3D files
- Viewing and navigating around a 3D environment
- Designing 3D models within CAD
- Creating surfaces, regions, and 3D solids
- Modifying and manipulating 3D models
- Adding chamfers, holes, fillets and threads
- Choosing and modifying Materials

Who is this course for?

This course is for those who are interested in developing a new skillset in 3D CAD design and who already have some knowledge of 2D CAD. If delegates are looking to retrain, then learning a skill such as 3D CAD design is a perfect starting point for developing skills.

This course is ideally suited to users who wish to gain an extra skillset in the development of 3D CAD models and part drawings.

Duration

1 day

Architectural Floor Plans

The course provides participants with a solid introduction to standard residential building floor plan generation, drafting procedures, conventions and documentation practices.

Course Outline

Our course is for those wanting to understand how to prepare architectural floor plans. It is designed for anyone with a strong interest in building and design, contemplating further study, or involved in an owner builder project. This course provides a solid introduction for design of floor plans using modern software.

The course provides participants with a solid introduction to standard residential building floor plan generation, drafting procedures, conventions and documentation practices. You will engage in floor plan drawing activities to develop an understanding of associated drawings and graphic techniques.

The program incorporates three sections that are designed to prepare you and develop your understand of the various floor plan drawing techniques and the application of these techniques.

Content

- 2D drafting tools
- Modification tools
- Precision drawing
- Tracking techniques
- Editing methods
- Creating templates
- Adding walls, windows and doorways
- Creating and using symbols
- Adding text to floor plan drawings
- Dimensioning
- Plotting floor plans

Who is this course for?

This course is perfect for those who are interested in learning to generate accurate floor plans.

This course will be ideal for architects, designers or engineers who would like to learn about generate working with modern CAD to automate the design of floor plans or who are interested in improving CAD design and engineering drawing skills.

Duration

1 day

Engineering Drawing

Upon completion delegates will gain a solid understanding of developing engineering drawings and will have the ability to create and manage 2D designs to BS:EN 8888:2011

Course Outline

This Engineering Drawing training course is specifically for those who would like to produce engineering drawings to BS:EN 8888:2011 within a CAD environment.

This course is the modern equivalent of learning engineering drafting, but within a computer aided design environment.

Upon completion delegates will gain a solid understanding of developing engineering drawings and will have the ability to create and manage 2D designs to BS:EN 8888:2011.

Because of the nature of this course, there is a maximum of two delegates to one course tutor.

Content

- 2D drafting tools
- Modification tools
- Precision drawing
- Tracking techniques
- Editing methods
- Creating templates
- Creating and using symbols
- Adding text to engineering drawings
- Dimensioning
- Plotting drawings

Who is this course for?

This course is perfect for those who are interested in improving CAD design and engineering drawing skills.

If you are a trades person, designer, home improvements specialist who is interested in drafting your designs then this course will be perfect for you.

Duration

1 day

Finite Element Analysis

FEA is widely used as a powerful technique to identify design solutions to challenging structural analysis problems.

Course Outline

Finite Element Analysis has emerged as a process that plays a vital part in keeping weight to a minimum and results in components that are designed at their optimum. The objective of this course is to provide delegates with a good introduction in the use of FE-based tools and how to use them within a 3D computer aided domain to design and optimise products.

FEA is widely used as a powerful technique to identify design solutions to challenging structural analysis problems. For engineers that are new to this concept and who want to work with these powerful design methods are often put off by the steep learning curve required.

This is done through providing guidance using practical examples of this process and applying it to real world problems.

Content

- Finite element analysis overview
- Design variables
- Mesh optimisation
- Example one - plate with a 10mm hole
- Applying single point, multiple point constraints and load forces
- Example two - beam with spanning elements
- Component optimisation

Who is this course for?

This course is perfect for engineers aiming to use FEA as a reliable predictive tool for stress and displacement analysis.

Companies moving into FEA technology will also find this course of use in order to improve product designs or assess prototype failures or speed of the design process. This course is perfect for those who are interested in learning the FEA approach to design assessment.

Duration

1 day

Microsoft Access

This course will progress you towards creating relational databases to exploit the full potential of Microsoft Access.

Course Outline

This course will familiarise delegates with the concepts of database design and implementation using Microsoft Access. The content includes the design and editing of the four main parts of a database system - Tables, Queries, Forms and Reports. At the end of the course, you will be able to create and use database systems with confidence.

Starting Access and layout familiarisation. Opening, closing and saving your database. Understand what is a database? Database design principles; Access field types; Creating An access table; Creating a simple generic database using a Wizard; Changing field properties; Validation rules; Editing data tables and sorting tables. Creating and using filters; creating and using select queries. Creating a form using the Wizard; Working with form controls; Adding controls to an Access form; Changing control properties; Saving and using a form. Creating a report using the Wizard; Working with report objects; Previewing and printing reports.

Content

- Introduction
- Creating Access tables
- Filters and queries
- Working with screen forms
- Producing reports
- Table relationships
- Further query option
- Design tools and skills
- Sections, headers and footers
- Adding your own controls

Who is this course for?

This course is for those who want to progress towards learning how to create relational databases to exploit the full potential of Microsoft Access Training. Here you will create more complex forms based on multi-table queries.

Save time by developing different types of queries to find information quickly and efficiently.

Duration

1 day

Microsoft Excel

Excel is a powerful piece of software within the office suite, and this course will show delegates how to get the most out of it.

Course Outline

Excel is a powerful piece of software within the office suite, and this course will show delegates how to get the most out of it. They will learn how to navigate the ribbon and tab interface. The course covers the difference between text data, numerical data, and formulas and functions.

During this course delegates will learn to set-up spreadsheets and develop skills to present their work clearly by making the most of Excel's features. Delegates will develop the necessary skills to present their work clearly by learning how to create purchase orders, bank statements and compile sales figures.

Delegates will learn the knowledge to manipulate data by inserting rows, columns and sheets as well as how to move, copy and delete data.

Content

- Learn to set up a spreadsheets from new
- Enter data, basic formulas and functions
- Formulas and functions
- Customise the interface
- Opening and saving a workbook
- Creating forms with Excel
- Utilising Excel help
- Replicate formulas & functions
- Create an absolute reference
- Range names and how they are applied
- Setting up data for printing
- Formatting charts

Who is this course for?

This course is suitable for beginners who needs to understand the way Excel works or those who have some self-taught knowledge but want to know how to use Excel more efficiently for day-to-day tasks.

Duration

1 day

Microsoft PowerPoint

Our Microsoft PowerPoint courses are suitable for delegates who want to develop a good knowledge and understanding of PowerPoint.

Course Outline

Our Microsoft PowerPoint courses are suitable for delegates who want to develop a good knowledge and understanding of PowerPoint. It is specifically for those who wish to create customised presentations designed to impress an audience. This course allows delegates how to use the Office button and ribbons to navigate PowerPoint.

Design your presentation layout with headers and footers, apply themes, and format text. Learn how to add tables, shapes, Clip Art, SmartArt, and media clips of video and audio to effectively enhance your message.

Before progressing on to working with more advanced features such as adding buttons for interactivity and using media content like audio and video. It also covers how to work with advanced graphic manipulation features, advanced slide show features, and exporting data out of PowerPoint.

Content

- Getting started with PowerPoint
- Command & contextual tabs
- Navigating a presentation
- Creating a new presentation
- Saving presentations
- Applying slide layouts
- Moving and deleting slides
- Ungrouping and grouping
- Creating graphs
- Slide masters and themes
- Printing notes, slides and handouts
- Creating slide shows
- Using presenter view

Who is this course for?

This course is for anyone who prepares, delivers or oversees the preparation of presentations using Microsoft PowerPoint. It's suitable for complete beginners or those with a little self-taught knowledge.

Duration

1 day

Microsoft Project

This course will provide delegates with a solid understand of the essential tools within Microsoft Project

Course Outline

This course will provide delegates with a solid understand of the essential tools within Microsoft Project. Microsoft Project is a project management software tool that allows managers to graphically plan out a project plan through a Gantt chart. Further to this, it allows for users to set realistic goals for project teams and customers by creating a schedule, managing resources and allocating a budget. This course is designed to equip new user with the basic function within Microsoft Project. The user is taken through every stage of project creation and set-up, including input of tasks, deciding precedence relationships, setting constraints, inputting resources, using calendars, printing and managing the overall progress of the project.

You will learn: Environment familiarisation. Accessing help. Setting the start and end date and creating a base project date plan. Inputting task names and their duration using Gantt entry view. Creating a resource list and assigning resources to particular tasks. Printing the project using different manageable views. Specifying predecessors and the form of relationship. Set constraints including; as soon as possible, as late as possible, must start on. Allocate overlapping and delaying tasks using lead and lag tools. Assigning fixed and variable costs to tasks. Modifying base timelines; specify working and non-working days and the length (hours) in the working day. Using resource timelines and calendars. Using tables and filters, displaying free slack, setting the plan, entering task information, comparing planned, planned schedule and actual schedules.

Content

- Getting started
- Input of tasks
- Resources
- Printing
- Precedence relationships
- Setting constraints
- Lead and lag
- Costs
- Calendars
- Managing the project

Who is this course for?

This course is for people who are new to Microsoft Project and want to gain an introduction to the software.

Duration

1 day

Microsoft Word

Our Word courses are for individuals who are responsible for producing complex documentation as part of their everyday job.

Course Outline

Our Word courses are for individuals who are responsible for producing complex documentation as part of their everyday job. They are useful for anyone who produces reports, user manuals or client-facing documents. These course shows delegates how to use Word to create, edit, format, and print documents.

Further to this delegates will gain familiarity with the best practices for word processing, explore the various ribbons, while learning numerous time saving tips. We will also show delegates how to customise the screen, discover new features, and experience hands-on tuition.

Adding captions to graphics and cross references and paragraph numbering in the text are vital to be able to improve efficiency for example by producing an automatic table of contents. This course focuses on those features which allow delegates to control document, making future editing much easier.

Content

- How to add fields to documents so you can edit and update key information
- Format longer documents consistently
- Creating an automatic table of contents
- Using document styles
- Creating new styles
- Advanced editing of style sheets
- Managing large documents
- Handling different page layouts
- Starting and stopping headers
- Newspaper columns and newsletters
- Inserting graphics & controlling positions
- Inserting charts
- Adding captions and cross references
- Revision markers

Who is this course for?


This course is suitable for anyone who is responsible for producing long or complex documents.


It will be very useful for anyone who produces reports, manuals or client-facing documents as well as those that wish to use some timesaving functions within Microsoft Word.


| Duration | Ref |
|----------|-----|
| 1 day | MSW |

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Core Skills



Courses 2022



Well-being

