



The 21st Century Leadership Company

E-Learning Platforms

The majority of our courses come in an audio and non-audio version

RoSPA approved HEALTH & SAFETY RANGE

An Introduction to Health & Safety at Work
An Introduction to Managing Health & Safety
An Introduction to Risk Assessment
DSE & Workstation Safety
Fire Safety and Evacuation
Fire Prevention and Evacuation
Safe Manual Handling
Avoiding Slips, Trips and Falls
Managing and Handling Stress at Work
Risk Assessment for Managers
RSI – What is it and how to avoid it?
Staying Safe with Electricity
Staying Safe with Hazardous Substances
Safe Working with Workplace Transport
Managing Workplace Transport Health & Safety Risks
Staying Safe with Noise
Test Yourself on the Highway Code
Protecting the Environment at Work & Home
Preventing Bullying in the Workplace
A video guide to Effective Hand Washing
Asbestos Awareness
Asbestos Basic Awareness
COSHH Awareness
Staying Safe in Confined Spaces

PERSONAL SAFETY RANGE

Handling Violence and Aggression at Work
Lone Working - Hazards and Risks
Lone Worker Types and Typical Risks
Personal Safety in Other People's Homes and Premises

WORKPLACE LEGISLATION RANGE

Diversity, Equality and Discrimination
Harassment and Victimisation
Equal Opportunities in the Workplace:
Recruitment & Selection
Equal Opportunities in the Workplace - Parents in Employment
Avoiding and Dealing with Sexual Orientation Discrimination
Avoiding and Dealing With Disability Discrimination
Avoiding and Dealing with Race Discrimination
Avoiding and Dealing with Age Discrimination
Avoiding and Dealing with Religious or Belief Discrimination
Avoiding and Dealing with Gender Reassignment Discrimination
Flexible Working
An Overview of the Data Protection Act 1998
Freedom of Information Act 2000
Freedom of Information (Scotland) Act 2002
Information Governance

ETHICS IN BUSINESS:

The Bribery Act 2010: Identifying and Avoiding Bribery in Organisations



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WORKPLACE SKILLS RANGE

Creating SMARTER Objectives
An Introduction to Time Management
The Importance of Setting Goals in Time Management
Planning Your Time
Dealing with Time-Wasting Situations
Time-Saving Tips and Technology
Time Management (Competency Assessment)
A Background to Body Language
Silent Speech - Understanding Body Language
Using Body Language in the Workplace
Silent Selling - Using Body Language in Sales
Body Language Competency Assessment
An Introduction to Listening
Removing the Barriers to Listening
Becoming a Better Listener
Listening (Competency Assessment)
Presentations 1 - Preparing for the Presentation
Presentations 2 - The Presentation
Presentation (Competency Assessment)
Questioning - Why are Questions Important?
Questioning - Using Open Questions
Questioning - Using Probing Questions
Questioning - Using Closed Questions
Questioning - Unproductive Questions
Questioning (Competency Assessment)
Introduction to Negotiation
Negotiating Strategies 1 - Strategy Basics
Negotiating Strategies 2 - Psychological Strategies
Negotiation Competency Assessment
Introduction to Persuading and Influencing
The Persuasion Process
Persuading and Influencing (Competency Assessment)
An Overview of Performance Appraisal
Preparing for the Appraisal
The Appraisal Discussion

Ongoing Appraisal
Appraisal and Performance Management
Competency Assessment
SMARTER Objectives for Managers
The Recruitment Process - An Overview
Writing Job Descriptions and Person Specifications
Attracting Candidates & Producing Job Advertisements
Shortlisting Candidates & Interview Techniques
Candidate References and Selection
Recruitment and Selection (Competency Assessment)
Introduction to Meetings and Meeting Types
Meeting Planning and Preparation
Conducting Effective Meetings
Meeting Behaviour and Dealing with Problem Characters
Virtual Meetings
Effective Meetings (Competency Assessment)
Delegation
Delegation (Competency Assessment)
The Role of the Coach v2

MICROSOFT OFFICE RANGE

CHOOSE FROM MICROSOFT OFFICE 2003,2007, 2010 OR 2013
COVERS WORD EXCEL POWERPOINT OUTLOOK ACCESS

LANGUAGES TALK BUSINESS, TALK MORE, TALK NOW AND TALK THE TALK
English, French, German, Spanish, Italian, Russian, Swedish, Mandarin, Welsh, Polish and Scottish Gaelic

NEW Languages available :Punjabi, Igbo, Cornish, Arabic, Macedonian, Flemish, Arabic, Macedonian, Assamese, Mayalam, Tamil, Belarusian, Persian, Latin, Haitian Creole, Greenlandic, Kazakh, Belarusian, Klingon, Abruzzese



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MENTOR4MANAGERS VIDEO RANGE

People Skills

How Do I Use Questions to Control Situations
How Do I Become a Better Listener?
How Do I Deal With Difficult People
How Do I Ask Open Questions
Why People Become Difficult and What to do About It

Performance Management

Dealing With Poor Performance
How Do I Give a Verbal Warning
How Do I Start the Conversation
How Do I Specify the Problem
How Do I Highlight the Impact of Poor Behaviour
How Do I Specify the Changes in Behaviour
How Do I Explain the Consequences of Bad behaviour
How Do I Close the Conversation
How Do I Write Objectives

Meetings Management

Running Effective Meetings
Getting the Results You Want Out of Meetings
How Do I Create a Meeting Agenda
How Do I Schedule Meetings Effectively
How to Control a Meeting by Being Assertive
How Do I Become More Talkative at Meetings
How to Control a Meeting by Setting ground Rules

Managing Teams

The Bullied Manager
How Do I identify Good & Bad Conflict in My Team
Creating Accountability in Teams
Encouraging Creativity in Teams
Managing Young People - What's Different?
Resolving Conflict in Teams
Do I Delegate Effectively
Play Chess Not Draughts
How Do I Use Flexibility When Managing Young People?
How Do I Deal With Mobile Phone Use at Work?

Should I Worry About Conflict in my Team

How Do I Prevent Conflict in My Team

When Do I Use My Authority to Resolve Conflict

How Do I Build Trust?

How Do I Maximise the Chances of Achieving Team Goals?

How Do I Motivate My Whole Team?

How Do I Decide What Tasks to Delegate?

How Do I Decide to Whom I Should Delegate?

New Management Issues and Skills

Becoming the Boss

Fear of Making Mistakes

Success Breeds Success

The Importance of Humour

Managing Friends

Learn to Let Go

Different Strokes for Different Folks

Managing Friends

How Do I Get My Team on My Side

How Do I Network Successfully

Women in Management

Getting Heard at Meetings

One of the Girls - A Good Idea?

Office Politics - How to Play Them

How to Deal with Being Ignored

How to Get Noticed

How Do I Present a Problem to My Boss

Time Management

Prioritising Projects

Making Your To Do List Work For You

Some People are Too Good to Lose

How Do I Deal With Interruptions

How Do I Manage My Email

How Do I manage My E-Mail In-Box

Job Seekers

What is a Job Interview

What Should You Take to a Job Interview

Tell us About Yourself

What Can You Bring to This Job



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FRESHARE CATALOGUE (PUBLIC SECTOR ORGANISATIONS ONLY)

Equality and Diversity

Personalising Services

Aspects of Law

Community Safety and Section 17

Deprivation of Liberty Safeguards

Law and Physical Intervention

Education Knowledge & Skills

Evening and Weekend Teaching Staff Induction

Internal Verification

The Full Time Admissions Procedure 2012

Health and Safety

Falls Prevention

Hazards and Risks of Lone Working

Health and Safety Induction

Incident Reporting and Investigation

Leisure Centre Fire Evacuation

Health and Social Care

Adult Protection (Scotland)

Appraisal in Social Care

Arthritis and Other Bone Conditions

Cardiac and Respiratory

Caring for Carers

Child Accident Prevention

Child Development

Confidentiality in Social Care

Deafblindness Awareness

Diabetes

Epilepsy

Gender Based Violence

Healthcare Associated Infection

Hearing Loss

Heart Disease

Heart Disease – Acute Coronary Syndrome

Heart Disease – Cardiac Rehabilitation

Heart Disease – Coronary Artery Disease

Heart Disease – Heart Failure

Heart Disease – Primary Prevention

Motor Neurone Disease (MND)

Medicines Optimisation Training for Community

Healthcare Professionals

Mental Capacity Act 2005 Awareness

Mental Health

Oral Hygiene

Pandemic Influenza

Parkinson's Disease

Progressive Supranuclear Palsy

Protecting Children (Scotland)

Record with Care: An Introduction to Recording in Adults' Social Care

Safeguarding Children

Safeguarding of Vulnerable Adults (2 courses)

Sight Loss Awareness

Smoking and Your Health

Stroke

Housing and Community

Community Engagement

Decanting Tenants

Introduction to Housing

Welfare Reform (Housing)

Knowledge & Skills for the Voluntary Sector

Volunteers' Induction

Local Government

Managing Grievance

Managing Performance and Capability

Managing Probation



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FRESHARE CATALOGUE (continued)

Management Development

A Guide to Performance, Development and Review
Energy Efficiency for Managers
Introduction to Performance Management
MIP for Beginners
Promoting Health at Work: Return to Work Meetings
Promoting Health at Work: Supporting Disabled Employees & Reasonable Adjustments
Promoting Health at Work: The Absence Reporting Call
Recruitment and Selection

Information Management

Freedom of Information (Scotland) Act 2002
Information Governance
Northwards Data Protection Overview

Workplace Skills

Assertiveness
Customer Service: Meeting Charter Standards
Fraud Awareness
How to Produce Clean Mail
ICT Induction
ICT Mobile Device Security
Induction
Joining a Video Conference
Learning Resource Centre Induction
Organising a Video Conference
Writing Compelling Reports
Writing Minutes
Writing Reports for Cabinet and other Political Bodies
Writing Your CV