

REACT 2 TRAINING LTD

www.react2training.co.uk

Core
Skills



Courses



Well-
being



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

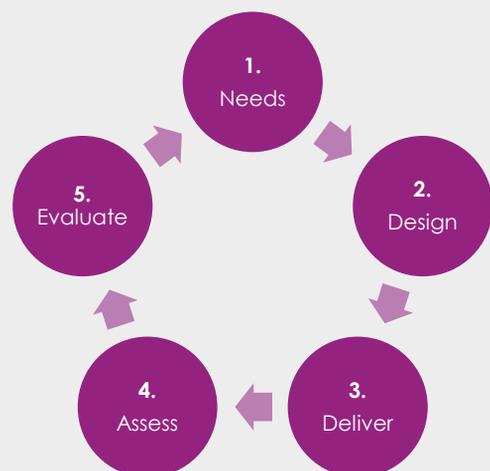
Our goal is to enable learners to gain a qualification to meet organisation targets and deadlines. We ensure equal opportunities and acknowledge diversity within a group. We use a variety of learning methods to meet VARK and use a variety of resources to meet learning needs.

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

Conflict Management

Effective Communication

Facilitation Skills

Interview Skills

Introduction to Equalities

Minute Taking

Note Taking

Presentation Skills

Time Management

Train the Trainer

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	Ref
0.5 day	CMT

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	Ref
0.5 day	EC

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

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.

Duration	Ref
1 day	FS

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	Ref
0.5 day	IS

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	Ref
0.5 day	ITE

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	Ref
0.5 day	MT

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	Ref
0.5 day	NT

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	Ref
1 day	PS

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

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.

Duration	Ref
0.5 day	TM

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	Ref
2 days	TTT

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