

talkinglife training

Corporate



www.talkinglife.co.uk 0151 632 0662 info@talkinglife.co.uk

Our Service

At Talking Life, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

Design All Talking Life training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

Delivery Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

Customer Care Our dedicated, professional customer team manages and carries out all communication between Talking Life and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

Online All of our courses can be delivered online via Zoom, MS Teams or you online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

Booking System Talking Life has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

Evaluation is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

Impact Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

Review Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

Managed Training Service Talking Life has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at **www.talkinglife.co.uk/offers**

About Talking Life

Talking Life is the No. 1 choice for high quality training in the Adult & Childrens Social Care, Corporate and Healthcare sectors. Established for more than 25 years, we offer a portfolio of hundreds of online & in-house courses which we can deliver and tailor to exactly meet the requirements of our customers. We provide high quality training to more than 200 local authorities, social services departments, NHS Trusts and adult social care organisations throughout the United Kingdom. We are experienced in delivering contracts & projects small and large, have the capability to deliver complex training requirements for organisations, if required, across many different topics and are successful on a regular basis in bidding and winning training contracts through tender or competitive quotation.

Corporate Training at Talking Life



Talking Life brings its expertise to the realm of corporate training with a wide-ranging portfolio tailored to meet the needs of organisations in various industries. With our specialised team of trainers, we offer a comprehensive selection of courses designed to enhance your organisation's knowledge, skills, and performance. Whether you are seeking training on essential topics such as Leadership Development, Effective Communication, or Conflict Resolution, or require specialised programs in areas like Ethical Decision Making or Diversity and Inclusion, Talking Life has got you covered.

Our corporate trainers possess extensive experience both as practitioners and educators, ensuring that the training we deliver is not only insightful but also practical and applicable to real-world business scenarios. We understand that each organisation has unique training requirements, which is why we are committed to providing tailored solutions to address your specific needs. If there is a specific topic you require training on that is not listed in our extensive catalogue, we invite you to reach out to us via phone, email, or our website. Our team will be delighted to discuss your requirements and work with you to develop a customised training program that aligns with your organisation's goals and objectives.

Follow us on Twitter
@TrainingTL

Talking Life Limited 36 Birkenhead Road, Hoylake, Wirral CH47 3BW

Bereavement & Loss Courses

- Bereavement & Loss
- Bereavement and Loss
- Breaking Bad News
- Grief in the Workplace

Equality, Diversity and Inclusion Courses

- Intersectionality

Foster Care Courses

- Chairing Sensitive Meetings
- Drug & Alcohol Awareness

General Courses

- Customer Care
- Dealing with Difficult Customers and Situations
- Enhancing Professional Curiosity for Housing Staff
- Getting Organised at Work
- Intersectionality
- Intersectionality Awareness
- LGBTQIA Awareness
- Neurodiversity
- Professional Writing Skills
- Supporting children and young people/families who identify as LGBTQ
- Unconscious Bias
- Valuing and Motivating Others

Health, Safety and First Aid Courses

- Emergency first Aid
- First Aid at Work (2 day Refresher)
- First Aid at Work (3 day) Accredited
- First Aid at Work Annual Refresher
- Health & Safety at Work
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Mindfulness – Bitesize
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)

Human Resources Courses

- Application and Interview
- Being Interviewed for a Ring Fenced Post
- Bias Training
- Completing Job Applications & Interviewing Skills
- Diversity in the Workplace
- Embracing Change
- Equality, Diversity and Inclusion
- HR Core Skills
- Interview Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Recruitment & Selection
- Recruitment & Selection (Legal)
- Report Writing for Commissioning Staff
- Sexual Harassment and the Prevent Responsibility
- Sexual Harassment Briefing
- Sexual Harassment in the Workplace – for Managers & Team Leaders
- Sexual Harassment in the Workplace Awareness for Managers
- Staff Performance Review



IT Training Courses

- Advanced Microsoft Excel
- Advanced Microsoft Word
- Beginner Microsoft Excel
- Beginner Microsoft PowerPoint
- Beginner Microsoft Word
- How to use Microsoft Teams
- Intermediate Microsoft Excel
- Intermediate Microsoft PowerPoint
- Intermediate Microsoft Word
- Microsoft PowerPoint – Tips and Tricks
- Reputation Management, Social Media & IT

Learning Difficulty / Disability Courses

- D/deaf Awareness and a brief introduction to British Sign Language
- Managing Challenging Behaviour

Legal Courses

- Court Skills and Expert Witness
- Recruitment & Selection (Legal)
- Sexual Harassment Briefing
- Sexual Harassment in the Workplace – for Managers & Team Leaders
- Sexual Harassment in the Workplace Awareness for Managers

Management & Leadership Courses

- Adaptive Leadership
- Advanced Project Management
- Apprentice Training
- Bias Training
- Building a High Performance Team
- Business Writing Skills
- Coaching and Mentoring
- Coaching Skills
- Commissioning and Report Writing
- Communication Skills
- Communication Skills Collecting Information
- Compassionate Leadership
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Delegation Skills
- Diversity in the Workplace
- Embracing Change
- Emotional Intelligence for Managers
- Facilitation Skills
- Goal Setting, Prioritising and Time Management
- Influencing Skills
- Introduction to Project Management
- Leadership and Management
- Leading in Times of Change (Managers)
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing for the First Time
- Managing Performance
- Meetings Management
- Monitoring & Managing Budgets
- Monitoring and Managing Individual and Team Performance
- Multi Skilling the Team
- Multi-Generational Teams
- Negotiation Skills
- Optimising Organisational Capacity
- Performance Management
- Performance Review
- Project Management
- Project Management Intermediate
- Sexual Harassment in the Workplace – for Managers & Team Leaders
- Sexual Harassment in the Workplace Awareness for Managers
- Staff Performance Review

- Stress & Resilience for Managers
- Supervision Skills
- Team Building
- Team Leading
- Time Management

Mental Health Courses

- Bereavement & Loss
- Bereavement and Loss
- Bouncing Back! How to be Resilient in the Workplace
- Embracing Change
- Mental Health First Aid (Accredited)
- Mental Health First Aid Refresher
- Mental Health for Managers
- Mindfulness
- Mindfulness – Bitesize
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)
- The Mindful Manager in Times of Crisis
- Youth Mental Health First Aid

Personal Development Courses

- Assertiveness
- Bias Training
- Breaking Bad News
- Business Writing Skills
- Challenging Conversations & Conflict
- Communication Skills
- Communication Skills Collecting Information
- Confidence in Public Speaking & Presenting
- Confident Presentation & Use of Storytelling
- Conflict Management
- Cultural Competence
- Customer Care
- Customer Care on the Telephone
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Dealing with Difficult Conversations
- Dealing with Difficult Customers and Situations
- Embracing Change
- Equality & Diversity
- Facilitation Skills
- Getting Organised at Work
- Goal Setting
- Goal Setting, Prioritising and Time Management
- Holding Difficult Conversations
- LGBTQIA Awareness
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing Conflict in Customer Service
- Mindfulness – Bitesize
- Negotiating and Influencing
- Negotiation Skills
- Negotiation Skills
- Neurodiversity
- Pre Retirement
- Presentation Skills
- Problem Solving and Creative Thinking
- Problem Solving and the use of Data Analysis
- Professional Boundaries
- Professional Writing Skills
- Providing Reception Services
- Report Writing for Commissioning Staff
- The Mindful Manager in Times of Crisis

- Time and Workload Management
- Time Management
- Time Management
- Valuing and Motivating Others
- Working from Home Effectively
- Working in a Changing Environment

Resilience, Wellbeing & Stress Courses

- 6 Week Wellbeing Programme
- Anxiety – Bitesize
- Bouncing Back Bitesize
- Bouncing Back! How to be Resilient in the Workplace
- Bouncing Back! How to be Resilient in the Workplace for Managers
- Change & Adaptability/Resilience
- Emotional Intelligence for Managers
- Emotional Intelligence in the Workplace
- Managing Pressure & Maintaining Resilience at Work
- Mindfulness
- Mindfulness – Bitesize
- Resilience training, difficult conversation and engaging challenging users
- Stress & Resilience for Managers
- Stress and Resilience
- The Mindful Manager in Times of Crisis

Safeguarding Courses

- Chairing Sensitive Meetings
- Enhancing Professional Curiosity for Housing Staff
- LGBTQIA Awareness

Substance Misuse Courses

- Drug & Alcohol Awareness
- Substance Misuse

A-Z Course Index for Corporate Courses

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