



## Education



## 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 your 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](http://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.

## Education Training at Talking Life

Helping to build school cultures that recognise the importance of staff well-being and effective safeguarding and emotional support for children and their families in various school settings. We offer:

- Supervision Training
- Supervision for Headteachers and other members of Senior Leadership Teams
- Safeguarding Supervision for DSL's and other middle managers



## Why is supervision essential in schools?

Schools are so often at the heart of work with children and families who may need additional help. As well as contributing to multi-agency safeguarding systems, there are increasing demands being placed on schools to be the first port of call in working with a variety of complex issues including supporting vulnerable families and addressing the mental health needs of pupils. This can be challenging for staff who may feel emotionally drained, lacking in confidence and overwhelmed by the expectations placed upon them.

Supervision can make a real difference to the well-being of staff, pupils and families by providing a space where staff can explore feelings, thoughts and responses and develop confidence in working with a range of complex situations.



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



## General Courses

- Intersectionality
- Intersectionality Awareness



## Health, Safety and First Aid Courses

- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards



## Human Resources Courses

- Sexual Harassment in the Workplace Awareness for Managers



## Learning Difficulty / Disability Courses

- D/deaf Awareness and a brief introduction to British Sign Language
- Understanding ADHD & Autism





## Legal Courses

- Sexual Harassment in the Workplace Awareness for Managers



## Management & Leadership Courses

- 1:1 Direct Supervision
- Sexual Harassment in the Workplace Awareness for Managers



## Mental Health Courses

- Mental Health First Aid Refresher



## Personal Development Courses

- 1:1 Direct Supervision
- Providing Reception Services



## Safeguarding Courses

- 1:1 Direct Supervision
- Child Sexual Exploitation
- County Lines & Child Criminal Exploitation
- Radicalisation & Extremism Awareness
- Safeguarding Disabled Children
- Supervision in Early Years Settings



## Supervision Courses

- 1:1 Direct Supervision
- Promoting Reflective practice in Supervision
- Recording Reflective Supervision
- Supervising to Improve Practice
- Supervision in Early Years Settings
- Using Supervision Effectively: a one day course for Supervisees



## A-Z Course Index for Education Courses

- 1:1 Direct Supervision
- Child Sexual Exploitation
- County Lines & Child Criminal Exploitation
- D/deaf Awareness and a brief introduction to British Sign Language
- Intersectionality
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- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
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