

talkinglife training

General Social Care



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.

General Social Care Training at Talking Life

Talking Life has one of the most comprehensive portfolios of social care training in the U.K. We have specialist teams able to deliver everything from refresher & update training on Infection Control, Medicines Management and Moving & Positioning to one-day and longer courses on Common Induction Standards, Neuro-Linguistic Programming and Breaking Bad News. We have a track record in delivering specially tailored Leadership & Management training courses to the social care sector.



Talking Life trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in Social Care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.

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
- Dealing with Distressed People

Equality, Diversity and Inclusion Courses

- Intersectionality

Foster Care Courses

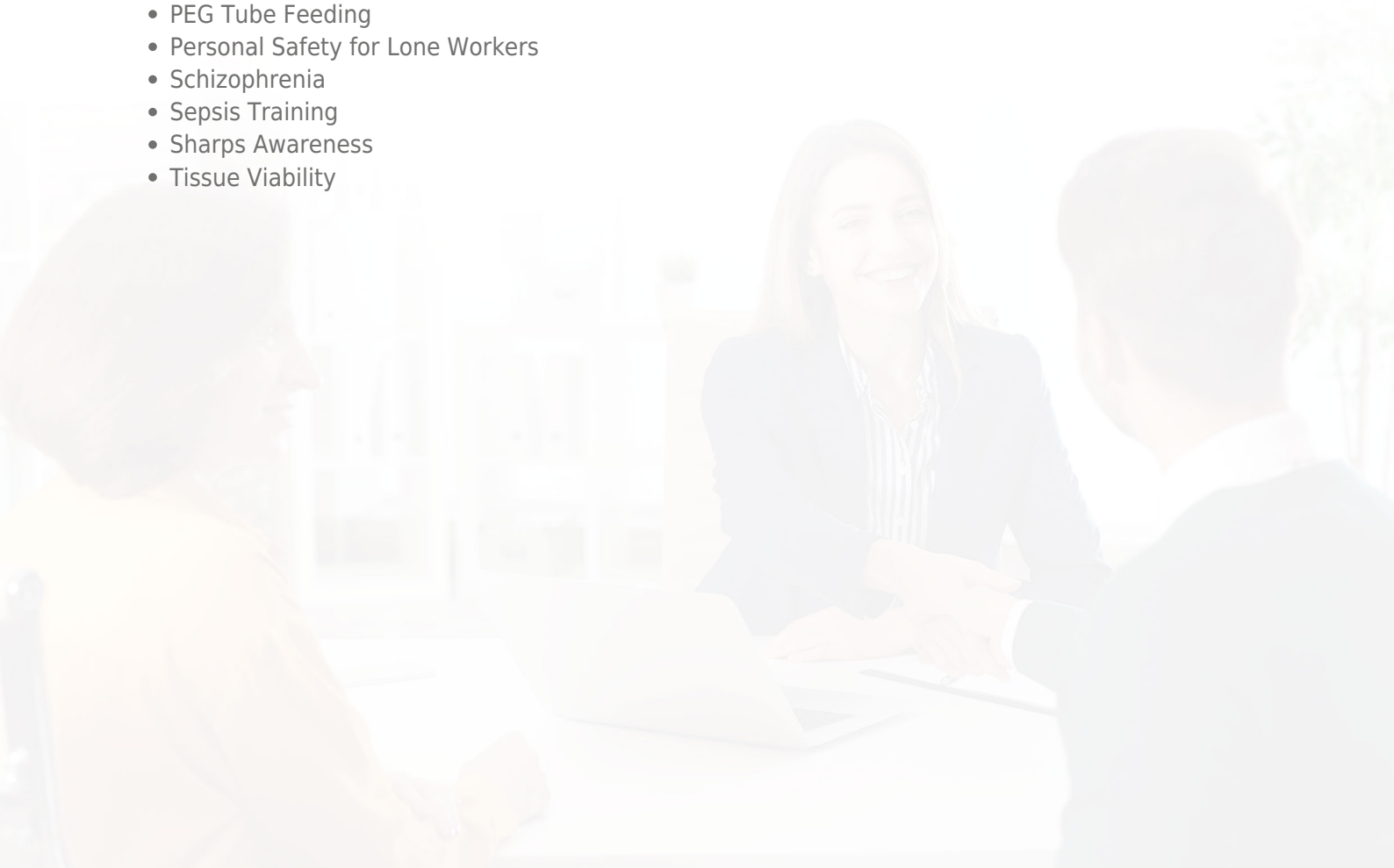
- Chairing Sensitive Meetings
- Drug & Alcohol Awareness

General Courses

- Access to Records
- Allyship in Social Work
- Anti racist, anti discriminatory, and anti oppressive practice
- Building Community Cohesion into Practice: strategies for frontline professionals
- Common Induction Standards
- Compassion fatigue, Moral Injury and Supporting Resilience
- Customer Care
- Dealing with Difficult Customers and Situations
- Ethical Training for Admin Staff
- Intersectionality
- Intersectionality Awareness
- Lunchtime Learning – 'Green' Social Work
- Manual Handling – Half Day
- Mediation Skills for Business Support Staff
- Neurodiversity
- NLP (Neuro Linguistic Programming)
- Personal Care
- Supporting children and young people/families who identify as LGBTQ
- The Tactical Use of Self: Relationship-Based Practice and Disguised Compliance
- Time Management for Social Workers
- Unconscious Bias
- Valuing and Motivating Others

Health, Safety and First Aid Courses

- Basic Life Support & Anaphylaxis Update
- Basic Life Support & First Aid
- Catheter Care
- Clinical Record Keeping
- Diabetes Awareness
- Emergency first Aid
- Emergency First Aid: Gun and Knife Wounds
- Epilepsy & Midazalam Administration
- First Aid at Work (2 day Refresher)
- First Aid at Work (3 day) Accredited
- First Aid at Work Annual Refresher
- Health & Safety at Work
- Health & Safety in the Workplace (level 1, accredited)
- HIV & AIDS Awareness
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Medication Administration
- Mindfulness – Bitesize
- Moving & Positioning Refresher
- Moving and Handling Refresher
- PEG Tube Feeding
- Personal Safety for Lone Workers
- Schizophrenia
- Sepsis Training
- Sharps Awareness
- Tissue Viability



Human Resources Courses

- Application and Interview
- Bias Training
- Diversity in the Workplace
- Embracing Change
- Equality, Diversity and Inclusion
- HR Core Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Mediation Skills for Business Support Staff
- Report Writing for Commissioning Staff
- Sexual Harassment in the Workplace Awareness for Managers

IT Training Courses

- How to use Microsoft Teams

Learning Difficulty / Disability Courses

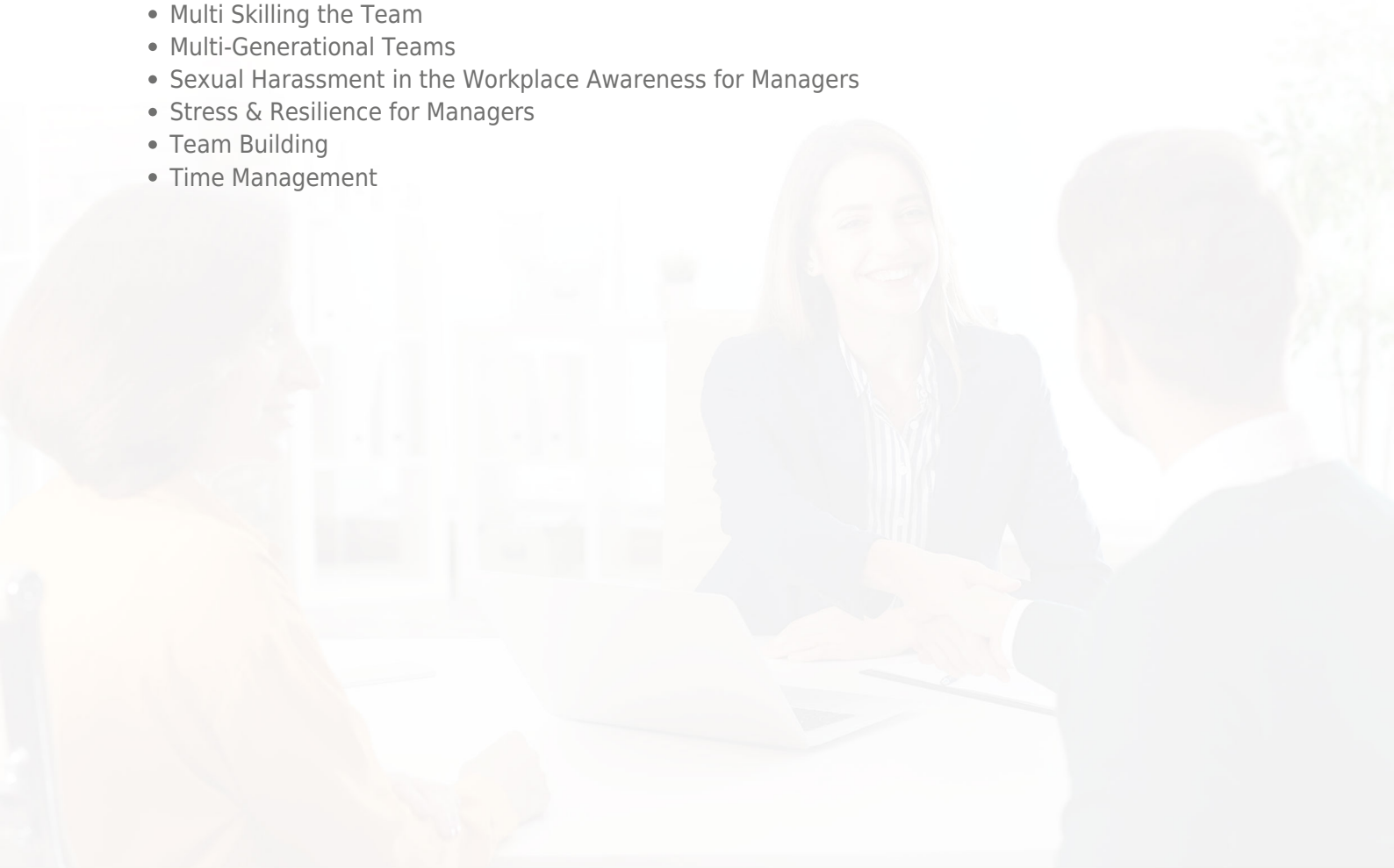
- Autism
- Autism – Advanced
- Autism Intermediate
- D/deaf Awareness and a brief introduction to British Sign Language
- Makaton Level 1
- Makaton Level 2
- Makaton Level 3
- Makaton Level 4
- Managing Challenging Behaviour
- Signing Communication (Makaton)
- Understanding ADHD & Autism
- Understanding and Supporting Parents who have Learning Disabilities
- Understanding Dementia and Supporting Behaviour That Challenges

Legal Courses

- COPDOL (Court of Protection for a Deprivation of Liberty)
- Duty of Care
- Embedding Human Rights in Practice
- Legal Literacy
- Public Law (Declaratory Relief & Judicial Review)
- Sexual Harassment in the Workplace Awareness for Managers
- The Law & The Nurse

Management & Leadership Courses

- Developing Effective Supervision: Core Skills for Supervisors
- Adaptive Leadership
- Apprentice Training
- Bias Training
- Building Community Cohesion into Practice: strategies for frontline professionals
- Commissioning and Report Writing
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Diversity in the Workplace
- Embracing Change
- Emotional Intelligence for Managers
- Facilitation Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing for the First Time
- Mediation Skills for Business Support Staff
- Meetings Management
- Motivational Interviewing for Managers
- Multi Skilling the Team
- Multi-Generational Teams
- Sexual Harassment in the Workplace Awareness for Managers
- Stress & Resilience for Managers
- Team Building
- Time Management



Mental Health Courses

- Bereavement & Loss
- Bereavement and Loss
- Bouncing Back! How to be Resilient in the Workplace
- Cognitive Behavioural Therapy CBT
- Dealing with Distressed People
- Depression Awareness
- Embracing Change
- Introduction to Cognitive Behavioural Therapy
- Mental Health First Aid (Accredited)
- Mental Health First Aid Refresher
- Mindfulness
- Mindfulness – Bitesize
- Schizophrenia
- Section 117 Awareness
- The Mindful Manager in Times of Crisis
- Trauma Informed Practice Awareness
- Understanding Dementia and Supporting Behaviour That Challenges
- Youth Mental Health First Aid

Personal Development Courses

- Developing Effective Supervision: Core Skills for Supervisors
- Bias Training
- Breaking Bad News
- Building Confidence
- Conflict Management
- Courageous Conversations
- Culturally Competent Practice
- 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
- Enhancing the Development of Newly Qualified Social Workers
- Equality & Diversity
- Facilitation Skills
- Holding Difficult Conversations
- Lunchtime Learning – Delivering Equitable, Person-Centred Care through Intersectionality & Cultural Intelligence
- Managing Challenging Behaviour
- Managing Change
- Managing Change
- Managing Conflict
- Managing Verbal Conflict
- Mediation Skills for Business Support Staff
- Mindfulness – Bitesize
- Motivational Interviewing Refresher
- Neurodiversity
- Pre Retirement
- Professional Boundaries
- 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
- Visitor Training
- Working from Home Effectively
- Working in a Changing Environment
- Working with Distressed & Difficult Clients

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
- Compassion fatigue, Moral Injury and Supporting Resilience
- Depression Awareness
- 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
- The Role of Emotional Wellbeing for Practitioners

Safeguarding Courses

- Developing Effective Supervision: Core Skills for Supervisors
- Chairing Sensitive Meetings
- Domestic Abuse Awareness
- Introduction to Domestic Abuse
- Module 1 – Understanding and Responding to Domestic Abuse
- Physical Disengagement Training
- Risk Assessment Awareness for Social Care Staff
- Safeguarding for Managers
- Safeguarding Minute Taking
- Think family approach in the context of Domestic Abuse
- Trauma Informed Practice Awareness
- Violence against Women and Girls (VAWG)

Substance Misuse Courses

- Drug & Alcohol Awareness
- Substance Misuse

Supervision Courses

- Developing Effective Supervision: Core Skills for Supervisors
- Reflective Supervision
- Using Supervision Effectively: a one day course for Supervisees
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Recording Reflective Supervision
- Supervising and assessing the ASYE year

A-Z Course Index for General Social Care Courses

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