



## General Social Care



## 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.

## 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](https://twitter.com/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
- End of Life Care
- Managing Challenging Behaviour



## Care Act Courses

- Chairing Sensitive Meetings
- End of Life Care
- Managing Challenging Behaviour



## Foster Care Courses

- Chairing Sensitive Meetings





## General Courses

- Access to Records
- Common Induction Standards
- Compassion fatigue, Moral Injury and Supporting Resilience
- Customer Care
- Dealing with Difficult Customers and Situations
- Ethical Training for Admin Staff
- Intersectionality Awareness
- Manual Handling – Half Day
- Mediation Skills for Business Support Staff
- Motivational Interviewing
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- NLP (Neuro Linguistic Programming)
- Personal Care
- Revalidation for Registered Nurses
- Supporting children and young people/families who identify as LGBTQ
- Unconscious Bias
- Valuing and Motivating Others



## Health, Safety and First Aid Courses

- Basic Life Support & Anaphylaxis Update
- Basic Life Support & First Aid
- Care Certificate
- Catheter Care
- Chairing Sensitive Meetings
- Clinical Record Keeping
- Control of Hazardous Substances COSHH
- Covid-19 Related Infection Control
- CQC Standards
- Diabetes Awareness
- Diabetes Awareness, Management & Prevention
- Emergency first Aid
- Emergency First Aid: Gun and Knife Wounds
- Epilepsy & Midazolam Administration
- First Aid at Work (2 day Refresher)
- First Aid at Work (3 day) Accredited
- First Aid at Work Annual Refresher
- First Aid Awareness (Theory)
- Health & Safety
- Health & Safety Awareness
- Health & Safety in the Workplace (level 1, accredited)
- Health & Safety Level 2
- HIV & AIDS Awareness
- Infection Control/Food Safety
- Lunchtime Learning – Health and Safety Law – recognising and controlling hazards
- Lunchtime Learning – Sepsis Awareness
- Management of Spills (blood/body fluids)
- Managing Challenging Behaviour
- Medication Administration
- Mindfulness
- Mindfulness – Bitesize
- Moving & Positioning Refresher
- Moving and Positioning Refresher
- PEG Tube Feeding
- Safe Handling of Medicines including BIODOSE
- Schizophrenia
- Sepsis Training
- Sharps Awareness
- Tissue Viability
- Tracheostomy Care
- Tracheostomy Care-Tracheal Suction
- Unconscious Bias
- Wound Care



## Human Resources Courses

- Application and Interview
- Bias Training
- Bullying & Hate Crime
- Chairing Sensitive Meetings
- Competency Based Interviewing
- Complaints – Investigation Skills – virtual
- Complaints – Power to Dismiss – virtual
- Complaints – Presenting to Panel – virtual
- 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
- Mindfulness
- Report Writing for Commissioning Staff



## IT Training Courses

- How to use Microsoft Teams
- Intermediate Microsoft Outlook



## Learning Difficulty / Disability Courses

- ADHD & Autism
- Autism
- Autism – Advanced
- Autism – Intermediate 2
- Autism (Developing Skills) – Part 1
- Autism Intermediate
- Autism Spectrum Disorder
- Chairing Sensitive Meetings
- D/deaf Awareness and a brief introduction to British Sign Language
- Engaging Parents and Carers with Learning Disabilities
- Managing Challenging Behaviour
- Signing Communication (Makaton)



## Legal Courses

- Bullying & Hate Crime
- Consent
- Duty of Care
- Embedding Human Rights in Practice
- Investigative Interviewing
- Legal Literacy
- Meeting CQC Standards
- Public Law (Declaratory Relief & Judicial Review)
- The Law & The Nurse
- Understanding Hate Crime



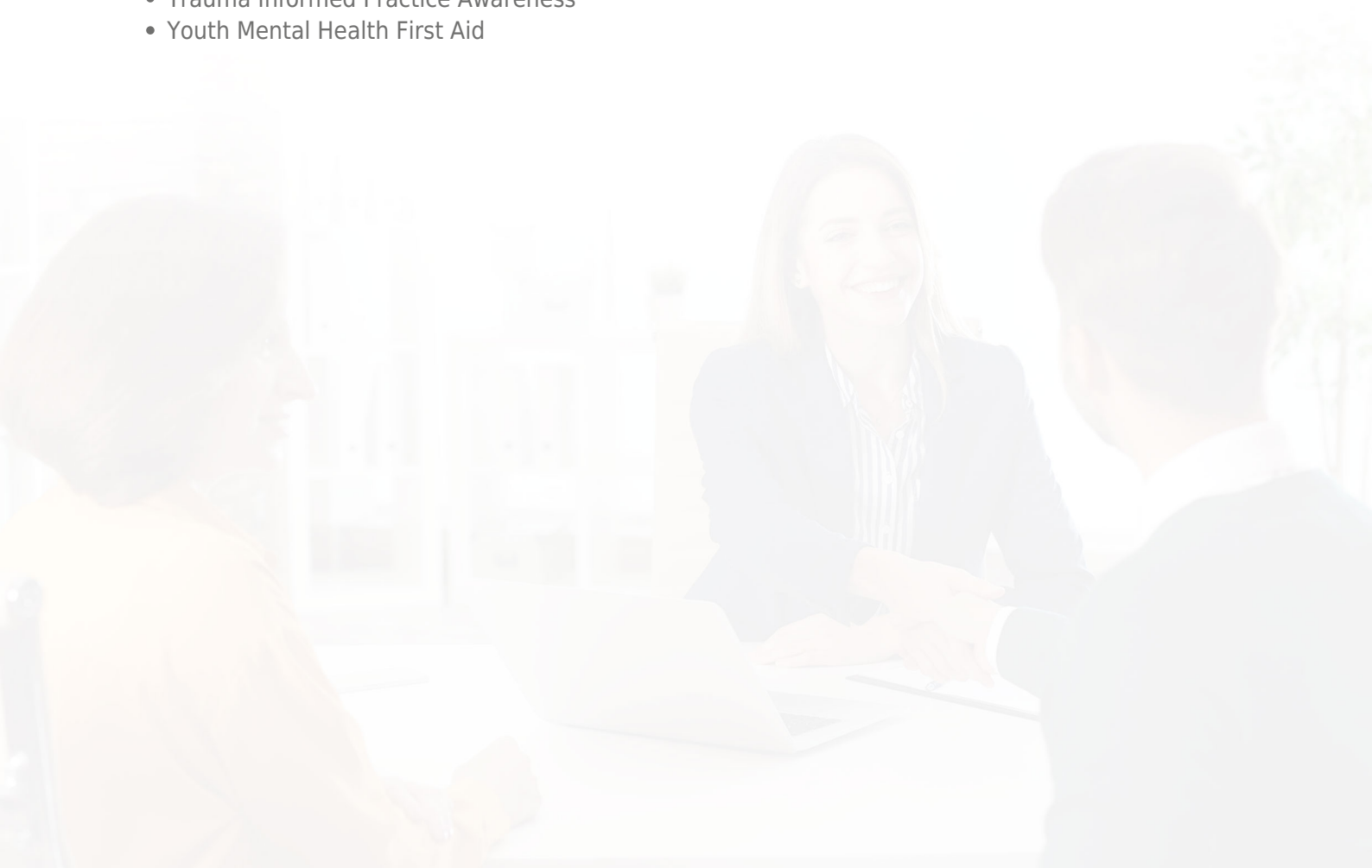
## Management & Leadership Courses

- 1:1 Direct Supervision
- Adaptive Leadership
- Apprentice Training
- Bias Training
- Chairing Sensitive Meetings
- Commissioning and Report Writing
- Complaints – Investigation Skills – virtual
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Developing Effective Supervision: Core Skills for Supervisors
- Diversity in the Workplace
- Embracing Change
- Emotional Intelligence for Managers
- Emotionally Intelligent Leadership
- Facilitation Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing for the First Time
- Mediation Skills for Business Support Staff
- Meetings Management
- Mindfulness
- Multi Skilling the Team
- Multi-Generational Teams
- Stress & Resilience for Managers
- Team Building
- Team Development
- Time Management



## Mental Health Courses

- Bereavement & Loss
- Bereavement and Loss
- Bouncing Back! How to be Resilient in the Workplace
- Chairing Sensitive Meetings
- Cognitive Behavioural Therapy CBT
- Dealing with Distressed People
- Depression Awareness
- Embracing Change
- Introduction to Cognitive Behavioural Therapy
- Introduction to Mental Health
- Managing Challenging Behaviour
- 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
- Youth Mental Health First Aid





## Personal Development Courses

- 1:1 Direct Supervision
- Bias Training
- Breakaway Techniques
- Building Resilience and Professional Boundaries
- Chairing Sensitive Meetings
- Challenging Conversations
- Communication Skills for NQSW's
- 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
- Dealing with difficult People
- Developing Effective Supervision: Core Skills for Supervisors
- Embracing Change
- Equality & Diversity
- Facilitation Skills
- Holding Difficult Conversations
- Managing Challenging Behaviour
- Managing Change
- Managing Change
- Managing Conflict
- Mediation Skills for Business Support Staff
- Mindfulness
- Mindfulness – Bitesize
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- 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
- Breaking Bad News
- Building Resilience and Professional Boundaries
- Chairing Sensitive Meetings
- Compassion fatigue, Moral Injury and Supporting Resilience
- Courageous Conversations
- Dealing with Distressed People
- Depression Awareness
- Embracing Change
- Emotional Intelligence
- Emotional Intelligence for Managers
- Emotional Intelligence in the Workplace
- Emotional Resilience
- Emotionally Intelligent Leadership
- Low Arousal approaches to Managing Aggression
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing Pressure & Maintaining Resilience at Work
- Mindfulness
- Mindfulness – Bitesize
- Recognising Stress and Supporting Staff
- 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
- Time and Workload Management

## Safeguarding Courses

- Chairing Sensitive Meetings
- Developing Effective Supervision: Core Skills for Supervisors
- Disengagement Training
- Investigative Interviewing
- Managing Challenging Behaviour
- Physical Disengagement Training
- Risk Assessment Awareness for Social Care Staff
- Safeguarding for Managers
- Safeguarding Minute Taking
- Trauma Informed Practice Awareness
- Violence against Women and Girls (VAWG)



## Substance Misuse Courses

- Chairing Sensitive Meetings
- Drug & Alcohol Awareness
- Managing Challenging Behaviour
- Substance Misuse



## Supervision Courses

- 1:1 Direct Supervision
- Authority & Supervision; Difficult and Challenging Conversations – developing frameworks for thinking and action
- Developing Effective Supervision: Core Skills for Supervisors
- Recording Reflective Supervision
- Reflective Supervision
- Supervising and assessing the ASYE year
- Supervising to Improve Practice
- Using Supervision Effectively: a one day course for Supervisees





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