



Rehabilitation and
Retraining Trust

TRAINING PROSPECTUS

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Foreword



It gives me great pleasure to introduce the 2010 Training Prospectus for the Police Rehabilitation and Retraining Trust (PRRT). This exciting first edition is packed full of training courses that will equip you with the skills and resources to make positive changes in your life and career. Inside you will find courses on everything from a Diploma in Social Sciences to Starting a Business, Painting and Decorating, Personal Development and IT. In addition to courses for individuals there is also a whole section of the new prospectus dedicated to training for police organisations. This section includes courses on topics as diverse as Leadership, Personal Resilience, Managing Difficult or Distressed People and Tai Chi for Health.

Training delivery at PRRT is extremely important to us and we are fortunate to have access to a large pool of trainer talent. We are proud of the fact that many of our courses are designed and delivered by our own team of clinicians and personal development specialists here at Maryfield.

You may already be aware of some of our courses, in particular our very successful academic range. We have also added quite a few new training programmes; take a look at our new selection of personal and management development courses aimed at various staff levels.

Wishing you every success for 2010 and beyond,

Eddie Gaw
Chief Executive, PRRT

Welcome



As Head of Training and Education at PRRT I am delighted to welcome you to our new training prospectus. With over ten years' experience in the delivery of quality training, PRRT has built a reputation as a leading provider of training services among the police family in Northern Ireland. The combination of high quality trainers and the unique learning environment has enabled course participants to achieve excellent results year after year. The Maryfield Complex has been like a sanctuary for many students, providing a secure and tranquil environment in which to learn and study for exams.

We are committed to ensuring that our training adheres to the highest possible standards and this has been recognised through the receipt of various national and regional training awards. We work closely with universities and other awarding bodies to offer recognised qualifications.

The Training and Education team at PRRT is happy to help you with any questions you may have in relation to a particular course. This may be a simple booking query or perhaps you just want to discuss your training options, whatever your requirement, we look forward to working with you.

Best wishes,

A handwritten signature in black ink that reads "Glenda Martin". The signature is written in a cursive style with a large, stylized 'M'.

Glenda Martin
Head of Training and Education, PRRT

PRRT's Expert Team



Dr. Alastair Black

Dr. Alastair Black is Consultant Psychotherapist and Head of Psychological Therapies. Alastair and his team of in-house clinicians design and deliver all of PRRT's mental wellbeing training. Alastair has worked full time for 17 years in the caring profession and is a specialist in the delivery, training and supervision of evidence-based psychological therapies, particularly in the field of trauma and anxiety disorders. He holds accreditations with the British Association for Behavioural and Cognitive Psychotherapies (BABCP) and the United Kingdom Council for Psychotherapy (UKCP). He is a BABCP Accredited Cognitive Behavioural Therapy Supervisor; BABCP Accredited Cognitive Behavioural Therapy Trainer; Eye Movement Desensitisation and Reprocessing (EMDR) Europe Approved Consultant; EMDR International Association Accredited Facilitator; Honorary Consultant Psychotherapist to the Royal Belfast Hospital for Sick Children Child and Family Clinic; Honorary Consultant Psychotherapist to Child and Family Centre, Forster Green Hospital; a special lecturer on several university courses and member of the MOD UK Expert Group on Trauma. He has consulted with United Nations staff on issues relating to post trauma treatment programmes and is a qualified conflict management trainer.



Morna McGibbon

Morna McGibbon is Head of the Physiotherapy Department. Morna along with her in-house team of Chartered Physiotherapists designs and delivers all of PRRT's physical wellbeing training. She holds a BSc (Hons) in Physiotherapy and has had extensive post graduate training in the management of musculo-skeletal conditions. She is a member of the Chartered Society of Physiotherapy, the Association of Chartered Physiotherapists in Management, the Organisation of Chartered Physiotherapists in Private Practice and the Physiotherapy Pain Association. Prior to joining PRRT she had 20 years' experience working in the NHS. Her first specialist post was in the NI Radiotherapy Centre where she worked for six years. Morna then held a senior community post in the Ulster Community and Hospitals Trust (UCHT) for 12 years giving her wide ranging clinical experience.

PRRT's Expert Team *continued...*



Sandra Herdman

Sandra Herdman is Head of the Personal Development and Employment Transition Department. Sandra and her team design and deliver many of PRRT's personal development courses. She holds a BA (Hons), a PGCE, MBA and is also an NLP Certified Practitioner and member of the Association for Coaching, Ireland. Sandra has over 15 years' experience in the field of personal development. Before joining PRRT Sandra established and managed an employment service in the North Down area funded by the EU to assist individuals with psychological problems in returning to work. She has also experience in working with young people both as a teacher of pupils in secondary and grammar schools, and as a training officer involving equipping young people with skills for entry to the employment market.



Glenda Martin

Glenda Martin is Head of Training and Education. Glenda and her team are responsible for managing all of the organisation's training programmes. Prior to joining PRRT, Glenda spent 17 years in the private sector as a Senior Manager in Human Resources and People Development, culminating in the post of Regional Training and Development Manager for an international retail chain, with accountability for Ireland and North East England. On completion of her CIPD qualification, Glenda successfully graduated with a BA in Professional Development and has since achieved several management and personal development qualifications.

What is PRRT?

PRRT

PRRT is a not-for-profit organisation sponsored by the Department of Justice. It was established in 1999 to support officers affected by downsizing in the police service. The purpose of the organisation is to assist retired police officers and those planning to leave the service to recognise their potential, identify opportunities, set and achieve their objectives, and enjoy optimum mental and physical wellbeing outside policing.

As well as providing a wide range of training and education courses, PRRT offers:

- Specialist psychological therapies
- Physiotherapy interventions
- Personal development and employment transition services

PRRT, because of its specialist services and experience with the police community, regularly assists police organisations in supporting and developing their staff.

Who is eligible for PRRT's training and education services?

Funding for learners

The following groups will be able to access funding support for PRRT's in-house and external training services:

- All Full Time Reserve (FTR) officers who have not yet entered the FTR Development Programme
- Regular serving officers with at least 20 years' service completed, who have not yet been accepted for voluntary severance, and who have an intention of leaving the service within 10 years
- Medically retired officers who are in temporary employment, or who have been in permanent employment for less than 12 months
- Retired officers – excluding:
 - Officers who have not yet reached their second anniversary of leaving via the Voluntary Severance Programme
 - Officers who have been in part or full time permanent employment for more than twelve months
 - Officers who have been self-employed for more than two years
- RUC GC and PSNI Widows (in-house training services only)
- Family members may be eligible for business related courses only when working as an integral part of a PRRT client's business

Self-funding for learners

The following groups are eligible to attend PRRT's training courses on a self-funding basis:

- Police officers who do not meet PRRT's eligibility criteria
- Immediate family members of serving or retired police officers
- Police support staff
- Part-time police officers

To check eligibility please contact a member of the PRRT training team on 028 9042 7788.



Academic Courses

Diploma in Social Sciences

Who is it for?

This is a course designed for those who have not had the opportunity to obtain recognition of their abilities, or who now feel that they could have achieved more academically. It is designed for people who have little or no previous academic achievement as the course has no formal entry requirements.

What is it about?

The course will recognise that the students attending may not have had recent exposure to study, and for this reason it will prepare the student to engage in meaningful study by introducing the basic skills required to enter or re-enter the educational arena. The course is designed for the mature student who may be lacking in personal confidence, academic knowledge and fearful of attempting to obtain an accredited diploma without help and support. This need is recognised and the tutoring staff are skilled in working with such adults. A highly praised support system ensures that students have easy access to help throughout the course both in dealing with the academic demands of the course as well as personal issues arising from participation in the course.

Successful completion of this course will give students an Access Diploma in Social Sciences (equivalent to three A levels) and meet the minimum entry requirement for university.

It is a stand-alone Diploma, and if university is not the chosen career path the Diploma can provide a platform for career progression and development as well as being a means of enhancing one's personal confidence and esteem.

Course overview

The course is designed to give students the opportunity to examine subject areas and to sample academic subjects.

The first part of the course brings the student back into the study dimension. This part of the course concentrates on how to study, how to carry out research, and how to use IT features such as internet, email and word processing. Students will undertake two modules of the ECDL programme. In this part of the course students will also study Basic Maths and Communication Skills (English).

The second part of the course will give students the opportunity to study Psychology, Sociology, Management Theory and Maths to a higher level.

Academic

Diploma in Social Sciences *continued*

Linking these two parts is a module which will look at law from the citizen's viewpoint.

Over the nine months of the course students will also examine their personal and professional development.

Duration:

1 academic year (September - June), part time (1 day and 1 evening per week)

WHAT WILL I GET OUT OF IT?

- At the end of the course you will have an Access Diploma in Social Sciences - accredited by the University of Ulster
- You will have two modules of the European Computer Driving Licence (ECDL)
- You will also have the less tangible but equally important increase in confidence and self esteem that a recognised qualification can bring, as well as a stepping stone to further study or enhanced career prospects



“*Returning to study was certainly made easier by the PRRT environment. Help was always available from the tutors, mentors and of course all the other classmates. The graduation ceremony was the cherry on the cake.*”

R. Fullerton - Belfast

Academic

GCSE Maths

Who is it for?

This course is for those people who would like to increase their knowledge of Maths and gain a nationally recognised qualification in the subject.

What is it about?

This course takes Mathematics up to Key Stage 4 – the nationally accepted target level that employers often ask for from potential employees.

Course overview

Handling Data

Involves the concepts of:

- Collecting data
- Collating data
- Manipulating data
- Presenting data in a meaningful way
- Probability of events occurring

Number and Algebra

This module deals with:

- All aspects of number and its use in everyday life where relevant
- Introduction to algebra

Algebra, Shape, Space and Measures

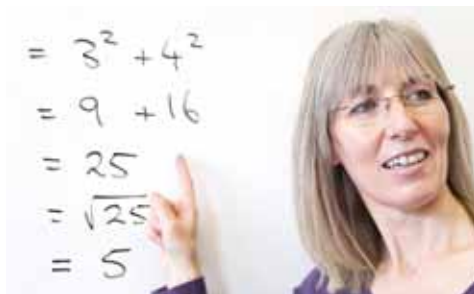
This module deals with:

- Algebraic concepts
- Geometric concepts
- Areas and volumes of regular figures
- Trigonometric concepts.

Duration:

1 academic year (September – June)

3 hours per week



WHAT WILL I GET OUT OF IT?

It will increase your ability and confidence in using mathematical terms and techniques allowing you to progress on to further study. You will also gain a qualification that is often required by employers and universities.

Academic

GCSE English

Who is it for?

This course is for those who wish to gain an English qualification recognised by potential employers and universities.

What is it about?

This course takes English up to Key Stage 4 – the nationally accepted target level that employers often ask for from potential employees.

Course overview

- Four pieces of written coursework covering a range of different types of writing all discussed in class
- Discussions on various relevant topics with group development exercises and opportunities to become better listeners
- Reading and writing about different texts, being able to distinguish between fact and opinion, follow an argument, inform, persuade and describe
- Understand the ways in which writers influence us

Duration:

1 academic year (September – June)
3 hours per week



WHAT WILL I GET OUT OF IT?

It will increase your ability and confidence in using the English language and allow you to progress on to further study. You will also gain a qualification which is often required by employers and universities.

Academic

City & Guilds Level 2 Certificate in Legal Studies

Who is it for?

This course is particularly suited to anyone who works with, or has an interest in matters of a legal nature, such as Citizens' Advice, community groups, employment advice organisations and, of course, the work of a legal practice.

What is it about?

The programme provides access to the study of law, and enables participants to enter the law profession at paralegal level.

Course overview

The course covers a number of areas of law, such as:

- Criminal law
- Employment matters
- Negligence
- Contract/Consumer law

Assessment

There are no exams or deadlines. Assessment is via a number of task based assignments.



“ There are no entry requirements to study the Certificate in Legal Studies, just a willingness to succeed and a commitment to completing the course with the full support of PRRT tutors. There is also a direct enrolment on to the Diploma in Legal Studies. ”

P. McKeown - Bangor

Duration:

1 academic year (September – June)
3 hours per week

WHAT WILL I GET OUT OF IT?

You will gain a Level 2 qualification allowing you to progress on to the Level 3 Diploma.

Academic

City & Guilds Level 3 Diploma in Legal Studies

Who is it for?

This course is particularly suited to anyone who is intending to work or study exclusively in specific legal areas.

What is it about?

The programme provides access to the study of law, and enables participants to enter the law profession at paralegal level.

Course overview

The Level 3 Diploma concentrates on specialist areas such as:

- Employment law
- Conveyancing
- Family law
- Debt management
- Welfare benefits and citizens' advice
- Employment matters
- Civil litigation

Assessment

There are no exams or deadlines. Assessment is via a number of task based assignments.

Duration:

1 academic year (September – June)
3 hours per week



WHAT WILL I GET OUT OF IT?

You will gain a City & Guilds qualification to further your career; you will also be eligible to apply to the part-time LLB degree at the University of Ulster.

Advanced Diploma in Management Practice

Accredited by the University of Ulster

Who is it for?

This course is for anyone with an interest in modern management and how academic principles can be applied in a range of different organisations.

What is it about?

This course provides practicing or aspiring managers with the relevant knowledge and understanding of the principles, advocacy and practices of management.

Course overview

The course consists of six modules:

- Managing self and personal skills – improving personal resources and networks by enhancing essential knowledge, understanding, skills and behaviour. It provides an opportunity for each individual to assess their own strengths and weaknesses and to identify some options for their own career development
- Leadership and team working – developing the leadership competencies of individuals to support their professional development as managers and team leaders
- Managing operations – understanding effective operating systems in a range of organisations in a range of private sector, public sector and not-for-profit organisations

- Managing marketing – developing knowledge and understanding of the concepts and practices of marketing
- Finance – critically evaluating business performance in an organisation and using information for planning, decision making and control
- Management project – demonstrating in a work-based situation the skills of search and data acquisition, analysis, interpretation and the formulation of recommendations. This module draws together many of the strands introduced in earlier modules and provides an opportunity to create a project or business plan of significant value to individual students

Assessment

Six assignments (one per module), normally 1,500 – 2,000 words each.

Duration:

One calendar year (October-October)
4 hours per week

WHAT WILL I GET OUT OF IT?

Successful completion of this course will lead to the award of the University of Ulster's Advanced Diploma in Management Practice with the opportunity to progress to degree level study.

City & Guilds Essential Skills (Level 2) Communication

Who is it for?

This course is for anyone who needs a recognised qualification in Literacy/Communication. At Level 2 it is of a comparable standard to GCSE (A*- C) English. This level is now recognised by universities and has 10 UCAS points attached to it.

What is it about?

The course involves initially assessing your current literacy skills and then adapting the course to address your weaknesses. The assessment includes:

1. Action based activity

- A summary on two documents of 500 words or more that you have read
- Evidence of a group discussion
- Evidence of a four minute talk
- Two written documents, one of more than 500 words
- Evidence of effective use of image

2. Desk top task

- This is a 70 minute online test held in the classroom

Course overview

At Level 2 candidates should be able to:

- Take part in discussions and give a presentation
- Select relevant reading material from different sources and be able to use more advanced reading skills, both in order to follow the arguments in lengthier documents and to summarise information
- Adjust the structure and style of writing in different types of documents, and show you are capable of using complex sentences that are correctly spelt and punctuated

Duration:

1 day per week for 9 weeks

“

This was a brilliant course, I enjoyed all the classes, learned a lot and achieved a valuable qualification.

”

W. Rea - Newtownards

WHAT WILL I GET OUT OF IT?

You will achieve a recognised qualification and improve your literacy and communication skills.

Essential Skills (Level 2) Application of Number

Who is it for?

This course is for anyone who needs a recognised qualification in numeracy. At Level 2 it is of a comparable standard to GCSE (A*- C) Maths. This level is now recognised by universities and has ten UCAS points attached to it.

What is it about?

The course involves initially assessing your current numeracy skills and then adapting the course to address your weaknesses. The assessment includes:

1. Action based activity

- Interpret information from two different sources, with at least one source containing a chart or graph
- Carry out and check calculations with two or more steps involving all four of these topics:
 - o Amounts/sizes
 - o Scales/proportion
 - o Handling statistics
 - o Using formulae
- Interpret your results and present your findings in two different ways, using charts, graphs and/or diagrams

2. Desk top task

- This is a 70 minute online test held in the classroom

Course overview

- Amounts and sizes including fractions, decimals and percentages, different currencies, and systems of measuring areas and volumes of composite shapes
- Scales and proportion including using scales on diagrams to work out actual/scale measurements
- Using formulae (including using formulae in words or symbols where more than one calculation step is required)
- Handling statistics (including finding the mean, median and mode and using them to compare two sets of data; finding the range and using it to describe the spread within sets of data)

Duration:

1 day per week for 9 weeks

WHAT WILL I GET OUT OF IT?

You will achieve a recognised qualification and improve your numeracy skills.

C&G 7303 – Preparing to Teach in the Lifelong Learning Sector

Who is it for?

Candidates will come from a variety of vocational backgrounds and will seek an introduction to teaching; they may already be in role or have no prior experience.

What is it about?

The qualification is designed to contribute to the skills, knowledge and understanding related to the professional standards for teachers, tutors and trainers in the lifelong learning sector.

The qualification provides an entry point and introduction for those new to teaching and training or wishing to teach or train. It is the ideal qualification for those seeking a 'stepping stone' to qualifications that entitle them to teach in the sector in either an 'Associate Teacher' or 'Full Teacher' role.

Course overview

The programme consists of one unit which is divided into five different sections:

- Understand own role, responsibilities and boundaries of role in relation to teaching
- Understand teaching and learning approaches in the specialist area
- Demonstrate session planning skills
- Understand how to deliver inclusive sessions that motivate learners
- Understand the use of different assessment methods and the need for record keeping

Duration:

1 day per week for 10 weeks

WHAT WILL I GET OUT OF IT?

The course will enable you to:

- Adopt an integrated approach to the theory and practice of teaching
- Reflect on your own previous/current levels of experience, practice and skills and areas for development
- Identify principles of learning, teaching assessment and evaluation
- Develop confidence, communication and inter-personal skills
- Develop an awareness of your professional role and responsibilities

BA in Professional Development

Who is it for?

This course is designed for people who have already qualified for their profession at HND level or equivalent and want to build on their experience and education at degree level.

What is it about?

The course allows students to study at their own pace and to explore modules of continuing professional development, applying them to their own circumstances.

Course overview

The programme consists of four modules (three core and one optional). Each module is approximately three months of study.

Core modules

- Professional development and enquiry
- Self management and personal effectiveness
- Professional project

Optional modules

- Training development and learning
- Project management

Assessment

Submission of an assignment for each module and a final work based project.

Duration:

15 months (September – November)

4 hours per week

WHAT WILL I GET OUT OF IT?

This programme will allow you to enter year four of a BA and graduate after one or two years' study. You will also improve your personal and professional effectiveness.



Business Courses

Business Courses

Considering Self Employment

Who is it for?

This course is for those who are interested in finding out about self employment.

What is it about?

The course explains what it means to be self employed and how to get started. It will help participants decide if self employment is right for them and what type of business might suit them best.

Course overview

The course provides a basic introduction to self employment. It includes information on how to start a small business, the important issues for those moving from employment to self employment and the key steps in choosing the right business idea.

Duration:

1 day



WHAT WILL I GET OUT OF IT?

In addition to a general overview of self employment, your immediate concerns about the potential risks of starting a small business will be dealt with. You will also have an opportunity to discuss any possible business ideas you have been considering and get individual advice on your personal situation.

Business Courses

Business Start Up

Who is it for?

This course is for those who are interested in starting a small business.

What is it about?

The course explains the benefits of being self employed. It covers basic record keeping, costing and financial management and provides practical advice on marketing and promotion. It will help participants plan how to get started in business.

Course overview

The course provides a basic introduction to financial and marketing management for small businesses. It includes information on how to complete the self registration form and explains the tax implications for those moving from employment to self employment.

Duration:

4 days



“
The course was an invaluable source in helping me to start my own business.”

H. Brown - Belfast

WHAT WILL I GET OUT OF IT?

In addition to a general overview of marketing and finance for small businesses, you will also have an opportunity to discuss any individual tax queries you have in a one-to-one consultation. You will get individual advice on your promotional materials and guidance on your 'next steps' action plan for getting the business started or further developed.

Business Courses

Business Communications

Who is it for?

This course is for those who are interested in developing marketing and promotional materials for a small business. It is ideally suited to those who have completed the PRRT four day Business Start Up programme and have received the basic introduction to marketing for small businesses.

What is it about?

The course explains how to approach specific target markets or customer groups. It covers effective methods of business communication and professional business writing skills. The course also prepares those who may plan to submit tender documents as a way of securing future business.

Course overview

The course provides practical advice on preparing marketing communications and promotional materials. It includes information on how to define key messages and communicate them to specific market audiences. It also provides general marketing management advice for small businesses.

Duration:

2 days



WHAT WILL I GET OUT OF IT?

In addition to information and advice on marketing your small business, you will also have an opportunity to discuss any individual promotional issues or queries you have. You will get advice on further developing or improving any existing promotional materials, as well as help with the development of new materials. You will also learn the do's and don'ts of tendering.

Business Courses

Record Keeping on Computers

Who is it for?

This course is for people who have established small business i.e. sole traders, partnerships and limited companies. It is essential that participants have an understanding of manual book-keeping and basic computer skills.

What is it about?

It is designed for beginners and will teach participants how to use a spreadsheet based recording system, and will introduce and teach the main features of the Sage Instant Accounts package.

Course overview

- Keeping abreast of profitability
- Using computer accounting
- Reconciling your bank account
- Preparation for year end accounts
- Financials

Duration:

2 days



WHAT WILL I GET OUT OF IT?

After attending this course, participants will be able to effectively use the Sage Instant Accounts software package to support the day to day management of their business.

Business Courses

Presentation Skills

Who is it for?

This course is for those who are interested in developing their presentation skills. Typical participants are those who plan to meet potential customers and present their products or services to other firms or public sector organisations. Participants also include those small business owners who will be required to give presentations to potential customers as part of the tendering process. In addition, those who wish to 'polish up' their presentation skills before a job interview will find the course very useful.

It is ideally suited to those who have completed the PRRT four day Business Start Up, Business Communications, Job Search Techniques, Customise your CV and Interview Skills courses.*

What is it about?

The course explains how to prepare and deliver an effective presentation for specific target audiences or customer groups. It covers a range of preparation, planning and presentation techniques.

Course overview

The course provides practical advice on preparing key messages and effective openings and closings. It includes practical exercises on how to present to specific audiences and how to be easily understood, interesting and memorable. Presentations are recorded and feedback allows participants to observe what works well and which aspects need to be revised.

Duration:

2 days

** See pages 49 - 51 for course information on Job Search Techniques, Customise your CV and Interview skills.*

WHAT WILL I GET OUT OF IT?

In addition to information and advice on preparing an effective presentation, you will also have an opportunity to discuss and get help with any individual presentation worries or concerns you have. You will get advice on improving your existing presentation techniques as well as hints on using props or visual aids. Those moving into a more commercial world will receive feedback on any necessary changes to their approach.



IT Courses

Equalskills

Who is it for?

Equalskills teaches you the basic skills needed to operate a computer. It is specifically designed to address the needs of those intimidated by computers, and is the first step on the IT skills ladder.

What is it about?

The course programme is fun, informal and easy to follow starting with how to turn a computer on and use a mouse, then progressing to exploring the internet and emails.

Around 8-15 hours of study will be required, depending on your previous experience. You will receive a paper-based workbook consisting of simple, straightforward exercises, which your tutor will help you to work through.

This qualification can form a good basis for more employment driven qualifications, such as the ECDL.

Course overview

The course progresses at an easy pace and consists of four modules:

- Computer basics
- Introduction to the desktop
- The world wide web
- Email

Duration:

2 days

“

The relaxed training environment helped me to overcome my fear of computers. ”

M White - Lisburn

WHAT WILL I GET OUT OF IT?

Attending this course will build your confidence in using computers and is an ideal stepping stone to the ECDL course.

IT Courses

ECDL

Who is it for?

This qualification is designed for people wishing to gain a benchmark qualification in computing to enhance their career prospects or for personal development.

What is it about?

The European Computer Driving Licence (ECDL) is the European wide qualification which enables people to demonstrate their competence in computer skills.

Course overview

The ECDL is a single qualification comprising seven modules:

- Module 1 - Security for IT users
- Module 2 - IT user fundamentals
- Module 3 - Word processing
- Module 4 - Spreadsheets
- Module 5 - Database software
- Module 6 - Presentation software
- Module 7 - Using email and the internet

Duration:

12 days



WHAT WILL I GET OUT OF IT?

The ECDL offers you an internationally recognised certification that raises the level of your IT and computer skills, and allows you to be more productive at home and work while also improving job prospects.

ECDL Advanced

Who is it for?

This qualification is designed for people who have successfully completed ECDL and want to further develop their skills.

What is it about?

ECDL Advanced will allow you to demonstrate your higher level computer skills; you can show employers that you are confident, competent and efficient in a range of applications.

Course overview

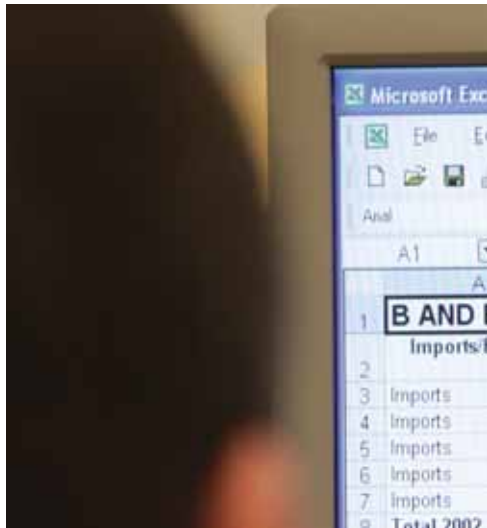
ECDL Advanced is available for the following applications:

- Word processing
- Spreadsheets
- Databases
- Presentations

Certificates are awarded for each module, although if you successfully complete all the modules you will be awarded with an additional ECDL Expert certificate.

Duration

5 days per module



WHAT WILL I GET OUT OF IT?

With each ECDL Advanced module, you will show that you are a specialist in that application, and if you achieve the ECDL Expert certificate, you will be eligible to become an Associate member of the British Computer Society (BCS) and be able to put the letters AMBCS after your name.

A close-up profile of a man's face, showing his nose, lips, and chin. He is wearing a blue shirt and a grey suit jacket. The background is blurred, showing another person in a dark suit. A dark red banner with rounded corners is positioned at the bottom of the image, containing the text "Security/Safety Courses" in white.

Security/Safety Courses

Security/Safety Courses

City & Guilds 1900 - Level 2 National Certificate for Door Supervisors

Who is it for?

This course is for people who wish to carry out manned guarding activities at licensed premises.

What is it about?

This course is designed to ensure that door supervisors have full knowledge and understanding of their role and responsibilities in the security industry environment.

Course overview

The course is split into two parts:

Part 1 Roles and Responsibilities

- Introduction
- Standards of behaviour
- Civil and criminal law relevant to door supervision
- Drug awareness
- Recording incidents and crime scene preservation
- Licensing law
- Awareness of equal opportunities and discrimination
- Health and Safety at Work Act
- Basic procedures and response to emergency situations

Part 2 Communication Skills & Conflict Management

- Introduction
- Self awareness
- Avoiding conflict
- Effective communication and customer service skills
- Recognising and defusing conflict
- Maintaining space
- Defusing high risk conflict
- Resolving conflict
- Learning from conflict

Assessment

Both parts of the course are separately assessed by means of an externally set and marked multiple choice question paper.

Duration:

30 guided learning hours - 4 days

The course syllabus is subject to change due to revisions in legislation. Information is correct at time of print.

WHAT WILL I GET OUT OF IT?

You will be fully aware of the role and responsibilities of a door supervisor and have the appropriate communication skills and knowledge to manage conflict in a constructive manner.

Security/Safety Courses

First Aid at Work

Who is it for?

This course is designed for those who want to be recognised as a first aider at work.

What is it about?

This is a comprehensive course, guaranteed to teach you all you need to know about how to deal with sudden injuries or illnesses at your workplace.

Course overview

The course is an interactive and practical training course.

- Safe best practice
- A systematic approach to incident management
- Unconsciousness, causes and treatment
- External bleeding, internal bleeding and shock resuscitation including choking
- Injury, illness environment
- Burns and scalds
- Poisoning
- Using first aid kit and record keeping

Assessment

There is a practical test and a written assignment as well as ongoing assessment throughout the course. All of these assessments are carried out by an independent assessor.

Duration:

4 days



WHAT WILL I GET OUT OF IT?

The course is approved by HSE 1620/96 and is certified and valid for three years (the course is revalidated by a 12 hour refresher course).

Security/Safety Courses

City & Guilds 1902 - Level 2 National Certificate in Security Guarding

Who is it for?

This course is designed for those whose main job is manned guarding.

What is it about?

The course is designed to ensure that security guards are fully aware of their role and responsibilities in the security industry environment.

Course overview

The course is split into two parts:

Part 1 Roles and Responsibilities

- Introduction
- The importance of, and reasons for, patrolling
- Access control
- Searching and associated procedures
- Security and emergency systems
- Awareness of fire safety
- Health and Safety at Work
- The law and its relevance to security guards
- How to respond to emergencies
- Customer care and social skills
- Communications and reporting
- Awareness of equality and diversity

Part 2 Communication Skills & Conflict Management

- Avoiding conflict and reducing risk
- Defusing conflict
- Resolving conflict
- Post-incident considerations and learning from conflict

Assessment

Both parts of the course are separately assessed by means of an externally set and marked multiple choice question paper.

Duration:

30 guided learning hours - 4 days

This course syllabus is subject to change due to revisions in legislation. Information is correct at time of print.

WHAT WILL I GET OUT OF IT?

You will have the knowledge and understanding of the role and responsibilities of a security guard, and have the appropriate communication skills and knowledge to manage challenging situations in a proficient manner.

Security/Safety Courses

BTEC Level 2 in Public Space Surveillance

Accredited by Edexcel

Who is it for?

This course is designed for people who perform manned guarding activities involving the use of closed circuit television equipment.

What is it about?

This course is designed to ensure that public space surveillance operators have the full knowledge and understanding of their role and responsibilities within the security industry environment.

Course overview

The course is split into two parts:

Part 1 Roles and Responsibilities

- Identify the roles and responsibilities of the CCTV team
- Demonstrate an understanding of codes of practice, operational procedures and guidelines in CCTV
- Demonstrate an understanding of the operation of CCTV equipment
- Demonstrate an understanding of how non-CCTV equipment operates within a CCTV control room
- Explain the different types of legislation which

impact on CCTV operations

- Define different types of incidents and state how to deal with them
- Demonstrate an understanding of fire and emergency procedures, both during and outside normal working hours
- Demonstrate an understanding of Health and Safety in the workplace

Part 2 CCTV Surveillance Techniques

- Demonstrate proficient surveillance skills

Assessment

A multiple choice test and a practical assessment.

Duration:

4 days

WHAT WILL I GET OUT OF IT?

You will develop the knowledge and skills to operate CCTV equipment for surveillance within the appropriate legal framework and control room environment.



Trades and Skills Courses

Trades and Skills

Wall and Floor Tiling

Who is it for?

This course is for people who are interested in gaining the basic skills of wall and floor tiling at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain the necessary knowledge and skills required to have an understanding of domestic tiling activities.

Course overview

- Modern materials and tools: surface preparation agents, adhesives, grouting compounds, types of tile, storage of tiles and materials, selecting tools, proper use of tools, care of tools and health and safety
- Planning and design room layouts: lighting, positioning decorative and feature tiles, focal points, locating tiling starting points, horizontal and vertical measurements
- Preparation: types of surface to be tiled, levelling and preparing surfaces
- Laying tiles: horizontal and vertical laying, spreading adhesive, positioning tiles, spacing and levelling
- Cutting tiles: straight and angled cuts, “nibbling”, laying around pipes, openings and ledges
- Grouting and finishing off

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 7 weeks (42 hours)



WHAT WILL I GET OUT OF IT?

After attending the course you will be able to:

- Understand how to undertake domestic tiling jobs
- Understand required materials and equipment
- Practice new skills to develop expertise

Trades and Skills

Plastering

Who is it for?

This course is for people who are interested in gaining the basic skills of plastering at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain an understanding of the knowledge and skills required to undertake plastering work.

Course overview

- Modern materials and tools: knowing the tools and their purpose, measuring and gauging, storage of materials, selecting tools and care of tools
- Preparation: types of surface to be plastered and preparing surfaces
- Processes and activities: mixing skills, setting up and using equipment, hawk and trowel skills, straightening, rubbing up, skimming and boarding
- Health and Safety

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 10 weeks (60 hours)



“ A really enjoyable, practical learning experience which increased my skills and my employment opportunities. ”

F. McClintock - Belfast

WHAT WILL I GET OUT OF IT?

After attending this course you will:

- Be able to undertake domestic plastering jobs
- Have an understanding of the materials and equipment required
- Be able to practice new skills to develop expertise

Trades and Skills

Bricklaying

Who is it for?

This course is for people who are interested in gaining the basic skills of bricklaying at an introductory level. The course serves as a preparation for further study.

What is it about?

The course is intended to provide participants with a practical introduction to bricklaying.

Course overview

- Materials and tools: trowel practice and mixing
- Brickwork: buttering, laying pyramids, stop ends and corners
- Block work exercises: wall building and building a line
- Cutting bricks and blocks, pointing and jointing, bedding cills, heads, door frames and windows, wall ties and installation
- Openings: recessed openings, vertical and horizontal DPC, single skin and cavity

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 15 weeks (90 hours)

“

This course more than met my expectations – the tutoring, the support and the facilities were excellent.”

J. Dunlop - Antrim



WHAT WILL I GET OUT OF IT?

After attending the course you will:

- Be able to undertake small bricklaying jobs
- Have an understanding of the materials and equipment required
- Be able to practice new skills to develop expertise

Trades and Skills

Joinery

Who is it for?

This course is for people who are interested in gaining the basic skills of joinery at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain an understanding of the knowledge and skills required to undertake joinery work. Participants will learn the practical skills needed to effectively plan and carry out joinery work.

Course overview

- Modern materials and tools: characteristics and features of commonly used materials and basic hand tool skills
- Fit and fix window frames in masonry walling
- Fit and fix boards
- Fit and fix door frames in masonry walling
- Make/erect/fix timber straight stud partition
- Fit and fix door lining and hatch lining
- Hang internal softwood panel/flush doors
- Fit and fix mortice lock/latch, cylinder rim night latch and letter plate
- Fit and fix architrave and skirting to timber and masonry backgrounds
- Lay laminate floor covering – Uniclick
- Health and Safety

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 12 weeks (72 hours)



WHAT WILL I GET OUT OF IT?

After attending the course you will:

- Be able to undertake basic carpentry and joinery jobs
- Have an understanding of the materials and equipment required
- Be able to practice new skills to develop expertise

Trades and Skills

Electrical Installation

Who is it for?

This course is for people who are interested in gaining the basic skills of electrical installation at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain an understanding of the knowledge and skills required to carry out domestic electrical work.

Course overview

The emphasis will be on practical experience and participants should acquire sufficient skills to be efficient in assisting qualified electricians in domestic electrical activities.

- Health and Safety
- Tools and equipment
- Electrical principles
- Wiring, connections, positioning
- Lighting, power points, safe isolation
- Series and parallel circuits
- Earthing systems
- Ring main
- Fault diagnosis
- Bathroom installation
- Electrical inspection

- Underground cable installation
- Current capacity
- Voltage
- Boiler wiring circuit

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 10 weeks (60 hours)

WHAT WILL I GET OUT OF IT?

After attending the course you will be able to:

- Undertake basic domestic electrical jobs
- Understand safe working practices and procedures
- Understand electrical principles and proper use of tools and equipment
- Practice new skills and develop expertise

Trades and Skills

Plumbing

Who is it for?

This course is for people who are interested in gaining the basic skills of plumbing at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain an understanding of the knowledge and skills required to carry out domestic plumbing activities.

Course overview

- Materials, pipe tools, safety, cutting, copper tube, jointing, heating techniques and copper tube bending
- Cold and hot water supplies, installation of cisterns, bases, lids, hot water systems, cylinders, boilers, radiators and pumps
- Water taps and valves, fixing general problems such as washers, faults and dripping
- Oil fired boilers, parts, operation, oil tanks, gauges, filters, flues, time controls and servicing
- Sanitary appliances, fitting and fixing all sanitary appliances and pipework

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 10 weeks (60 hours)



WHAT WILL I GET OUT OF IT?

After attending the course you will be able to:

- Understand the materials and equipment required to undertake domestic plumbing jobs
- Undertake basic plumbing jobs
- Practice new skills to develop expertise

Trades and Skills

Painting and Decorating

Who is it for?

This course is for people who are interested in gaining the basic skills of painting and decorating at an introductory level. The course serves as a preparation for further study.

What is it about?

The course provides the opportunity for participants to gain an understanding of the knowledge and skills required to have an appreciation of all areas of painting and decorating. This course is suitable for a beginner or someone who has some previous knowledge.

Course overview

- Health and Safety, PPE and safe working practices
- Correct use of tools and equipment used in the trade
- Preparation of new and old surfaces ready for painting
- Repairing imperfections in walls and wood ready for painting
- Application of water based products such as primers, undercoats, emulsion and eggshell
- Using brushes and rollers
- Application of oil based products
- Cutting, pasting and hanging wallpaper

Assessment

There are no exams or assessments involved in this course.

Duration

Part-time, 1 day per week for 7 weeks



WHAT WILL I GET OUT OF IT?

After seven weeks you will be ready to tackle everyday decorating requirements. Should you wish to undertake a DIY project or change career, then this course is for you.



Personal Development

Personal Development

Personal Effectiveness Programme (PEP)

Who is it for?

The PEP programme is perfect for anyone who would like to set and achieve goals, improve their personal effectiveness and create a better work/life balance.

What is it about?

This programme aims to help people to feel more confident and to embrace change in all aspects of a busy life. Through a series of individual and group activities, the programme seeks to develop the skills and knowledge needed to maximise potential, and more successfully manage a demanding lifestyle. The PEP programme is delivered by a senior psychological therapist and a personal development coach.

Course overview

- What is personal effectiveness?
- Self-esteem
- Changing our thinking
- Communication styles
- Assertiveness
- Managing change
- Goal setting
- Effective decision making
- Stress management

Duration: 2 days



WHAT WILL I GET OUT OF IT?

You will learn to:

- Build self-esteem
- Communicate effectively with people
- Be assertive and say what you really mean, even in difficult situations
- Develop specific strategies to support the management of change
- Be more competent in making effective decisions
- Apply stress management techniques
- Produce an action plan for incorporating skills into life and work

Personal Development

Skills Assessment

Who is it for?

This course is for anyone who wants to identify their skills, and be able to promote what they have to offer for employment and promotion opportunities or career change.

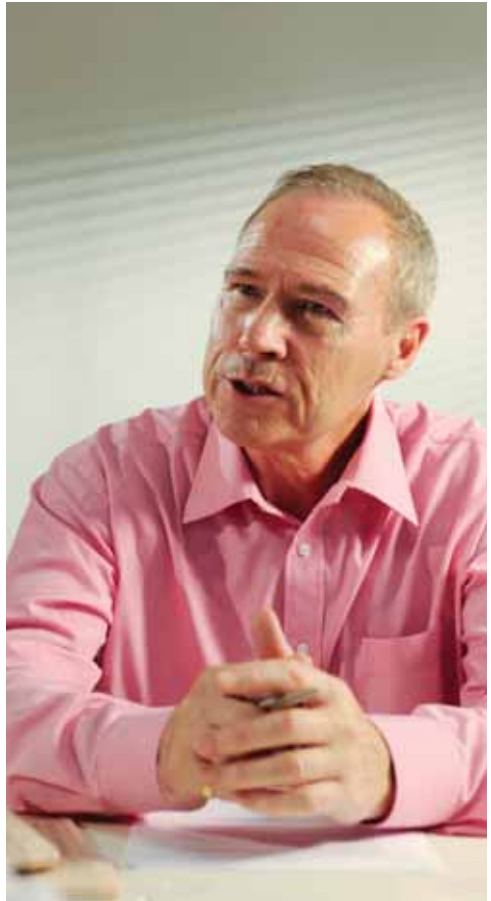
What is it about?

This course will enable participants to identify individual skills, personal qualities and values which can either transfer to other occupational areas or be used as the basis for job search.

Duration: Half day

WHAT WILL I GET OUT OF IT?

You will develop a personal profile of skills related to your experience which you can promote to employers in a professional and organised manner. You will learn how to use language to present your skills, personal qualities and values which employers recognise and look for when recruiting or promoting employees.



Personal Development

Customise your CV

Who is it for?

This course is for anyone who requires the knowledge and skills to produce an individual, professional and comprehensive CV in order to effectively market themselves.

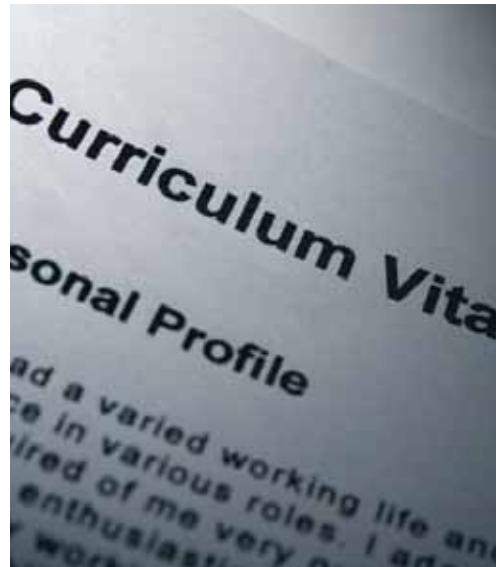
What is it about?

The course will focus on the key areas of designing and developing a CV. It will also provide delegates with the most up to date techniques and skills in CV preparation and self marketing.

Course overview

- The essential elements of a CV – structure and content
- Types of CV
- Analysis of CVs
- Personal profile
- Writing a covering letter
- Electronic CVs
- One to one support and critique of customised CVs

Duration: 1 1/2 days



WHAT WILL I GET OUT OF IT?

Following attendance at the course you will possess the knowledge and skills to create and maintain a professional and impressive CV in order to effectively market yourself to prospective employers.

Personal Development

Job Search Techniques

Who is it for?

This one day job search course is for anyone who is seeking employment or wishing to change jobs.

What is it about?

The course will cover the essential techniques necessary to research possible employment opportunities. It will include sourcing vacancies, understanding various methods of recruitment and how application forms may be completed.

Course overview

- Sources of job vacancies and how to access them
- Analysis of job descriptions, criteria and requirements
- Introduction to application forms: competency based and on-line
- Guidance with completion of application forms

Duration: 1 day



WHAT WILL I GET OUT OF IT?

Following attendance at the course you will be better equipped to research all available options when actively pursuing employment. You will be aware of how different employers will assess applications for recruitment.

Personal Development

Interview Skills

Who is it for?

This course is suitable for individuals who need to prepare for an interview to maximise their chances of securing employment or promotion. The course is also suitable for individuals who need to refresh their confidence in self presentation at interviews.

What is it about?

The course will help participants to focus on current interview techniques and how to actively demonstrate these to impress and promote themselves at a job interview.

Course overview

- Type, structure and purpose of interviews
- Interview preparation, practice and performance assessment
- Competency based interviews
- Promotion of skills, experience and expertise
- How to identify potential interview questions
- What happens after the interview?

Duration: 1 day

WHAT WILL I GET OUT OF IT?

Following attendance at the course you will ensure that you have the best chance possible of securing employment or promotion. You will understand what is required to be better equipped at interview and be able to demonstrate these behaviours in an interview situation.



Personal Development

Chronic Pain Management Programme

Who is it for?

This programme is suitable for people who have ongoing pain that has not been relieved by traditional medical interventions, and which affects their ability to function normally at home or at work.

What is it about?

Ongoing pain and loss of functional ability have a negative impact on people's work and home lives. This programme has been designed to help people suffering from chronic pain, and loss of function, as a result of musculo-skeletal conditions. It is an interdisciplinary physiotherapy and psychological therapies programme based on physiotherapy interventions and Cognitive Behavioural Therapy (CBT) principles. It is designed to teach participants how to cope with long term pain and improve their quality of life.

Participants attend a group session once a week for nine weeks, with a review session two months later. It is delivered by a senior psychological therapist and a senior chartered physiotherapist.

Course overview

- Functional reactivation – is a gradual, targeted and individually paced increase of normal functional activity and movement
- Group CBT/education – CBT views an individual's thoughts, feelings, behaviours and physical symptoms as being interlinked, all affecting each other
- Structured relaxation – relaxation techniques are taught and practiced as an integral part of the programme

WHAT WILL I GET OUT OF IT?

You will learn to:

- Carry out an effective graded exercise programme and pacing activities to increase functional ability
- Set individual goals, manage stress and mood problems
- Identify, challenge and modify unhelpful ways of thinking and behaving that are negatively impacting on your emotional and physical wellbeing
- Carry out structured relaxation techniques

Personal Development

Tai Chi for Health

Who is it for?

Tai Chi classes are useful for those who wish to improve muscle tone, balance and co-ordination. They are also effective for those with stress or anxiety disorders who find relaxation and concentration difficult.

What is it about?

Tai Chi, an ancient martial art, is a popular form of exercise. Research has shown that this gentle form of exercise provides both physical and psychological health benefits. The form taught is suitable for anyone who is independently mobile, including those with joint problems such as arthritis. The level of exertion required is similar to walking.

WHAT WILL I GET OUT OF IT?

Participating in Tai Chi for Health can help aid mental concentration and relaxation. The skills learned will help you to manage symptoms of stress and anxiety, while also improving your flexibility and co-ordination.





Organisational Support

Training Options

- **STANDARD**

- Existing courses listed in this prospectus

- **CUSTOMISED**

- PRRT can tailor any of the courses listed in this prospectus to meet your organisation's requirements

- **BESPOKE**

- PRRT can design a unique training course or programme to match your organisational needs. We will look at the holistic demands of your organisation or project and spend time with you and meet your staff, in order to comprehensively understand your business objectives. PRRT will provide you with experienced consultants to ensure high quality course design, programme development, delivery and evaluation.



Use our **TRAINING NEEDS ANALYSIS** service

The aim of our training needs analysis service is to ensure that an organisation's training meets, or will meet, the needs and objectives of the organisation at employee, departmental or organisational level. It will identify the type and level of training needed, and will be tailored to organisational aims using observation, interviews, questionnaires, anticipating future problems and analysing how training can be best provided.



Staff Development Training



PRRT has put together a select range of personal and management development courses aimed at improving the effectiveness and efficiency of your staff. Recognising the fact that each member of staff has different training needs, PRRT has steered away from a 'one size fits all' approach and developed training programmes aimed at the various levels of staff within your organisation.



Level 1 training courses are suitable for all members of staff



Level 2 training programmes are ideal for supervisors, team leaders and junior managers



Level 3 training courses are aimed at middle and senior management

Managing Change

Change is constant. Change is good for you. Too much change is bad for you. We need change to keep us stimulated and creative – yet we need stability and routine to make us feel safe. A bit contradictory? How much change we have or whether it is good or bad is irrelevant; far more important is how it is managed and how we deal and cope with it.

What will I learn ?

You will learn to:

- Understand the different types of change
- Recognise barriers to change
- Understand resistance to change
- Handle fear and denial
- Understand why change management programmes often fail
- Make a personal shift in how you see change
- Enable others to cope and move on
- Make positive changes

Key topic areas

- Introduction to change
- How do people react to change?
- Why does change fail?
- The change cycle
- Strategies for overcoming resistance
- Communicating change
- Tools and techniques to assist, introduce and monitor change
- Dealing with attitudes and behaviour associated with change
- Moving forward

Duration: 1 day

WHO SHOULD ATTEND?

This programme is suitable for anyone facing change in the workplace, whether you have to deal with it or manage others through it.

Customer Service Excellence

The aim of this training course is to encourage and motivate participants to adopt positive customer service behaviours that not only meet but exceed service users' needs. This course will teach delegates the rights and wrongs of delivering exceptional customer care.

What will I learn ?

You will learn to:

- Successfully communicate with the public
- Create a lasting impression, ensuring the public will return
- Understand the value of the public to your organisation
- Deliver exceptional customer care
- Handle difficult situations
- Do what you say you are going to do

Key topic areas:

- Projecting the right first impression
- Positive steps - what can you do differently ?
- The importance of communication
- Handling complaints

Duration: 1 day

- Dealing with difficult individuals
- Active listening and questioning techniques
- Customer service over the telephone – telephone etiquette
- Building rapport
- Body language and tone of voice
- Being assertive and not aggressive
- Making a difference to your service users



WHO SHOULD ATTEND?

This course is designed for any member of staff, whether existing or new, as an introduction to dealing effectively with internal or external customers.

Assertiveness

Assertive behaviour and communication have the potential to increase personal effectiveness and avoid misunderstandings between individuals and groups. As such being more assertive may reduce incongruous situations and improve working relationships through clear and focused communication.

What will I learn?

You will learn:

- Key characteristics of assertive behaviour
- How to be more assertive
- How to handle difficult relationships and situations
- How to communicate and reject requests

Key topic areas

- Communication styles
- Barriers to effective communication
- Respect for self and others - rights and responsibilities
- Effective techniques for assertiveness
- Handling praise and criticism



Duration: 2 days

WHO SHOULD ATTEND?

This workshop is suitable for all employees, as assertive communication is key to organisational effectiveness. On completion of the course individuals should have a better understanding of their communication style and how to move towards a more assertive approach.

Team Working

This course is designed to recognise and exploit the skills of each individual, ensure effective communication between all team members and build recognition of the responsibilities of the individual to the group.

What will I learn?

You will learn to:

- Identify the difference between a team and a group
- Identify the elements of an effective team
- Understand personality differences
- Appreciate the strengths you can bring to a team
- Understand the necessity to provide support and develop trust with colleagues
- Understand your role within the team
- Identify what can improve the effectiveness of a team

Duration: 1 day

WHO SHOULD ATTEND?

This course is suitable for anyone working in a team environment. It is ideal for managers, supervisors and all members of their team to attend together.

Key topic areas:

- What makes a good and a bad team?
- What is a team?
- Self awareness analysis
- Barriers to good team working
- How to overcome the barriers
- Belbin's team roles
- Personal action planning



Staff Development Training

LEVEL ONE
1
COURSES

Personal Effectiveness Programme (PEP)

This programme aims to help people to feel more confident and to embrace change in all aspects of a busy life. Through a series of individual and group activities the programme seeks to develop the skills and knowledge needed to maximise potential, and more successfully manage a demanding lifestyle. The PEP programme is delivered by a senior psychological therapist and a personal development coach.

What will I learn?

You will learn to:

- Build self-esteem
- Communicate effectively with people
- Be assertive and say what you really mean, even in difficult situations
- Develop specific strategies to support the management of change
- Be more competent in making effective decisions
- Apply stress management techniques
- Produce an action plan for incorporating skills into life and work

Duration: 2 days

Key topic areas:

- What is personal effectiveness?
- Self-esteem
- Changing our thinking
- Communication styles
- Assertiveness
- Managing change
- Goal setting
- Effective decision making
- Stress management



WHO SHOULD ATTEND?

The PEP programme is perfect for anyone who would like to set and achieve goals, improve their personal effectiveness and create a better work/life balance.

Personal Effectiveness Programme (PEP) for Women at Work

Women in the workplace have a diverse range of skills and experience and therefore the potential to achieve success. Success may be in the form of promotion or a more challenging role in an organisation or profession. Women continue to be under-represented at all levels within all organisations and particularly at senior grades.

This programme is designed to maximise potential and performance in the workplace through activities designed to boost and enhance confidence in personal skills, experience and expertise. It is delivered by a senior psychological therapist and a personal development coach.

What will I learn?

You will learn to:

- Develop assertive communication skills
- Have specific strategies to support managing change
- Improve informed decision making
- Apply techniques for managing stress
- Develop specific strategies to support achieving a better work/life balance
- Produce an action plan for incorporating skills into practice

Key topic areas:

- Assertive skills and behaviour
- Effective change management
- Understanding stress and practice of self care
- Set objectives and achieve goals
- Strategies to deal with difficult behaviours

Duration: 2 days

WHO SHOULD ATTEND?

This programme is for all women considering taking on new responsibilities and challenges, and who could benefit from an increase in their personal effectiveness to maximise potential and boost their life and career.

The 'New Manager' Programme

This two day programme provides a thorough overview of the essential skills and techniques you will need to demonstrate in order to succeed as a new manager. The programme will focus on the skills required to make the adjustment from working alongside your colleagues to managing and motivating them to work for you.

What will I learn?

You will learn to:

- Understand your own management style
- Explore various forms of communication
- Resolve problems and implement solutions
- Prioritise and manage time effectively
- Coach and develop your staff
- Implement and manage change
- Manage and resolve performance issues
- Motivate and inspire your staff

- Problem solving and decision making
- Time management and delegation
- Coaching and developing staff
- Managing the impact of change
- Performance management and appraisal
- Motivation
- Personal action planning

Key topic areas:

- The role of the manager
- What makes an effective manager?
- Effective communication

Duration: 2 days



WHO SHOULD ATTEND?

This programme is aimed at recently appointed managers.

The 'New Supervisor' Programme

The New Supervisor programme is designed to help delegates understand the initial skills and responsibilities that go with first line management responsibility. The programme focuses on a combination of skills and behaviours associated with effective management. Within any internal hierarchy certain behaviours and skills are required. In the case of recently appointed supervisors, this frequently means a change of 'mind set'.

What will I learn?

You will learn to:

- Understand different styles of management
- Agree and monitor objectives and goals
- Understand the key concepts of motivation
- Understand key communication skills
- Understand verbal and non-verbal behaviours
- Prioritise and manage your time
- When and how to delegate
- Coach and develop staff
- Handle difficult or conflict situations
- Recognise poor performance and identify when disciplinary action is required
- Understand the stages of team development
- Confidently solve problems and make decisions

Duration: 2 days

WHO SHOULD ATTEND?

This course is suitable for any person required to manage people within an organisation. It is aimed at those that may need to fully understand where they fit into the business; how they are identified within their role; what is required of them in order to grow into the role and how their attitude towards team members affects performance.

Key topic areas:

- The role of the supervisor
- Supervision and management
- Management styles
- Interpersonal skills
- Agreeing and monitoring goals
- Problem solving and decision making
- Time management and delegation
- People development and coaching
- Motivation and team development
- Managing conflict
- Managing performance and disciplinary matters
- Personal action planning

Managing Change for Managers

This course looks at best practice in change management and provides effective methods for overcoming barriers to change. It not only teaches managers how to successfully manage practical requirements, but also how to positively influence and guide their teams during times of change.

What will I learn?

You will learn to:

- Understand the different types of organisational change, the drivers for change and the barriers to change
- Understand the reasons why change management programmes often fail and the critical success factors
- Engage with the change process in a positive and empowering way
- Use practical tools to make potentially difficult situations easier for you and members of your team
- Set SMART goals in order to develop a change management action plan

Key topic areas

- Introduction to organisational change
- Drivers for and barriers to change
- Reasons for success and failure
- The change cycle
- What is the role of the manager in implementing and managing change?
- Managing change from an individual and team perspective
- Practical strategies for overcoming resistance to change from team members
- Tools and techniques to assist, introduce and monitor change
- Develop a change management action plan

Duration: 1 day

WHO SHOULD ATTEND?

This course is aimed at supervisors, team leaders and managers who face the challenge of leading their teams through a change process.

Professional Presentation Skills

This training course will give participants the confidence to deliver effective presentations. Participants will focus on how to overcome fears and use problems to their advantage in order to achieve maximum impact with their presentations.

What will I learn?

You will learn to:

- Identify what constitutes an effective presentation
- Understand the benefits of being a professional presenter
- How to prepare a professional presentation
- Understand the importance of body language when presenting
- Understand the importance of interpersonal skills when presenting
- Deliver a presentation
- Identify what will improve your presentation
- Understand how to avoid obstacles to professional presentations

Key topic areas:

- What makes a presentation effective?
- Planning and preparation
- Visual aids and prompts
- Key messages
- Delegate presentations
- Review, critique and improve
- Using the 'Effective Presentation' checklist
- Avoiding obstacles
- Importance of body language and interpersonal skills
- Personal action planning

Duration: 2 days

WHO SHOULD ATTEND?

This course is suitable for anyone with responsibility for delivering presentations. It is ideal for managers or staff who would like to refresh and further develop their skills and confidence in delivering presentations.

Team Building

One of your main responsibilities as a manager or supervisor is to manage the performance of your team. Whilst it is important that the team works together, it is also important to recognise the needs of each individual within the team. This course will help you to improve the performance of your team and provide a clear strategy for future development.

What will I learn?

You will learn to:

- Understand the role of the leader
- Recognise roles within the team
- Apply styles and methods to make teamwork effective
- Motivate team members
- Understand the necessity to provide support and develop trust with team members
- Create an atmosphere of co-operation
- Identify what can improve the effectiveness of a team

Key topic areas

- The role of the leader
- The role of the team member
- Building high performance teams
- Leadership styles
- Personality styles
- Setting team objectives
- Effective communication within teams
- Team motivation
- Team decision making
- Team building exercises

Duration: 2 days

WHO SHOULD ATTEND?

This course is suitable for anyone who needs the necessary skills to build, develop and motivate teams, whilst fostering an atmosphere of understanding and co-operation.

Assertiveness for Managers

This course has been designed to equip those who lack confidence in managing workplace relationships with the skills and techniques to develop an assertive approach to communication. It will enable participants to be more effective, positive and competent managers as they learn how to communicate with their colleagues in a confident, self-assured manner.

What will I learn?

You will learn to:

- Develop techniques to confidently stand up for yourself in any situation
- Acquire a more powerful communication style
- Improve verbal and non-verbal communication skills
- Start saying what you really mean, even in difficult situations, earning the respect of your colleagues
- Empower yourself and your staff
- Exercise greater influence on others
- Utilise other people's resources to get the job done

Duration: 2 days

Key topic areas

- What does assertiveness really mean?
- Barriers to effective communication
- “Respond” rather than “React”
- ‘No’ v ‘No Problem!’
- Applying assertiveness
- Communication styles
- Assertiveness toolkit



WHO SHOULD ATTEND?

This course is suitable for managers, supervisors and team leaders who would like to be more assertive at work and want to exercise greater influence on others.

Staff Development and Motivation

Motivation is a key element in any people management role. If you can encourage, persuade or develop your people in such ways as to improve their effectiveness, then you have been successful.

What will I learn?

You will learn to:

- Identify personal development needs
- Identify and understand what motivates people
- Recognise demotivators
- Develop your motivational techniques
- Implement a personal action plan

Key topic areas:

- Identifying development needs
- Making staff aware of their needs
- What is motivation?
- Motivational techniques
- Job satisfaction and motivation

Duration: 1 day

- Applying good motivational techniques
- How to motivate
- Personal action planning



WHO SHOULD ATTEND?

This course is suitable for managers, supervisors and team leaders who are responsible for developing and motivating their staff.

Problem Solving and Negotiation

This interactive training course will develop skills, tools and techniques for solving problems and effective negotiation. The application of these will support the avoidance of conflict and enable and facilitate decisions resulting in win-win outcomes.

What will I learn?

Through a practical and theoretical approach participants will learn how to develop analytical thinking, different approaches to problem solving and learn how to develop successful decision making and negotiation skills as aids in the problem solving process. Participants will also learn how to recognise potential problems at an early stage and using these tools, take timely and appropriate action.



Duration: 1 1/2 days

Key topic areas:

- How to identify what is a problem
- How to identify the main issues
- How to identify causes – cause and effect analysis
- How to identify and select various appropriate solutions
- How to ‘sell’ the solution through negotiation
- How to negotiate
- Styles of negotiating
- Stages of a negotiation
- Agreeing an outcome
- Prevention of future problems through intuitive thinking

WHO SHOULD ATTEND?

This training course is designed for anyone involved in problem solving and negotiation. It is ideal for managers or staff who want to refresh and further develop their skills and confidence in different negotiation situations.

Coaching Skills

Coaching is one of the most effective methods of enhancing performance. It involves deliberate and specific activities that are designed to help people develop their skills by learning on the job. A good coach leads a highly productive team which can significantly increase the cost effectiveness and efficiency of their department.

What will I learn?

You will learn to:

- Develop a coaching style which meets individual and business needs
- Identify learning needs and individual learning styles
- Determine barriers to learning and how to overcome them
- Give effective feedback in a way that encourages positive change

Key topic areas:

- The role of the coach
- Coaching and training
- Qualities of an effective coach
- Identifying learning needs
- Identifying individual learning styles
- Identifying barriers to learning
- Structuring a coaching session
- Setting objectives and targets
- Managing the poor performer
- Feedback skills
- Monitoring performance

Duration: 1 day

WHO SHOULD ATTEND?

This course is suitable for managers, supervisors, new and experienced leaders or coaches and anyone interested in helping others reach their potential.

Report Writing

Presenting information in a written form is a task that is increasingly required of managers and supervisors. Effective report writing is one of the best ways of influencing and persuading your audience and leaves a permanent record of your research and thought processes. Through the use of practical exercises, participants will appreciate the various forms of report writing and when to use the most appropriate form.

What will I learn?

You will learn to:

- Identify the purpose of your reports
- Apply a recognised and helpful report structure
- Organise the material logically
- Present the information clearly on paper and on screen



Duration: 1 day

Key topic areas:

Preparation:

- Set your objectives
- Think about the needs of the reader
- Obtain relevant information

Planning:

- Prioritising material
- Structuring material
- Sequencing material

Writing:

- Consider accuracy, brevity and clarity
- Refine your writing style
- Use illustrations
- Practice presentation, format and layout
- Understand editing and proofreading

WHO SHOULD ATTEND?

This training course is aimed at anyone who needs to write business reports, proposals, white papers or other types of written business communication. It is also ideal for all individuals who are keen to improve their overall written communication skills.

Personal Effectiveness Programme (PEP) for Managers

Driving the performance of individuals and teams is a big responsibility. This programme is designed to assist people with responsibility for others, in the development of their personal skills and the management of individuals to achieve results. The programme will focus on conflict management skills, dealing with problems and communication skills. The programme is delivered by a senior psychological therapist and personal development coach.

What will I learn?

You will learn to:

- Develop techniques to build effective and productive teams
- Communicate with greater assurance to get points across and achieve objectives
- Improve personal impact and develop more effective working relationships
- Manage change within a team environment
- Manage your time and delegate with confidence
- Apply techniques to manage your stress and that of your team
- Produce an action plan for incorporating skills into work practice

Duration: 2 days

Key topic areas:

- What is personal effectiveness for managers?
- Factors influencing personal effectiveness
- Effective communication
- Delegation
- Time management
- Managing transition
- Effective decision making
- Stress management



WHO SHOULD ATTEND?

This programme is suitable for managers from any discipline who would like to improve their own performance and that of their teams.

Carrying out Effective Appraisals

Many managers are concerned about how to best carry out appraisals and to link this to organisational objectives, personal development plans and future training. This training course will identify the benefits of appraisal, the key skills required and how to assess its effectiveness.

What will I learn?

You will learn to:

- Understand the purpose of the appraisal process and your role and responsibilities as an appraiser
- Plan, prepare and structure a review
- Remain fair and consistent, avoiding bias
- Achieve honest and open communications
- Listen and give clear specific feedback
- Define areas for development and set clear objectives
- Tackle performance problems and sensitive issues effectively
- Conduct appraisals in a confident and professional manner

Key topic areas

- The importance of appraisal
- Developing an effective system
- Your responsibilities
- Establishing honest and open communication
- Questioning and listening styles
- Addressing issues of poor performance
- Dealing with conflict
- Assertive and confident behaviour
- Setting SMART objectives
- Feedback and the follow-up process

Duration: 2 days

WHO SHOULD ATTEND?

This training course is designed for individuals who carry out staff appraisals, and are looking to build their confidence and effectiveness in this essential skill.

Absence Management

One of the biggest frustrations for managers and their teams is the absence of other colleagues. Unless managed properly, absence can become the norm within the workplace. This has a detrimental effect on productivity, team working and motivation. Absence must be managed in the same way as any other part of the job to ensure positive results.

What will I learn?

You will learn to:

- Understand the consequences of absence in the workplace
- Understand the key causes of short and long-term absence
- Implement best practice methods to manage absence
- Understand the legal responsibilities for managing absence
- Maximise attendance and motivate your team

Key topic areas:

- The impact of absence
- Measuring the cost of absenteeism
- The importance of record keeping
- The importance of absence procedures
- The importance of the 'Return to Work' interview
- Questioning techniques
- Action planning with the staff member
- Differences between short and long term absence and the differing procedures to manage this
- Dealing with sensitive issues and ensuring confidentiality

Duration: 1 day

WHO SHOULD ATTEND?

This course is suitable for anyone who has responsibility for staff management, managing absence and improving attendance at work.

Leadership

The more leadership styles you have, the more situations you can handle. This training course increases your awareness of your current leadership style and abilities. You will also appreciate the impact your leadership style has on those who work with you. The course will provide you with a 'tool-kit' of ideas to increase your leadership skills in the workplace.

What will I learn?

You will learn to:

- Understand the responsibilities of a leader
- Understand the difference between a leader and a manager
- Create and maintain an efficient, effective and motivated team
- Maximise your team performance by understanding human behaviours
- Improve your ability to communicate with your team and your customers

Key topic areas:

Leadership:

- The principles of leadership
- Attributes of effective leaders
- Leaders and managers

Duration: 2 days

Motivation:

- Motivation techniques
- Factors affecting motivation
- Techniques for building rapport and influencing others
- Preferred communication channels, methods and styles

Decision Making and Problem Solving:

- Making decisions with confidence
- SMART objectives
- Problem solving approaches
- Common pitfalls

Performance Management:

- Effective performance management
- Dealing with poor performers
- Conducting performance management discussions
- Personal action planning

WHO SHOULD ATTEND?

This course is suitable for all managers and leaders who wish to develop the essential skills to influence and motivate their staff to achieve exceptional performance.

Staff Development Training



Effective Time Management and Delegation

This interactive training course is designed to help supervisors and managers develop their skills in time management and delegation. The course looks at methods of prioritising work in order to achieve more effective results in less time.

What will I learn?

You will learn to:

- Explore why time management issues arise
- Improve your ability to plan and prioritise your work
- Set clear objectives and goals
- Minimise wasted time and distractions
- Avoid being deflected from your priorities
- Adopt strategies for dealing with interruptions
- Reduce time spent in meetings yet contribute more effectively
- Delegate work more effectively to staff
- Say 'no' to some 'now' requests

Key topic areas:

- How good is your time management?
- Reviewing your use of time
- Working out your priorities
- Overcoming procrastination
- 'Important' v 'urgent'
- Identifying time wasters
- Dealing with interruptions
- Meetings, meetings, meetings
- Effective delegation
- Saying 'no'

Duration: 2 days

WHO SHOULD ATTEND?

This course is suitable for supervisors, managers and new and experienced leaders who want to increase their productivity by proactively choosing how and when to invest their time, and take more control of their life through the choices they make.

Project Management

This training course is highly participative and focuses on the transfer of knowledge and the development of skills necessary for effective project management. The course focuses on the practical application in a discrete project management context. It will provide the foundation for future development into the more complex areas of managing multiple projects.

What will I learn?

You will learn to:

- Understand the project life cycle, deliverables and phases
- Understand the relationship between project time, quality and cost constraints
- Create an effective project plan, specifications and deliverables
- Identify and agree critical success factors and stakeholder engagement
- Identify and manage stakeholder relationships and expectations
- Understand critical path analysis, the identification of project points, risk management and resilience
- Develop and manage project information requirements

Duration: 2 days

Key topic areas:

- Project management overview
- Project management lifecycle and its elements
- The Project manager – key skills
- The 4 R's – Resources, Relationships, Results, Review
- Critical success factors
- The 3 Constraints – Time, Quality, Cost
- Defining the project, roles, responsibilities and risk
- Project mapping
- Project choke point identification and risk management
- Critical Path Analysis and GANTT flow charting
- Use of IT
- Project meetings and stakeholder management
- Communications and review
- Measuring success

WHO SHOULD ATTEND?

This course is suitable for managers and supervisors or any individuals who are responsible for managing projects.



Wellbeing at Work

Personal Resilience

Resilience is the process of adapting well in the face of adversity, trauma or even significant sources of stress. Research demonstrates that we require resiliency skills in order to perform at maximum effectiveness. This course will enable participants to respond positively to the pressures, demands and challenges of modern working life and help them identify opportunities to excel at work.

What will I learn?

You will learn to:

- Understand the importance resilience plays in working life
- Assess your level of resilience and identify areas where it is currently being tested
- Identify the cause of the problems rather than just dealing with symptoms
- Apply tools and techniques to strengthen and enhance levels of resilience i.e. problem solving techniques, regulating emotions, challenging distorted thinking, building self-esteem, managing stress and effective communication strategies
- Identify SMART goals as part of your resilience personal development plan

Key topic areas:

- Understanding resilience
- How resilient are you?
- The importance of perspective
- Regulating emotions
- Engaging in effective relationships
- Problem solving
- Creating a resilience personal development plan

Duration: 1 day

WHO SHOULD ATTEND?

Personal Resilience training is important for all members of staff to enable them to respond positively to the many challenges and pressures they face in their daily working lives.

Conflict Management at Work

Workplace conflict, whether physical or verbal, can be extremely distressing to members of staff. There is a growing recognition that the problems of workplace violence and aggression exist in most work places, particularly at points of service user contact. The skills taught on this course will enable staff to identify and resolve conflict in workplace situations.

What will I learn?

You will learn to:

- Identify what conflict is
- Identify triggers and inhibitors
- Manage 'Flight' or 'Fight' situations
- Recognise and prevent the escalation of conflict
- Signal non-aggression
- Utilise exit strategies
- Create compromise through effective communication
- How to report incidents and ensure your needs are met

Key topic areas:

- Defining conflict and work place aggression
- Generic, pre-planned and dynamic risk assessment
- Risk reduction measures
- Understanding triggers to conflict
- Understanding conflict escalation
- Proactive service delivery
- Communication skills
- Conflict management techniques
- Negotiating win-win outcomes
- Effects of workplace violence
- Reporting and post incident consideration

Duration: 1-2 days (depending on client need)

WHO SHOULD ATTEND?

This course is suitable for anyone who may encounter conflict in the working environment. It will enable staff and management to fulfil their Health and Safety obligations by ensuring all staff are appropriately equipped to proactively avoid, minimise and manage conflict in the workplace. It will also help to minimise the disruption and distress that can be caused by these incidents.

(Courses are all designed to meet specific client need. In particular PRRT provide specialist models in managing those experiencing mental health problems.)

Stress Management

This training course is designed to enable delegates to recognise the symptoms of stress and attune themselves to deal with it in a positive manner. Appropriate action can be taken, lessening the risk of the stress encroaching on general health and wellbeing.

What will I learn?

You will learn to:

- Understand the nature of healthy and unhealthy stress
- Recognise the symptoms and causes of unhealthy stress
- Understand how stress can be harmful to the individual and the team
- Practice cognitive and relaxation strategies aimed at reducing stress
- Develop personal and team strategies to manage stress

Key topic areas:

- What is stress?
- What causes stress?
- Healthy and unhealthy stress
- Symptoms of stress
- How is stress harmful?
- The cost of stress
- The benefits of managing stress
- How to reduce stress
- The power of thought
- Relaxation
- How to create a low stress environment
- Create your own stress management kit

Duration: 1 day

WHO SHOULD ATTEND?

This course is suitable for anyone encountering pressure and stress in the working environment and would like to feel better equipped to handle it.

Stress Management for Managers

Managers play a crucial role in the reduction and prevention of work related stress. This course has been designed to provide managers with the knowledge and tools needed to manage stress as part of their daily activities.

What will I learn?

You will learn to:

- Understand stress and the risk implications for staff and the organisation
- Create the right atmosphere that encourages open discussion about stress and stress triggers
- Identify signs of stress in team members early so that appropriate action can be taken
- Practice cognitive and relaxation strategies aimed at reducing stress
- Develop personal and team strategies aimed at reducing stress in the workplace
- Complete a stress risk assessment on an individual

Duration: 1-2 days

Key topic areas

- What is stress and stress risk management?
- Early identification of stress and stress related problems
- Creating the 'right environment'
- Strategies to minimise risk in the workplace
- Stress Management Toolkit
- Relaxation
- Stress risk assessment



WHO SHOULD ATTEND?

This course is suitable for supervisors, team leaders and managers who have to manage stress in teams.

Managing Distressed or Difficult People

This course has been designed to help those who regularly manage distressed or difficult people in the course of their daily work. This can be either face to face, on the telephone or by email. The course introduces participants to tools and techniques that can de-escalate difficult situations and gives them the confidence and the ability to deal with these challenges in a professional, effective and safe manner.

What will I learn?

You will learn to:

- Understand the different types of challenging people and when, why and how they are challenging
- Separate the behaviour from the person
- Communicate effectively in order to prevent escalation and to de-escalate difficult situations
- Reflect on current systems in place and identify systems and protocols which will enhance performance and minimise risk
- Identify the process of implementing new systems and protocols
- Establish how and when to signpost
- Apply assertiveness skills and self care strategies as part of your individual support and wellbeing plan

Duration: 1 day

Key topic areas:

- Distressed caller protocols
- Risk management protocols
- Confidentiality
- Record keeping
- Active listening
- Affect management
- De-escalating techniques
- Problem solving skills
- Signposting
- Assertive communication
- Stress continuum
- Self care strategies

WHO SHOULD ATTEND?

This training course is suitable for anyone who through the course of their work has to manage difficult or distressed people. It would be ideal for people who have to deliver bad news, or deal with information of a sensitive or emotive nature. This training would also be very useful for front line staff who are often people's first point of contact.

Chronic Pain Management Programme

Ongoing pain and loss of functional ability have a negative impact in people's work and home lives. This programme has been designed to help people suffering from chronic pain and loss of function as a result of musculo-skeletal conditions. It is an inter-disciplinary physiotherapy and psychological therapies programme based on physiotherapy interventions and Cognitive Behavioural Therapy (CBT) principles. It is designed to teach participants how to cope with long term pain and improve their quality of life. Participants attend a group session once a week for nine weeks, with a review session two months later. It is delivered by a senior psychological therapist and a senior chartered physiotherapist.

What will I learn?

You will learn to:

- Carry out an effective graded exercise programme and pacing activities to increase functional ability
- Set individual goals, manage stress and mood problems
- Identify, challenge and modify unhelpful ways of thinking and behaving that are negatively impacting on your emotional and physical wellbeing
- Carry out structured relaxation techniques

Key topic areas:

- Functional reactivation – a gradual, targeted and individually paced increase of normal functional activity and movement
- Group CBT/education – CBT views an individual's thoughts, feelings, behaviours and physical symptoms as being interlinked, all affecting each other
- Structured relaxation – relaxation techniques are taught and practiced as an integral part of the programme

WHO SHOULD ATTEND?

This programme is suitable for people who have ongoing pain that has not been relieved by traditional medical interventions and which affects their ability to function normally at home or at work.

Tai Chi for Health

Tai Chi, an ancient martial art, is an increasingly popular form of exercise. Research has shown that this gentle form of exercise provides both physical and psychological health benefits. The form taught is suitable for anyone who is independently mobile, including those with joint problems such as arthritis. The level of exertion required is similar to walking.

You will learn to:

- Move in a fluid, gentle, graceful and circular sequence that is slow and relaxed
- Breathe deeply and slowly to aid mental concentration and relaxation
- Apply these skills to help manage symptoms of stress and anxiety



WHO SHOULD ATTEND?

Tai Chi classes are useful for those who wish to improve muscle tone, balance and co-ordination. They are also effective for those with stress or anxiety disorders who find relaxation and concentration difficult.

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