

Empower your potential

# Essential Skills for Workplace Success



[www.highlands.ac.uk](http://www.highlands.ac.uk)



Highlands  
Professional

# Welcome to Highlands Professional

Highlands Professional offers a new suite of CPD workshops to maximise the potential of you and your team.

Designed for anyone wishing to update, refresh and evidence valuable CPD hours, each workshop is delivered by experienced trainers and will be highly interactive, using a range of techniques to suit all learners.

## Our Services

All workshops take place at the Professional Studies Centre, Highlands College, and include materials to take away, a sandwich lunch, tea and coffee, and free on-site parking.

Each participant will receive a 7-hour attendance certificate, which can be used towards CPD (Continuing Professional Development).

Bespoke CPD training workshops are also available on request.

For more information or to apply, please contact us at [hp@highlands.ac.uk](mailto:hp@highlands.ac.uk) or call **608706**.



## Delivered by Kate Nolan

Kate has worked in management positions for most of her career since starting as a Management Trainee in London luxury hotels.

She has tutored at Highlands for more than 10 years. Kate holds a first-class honours degree (English Language & Critical Social Psychology), Diploma in Education and Training, Diploma in Recruitment Practice, Diploma in Hotel & Catering Management, CIPD Intermediate Diploma in Learning and Development, TESOL Diploma and CMI Level 7 Certificate in Management and Leadership. She is an independent trainer and consultant working with business and individuals.

Kate also tutors and quality assures on the CIPD and CMI courses.

# CPD Workshop Overview

Recruitment and Selection for Hiring Managers



Conducting Effective Interviews



Giving Feedback to Boost Performance



Mastering Difficult Conversations



Developing Your Teams for Success



Mastering Customer Service



Leading Your Team Through Change



Turning Underperformance into Excellence



Embracing Diversity and Inclusion in the Workplace



Mastering Time Management and Delegation



## Recruitment and Selection for Hiring Managers

Gain essential skills and knowledge to attract, recruit, and select the best talent for your organisation with confidence and fairness.

- Identifying recruitment needs
- Job description/person specifications
- Effective recruitment methods
- Candidate experience
- Effective selection methods
- Fair selection processes
- Competency based interview questions
- Legal and ethical considerations
- Understanding biases

## Conducting Effective Interviews

Take a deep dive into getting the most from interviewing and access practical the tools and techniques to conduct interviews that help you secure the right talent.

- Setting the scene and building rapport
- How to structure an interview
- Interpreting a CV
- Effective questioning techniques
- Common pitfalls to avoid
- Selling your organisation
- How to close an interview
- Legal and ethical considerations
- Practice a simulated interview

# CPD Workshops

## Giving Feedback to Boost Performance

Focus on the power of effective feedback and build the skills and confidence to provide feedback that enhances performance and motivates individuals, ultimately driving results.

- The importance of feedback in the workplace
- The benefits of effective feedback for both candidates and teams
- Different types of feedback and how to use them appropriately
- Using feedback models effectively
- How to give feedback in difficult situations
- Strategies for managing emotions and maintaining professionalism
- Pitfalls to avoid when giving feedback
- Practice using the techniques learnt

## Mastering Difficult Conversations

Enhance your communication skills and navigate challenging discussions with confidence, using strategies and tools to handle sensitive topics and resolve conflicts effectively.

- Identifying different types of difficult conversations
- Common challenges and barriers
- Structuring the conversation for clarity and effectiveness
- Effective communication techniques
- Strategies for managing your emotions and those of others
- Conflict resolution methods to ensure positive outcomes
- Importance of follow-up actions

# CPD Workshops

## Developing Your Teams for Success

Unlock the potential within your team and gain strategies and tools to build, nurture, and lead high-performing teams in a fast-paced environment.

- The importance of team development
- Benefits of a high performing team
- Setting goals and objectives
- The role of effective communication in team development
- How leadership impacts the team's success
- Different leadership styles and their effects on teams
- Common sources of team conflict and how to resolve it
- How to motivate and engage your team

## Mastering Customer Service

Designed for customer service professionals and team leaders, this course provides techniques and insights to deliver outstanding customer service and build lasting relationships.

- Definition and importance of customer service excellence
- Building customer relationship through effective communication
- Managing difficult customers
- Conflict resolution techniques
- Turning complaints into opportunities
- Creating memorable experiences
- Gathering meaningful feedback
- Measuring and improving customer service

# CPD Workshops

## Leading Your Team Through Change

Navigate the complexities of organisational change and gain tools and strategies to guide your team through transition and transformation.

- Understanding the nature of change in the workplace
- The impact of change on individuals and teams
- Keep principles of change management
- The role of the leader in times of change
- Building trust and maintaining morale
- Identifying and addressing team members' concerns
- Implementing change successfully
- Measuring success and continuous improvement

## Turning Underperformance into Excellence

Address performance challenges with confidence and learn how to identify, address and elevate underperformance to achieve outstanding, sustained outcomes.

- Identifying the signs and causes of underperformance
- The impact of underperformance on the team and organisation
- Tools and techniques for diagnosing performance problems
- Setting clear goals
- Giving constructive feedback
- Building a positive and supportive culture
- Tracking and managing progress

## Embracing Diversity and Inclusion in the Workplace

Strengthen your understanding of inclusive practices and access tools to embrace and develop a culture of diversity and inclusion within your organisation.

- Definitions and key concepts of diversity and inclusion
- The benefits of a diverse and inclusive working environment
- Understanding and overcoming common barriers such as unconscious bias
- Leverage diversity for team success
- The role of the leader in promoting inclusion
- Addressing and resolving conflict
- Legal and ethical reasons for having a diverse and inclusive workplace

## Mastering Time Management and Delegation

Boost productivity and lead your team more successfully, this course equips you with the skills and techniques to manage your time efficiently and delegate tasks effectively.

- Understanding the importance of time management
- Identifying time waste and productivity barriers
- Tools and techniques for effective time management
- Understanding the importance of delegation
- Matching tasks to team members' strengths and skills
- Addressing common barriers to delegation
- Building trust and accountability within the team
- Combining time management and delegation for maximum efficiency

**Highlands Professional  
offers a range of professional  
qualifications to enhance your  
career opportunities. Contact  
us today to start your career  
learning journey.**



**Professional Studies Centre (PSC)  
Highlands College, St. Saviours Hill, Jersey**



**Monday - Friday 08:30am - 04:30pm**



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