



**West Yorkshire and Harrogate Excellence Centre Training Offer**

Below is a list of the 2019 face-to-face courses which are offered through the West Yorkshire and Harrogate Excellence Centre. All those listed are additional to those outlined in the 2018/Prospectus and can be accessed free of charge by staff and volunteers in Member Organisations.\*The development opportunities are advertised on the Skills Platform and can be booked via the links.

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| **Customer Service Training**  |
| **What is the training?** | **How long does it take?** | **When is it?** | **What is the training all about?** | **Who is this for?** |
| **Quality Customer Experience for a Health or Care Setting** <https://www.skillsplatform.org/courses/4515-quality-customer-experience> | 1 day  | ***Dates to be agreed*** *Feb/March2019* *Leeds*  | Helping staff to develop their skills in a way that promotes good customer service and high quality care | Health and Care Support Staff, Receptionists and Administrative staff  |
| **Telephone Customer Service Skills Communicating Successfully**  | 1 day  | **Dates to be agreed** *March/April 2019* *Leeds*  | This course teaches staff effective listening skills to improve the effectiveness and outcome of telephone conversations  | Health and Care Support Staff Receptionists/Administrative staff & Volunteers  |
| **Meeting Needs and Reducing Distress**<https://www.skillsplatform.org/courses/4487-meeting-needs-and-reducing-distress> | 1 day  | ***08/03/2019*** *Kirklees College* ***12/06/2019****Brighouse Civic Hall*  | A practical and interactive course to help support staff to understand, manage and prevent conflict caused by challenging behaviours & to help build their resilience in coping with such behaviours | Health & Care Saff & Volunteers regardless of job role or organisation |
| **Personal Development** |
| **Minute Taking Meetings and Minutes** <https://www.skillsplatform.org/courses/4498-minute-taking-meetings-and-minutes> | 1 day  | **12/02/2019** *Cedar Court* *Harrogate* ***15/05/2019****Elmbank Wakefield* ***19/09/2019****Venue to be agreed* | This course will teach attendees about the role of a minute taker & techniques to ensure accurate & effective minute taking  | Administrative staff & those who have a responsibility to take notes at meetings  |
| **Bereavement Training** <https://www.skillsplatform.org/courses/6081-bereavement-training> | ½ day  | ***15/02/2019******07/05/2019****Wheatfields Hospice Leeds* | This course provides theoretical understanding of grief and bereavement & links this to practical requirements | Front line workers who provide direct support to individuals who are experiencing loss |
| **Medical Terminology** <https://www.skillsplatform.org/courses/4505-medical-terminology-training> | 1 day  | ***21/03/2019****Kirklees College*  | Introductory classroom -based course suitable for individuals who wish to refresh or increase their understanding and knowledge of medical terminology. | Receptionists, Administrative staff, care staff & students  |
| **Finance for Non-Finance Managers** <https://www.skillsplatform.org/courses/6406-finance-for-non-finance-managers> | 1 day  | ***29/02/2019****Wakefield****20/06/2019*** *SJUH Leeds*  | This course aims to will improve participant understanding of finance in healthcare organisations & support them to manager budgets effectively | Suitable for managers with little or no financial knowledge, new budget holders and individuals who deal with financial management information |
| **First Aid Level 3** <https://www.skillsplatform.org/courses/4555-qa-level-3-award-in-emergency-first-aid-at-work-rqf><https://www.skillsplatform.org/courses/4521-first-aid-level-3-training-shipley-college> | 1 day  | ***24/01/2019 19/03/2019******17/05/2019******22/07/2019******11/09/2019******19/11/2019****Kirkwood Hospice* ***19/07/2019****Shipley College*  | Regulated first aid training course to enable staff to aid individuals in the event of an emergency  | Health and care staff Volunteers & carers |
| **Using Microsoft Tools to Create Reports and Presentations**<https://www.skillsplatform.org/courses/6409-using-microsoft-tools-to-create-reports-and-presentations> | ½ day  | ***09/04/2019*** *Elmbank Wakefield*  | This seminar focuses on developing skills in creating information for reports and presentations  | Health & care staff & volunteers regardless of job role or organisation |
| **Developing Confidence in Presenting** **Information**<https://www.skillsplatform.org/courses/6410-developing-confidence-in-presenting-information> | ½ day  | ***25/06/2019****Elmbank Wakefield*  | This seminar enables learners to develop their skills & confidence in presenting information so as to deliver a meaningful narrative & influence audiences | Health & care staff & volunteers regardless of job role or organisation |
| **Delivering a More Effective Meeting** <https://www.skillsplatform.org/courses/6408-delivering-a-more-effective-meeting> | ½ day  | ***10/04/2019*** *Elmbank Wakefield*  | This course will improve participants' skills & confidence in organising & running meetings & increase meeting productivity  | Suitable for individuals who organise and manage meetings |
| **Effective Supervision Skills** <https://www.skillsplatform.org/courses/6356-effective-supervision> | 1 day  | ***31/01/2019****Harrogate TBC* ***21/02 /2019*** *Bradford City Hall* ***21/03/2019*** *Kings Medical Practice Normanton* | This course will help attendees to gain increased understanding, skills and confidence in undertaking effective supervision within their work setting | Suitable for a range of health and care staff, including Senior Care Workers/ Support Workers, Team Leaders, aspiring & new managers  |
| **Learning Disabilities Awareness** <https://www.skillsplatform.org/courses/6407-learning-disabilities-awareness-training> | 1 day  | ***31/01/2019*** *SJUH Leeds****6/06/2019****Brighouse Civic Hall* ***06/11/2019****Cedar Court Hotel Harrogate*  | This course will provide a greater understanding of what it means to have a learning disability & enable participants to promote well-being & inclusivity and provide person- centred care | Aimed at Care Workers and front line staff & healthcare professionals who are required to deliver/share learning to shape best practice in the care and treatment of people with a learning disability |
| **Health and Well-Being** |
| **What is the Training?** | **How long does it take?** | **When is it?** | **What is the training about?** | **Who is it for?** |
| **Making Every Contact Count** <https://www.skillsplatform.org/courses/6357-making-every-contact-count-training-mecc> | ½ day  | **25/02/2019****18/03/2019****19/04/2019****10/05/2019***Blenheim House Leeds*  | It is course helps individuals to more effective short conversations to support peoples’ health and wellbeing | The session is suited to front-line staff and volunteers who have brief contact with the public in their day to day work |
| **Motivational Interviewing** <https://www.skillsplatform.org/courses/6358-motivational-interviewing1> | 1 day  | ***09/05/2019****Cedar Court Hotel Harrogate* ***10/06/2019****Blenheim House Leeds*  | This course aims to introduce people to the underlying spirit and principles of Motivational Interviewing (MI), and then to build confidence & competence in the use of behaviour change tools and techniques to support behaviour change among patients and clients | The course is designed for anyone who has the opportunity to deliver brief interventions through having motivational conversations with clients or patients |
| **“OOMPH Wellness” Activity Workshop** <https://www.skillsplatform.org/courses/5172-oomph-workshop> | ½ day  | ***21/02/2019*** *The Old Fire Station Gipton Leeds*  | This interactive workshop provides a snapshot of ways in which the physical and mental well-being of those being cared for can be improved through a person centred approach to creative activities and exercise | This workshop is suitable for anyone who supports people in care settings or in their day to day activities |
| **Team Resilience for Managers** <https://www.skillsplatform.org/courses/4496-team-resilience-training-for-managers> | ½ day  | ***13/02/2019*** *The Old Fire Station Gipton Leeds* ***26/09/2019*** *Venue TBA*  | To aid managers in noticing signs of stress in their teams and identifying appropriate actions to take | Aimed at Supervisors,managers and leaders who are looking for techniques to support, build & develop positive experiences |
| **Dementia Bus /Virtual Dementia Tour** <https://www.skillsplatform.org/courses/6029-dementia-bus> | ½ day  | **26/03/2019** Harrogate Hospital **30/04/2019**SJUH Leeds **25/06/2019**Yorkshire Ambulance HQ Wakefield  | The Dementia Bus gives delegates an experience of what dementia might be like by using specialist equipment and a simulated environment  | Anyone can book onto the virtual tour health or care staff, volunteers & members of the public |

*\*N.B. Non Member Organisations and those out of area can access all the courses for a small cost*

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***Via Skills Platform****:* <https://www.skillsplatform.org/organisation/west-yorkshire-excellence-centre>