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SOS-HR - Helping you to mind your own business!

Why Train?

By providing your staff with relevant skills, knowledge and ability you will equip them to do their job role more effectively, this in turn will improve your company expertise and increase productivity as well as giving you a credible reputation as an employer so you will attract and retain motivated staff.

We provide relevant training which supports and underpins your Company's HR and Health and Safety policies and procedures this helps your employees understand their role, set an example, carry out their duties, build their confidence and will enable you to manage more efficiently and competently avoiding unnecessary and costly mistakes.

Courses

Health & Safety and HR development – Whether you have staff that require a basic level of training or competency in specific areas we can help you. Our training solutions are designed with you in mind. We offer standard courses which can be modified to meet your requirements or we can develop your own in-house training.

Venues

Our training courses, seminars and workshops are held in attractive, air-conditioned, purpose built facilities based at Epsilon House, West Road, Ransomes Europark, Ipswich, ideally situated close to the A12 and A14.

Joining instructions will be sent direct to each delegate one week prior to the course.

Please let us know if you have any specific access or other requirements so that we may make your attendance at our course an enjoyable and comfortable experience.

What's included

Qualified trainer, workbooks and full course literature, feedback questionnaire, certificate of attendance or qualification (subject to course taken), refreshments, restroom, car parking.

How to book and pay

Bookings can be made by phone, fax or post. Booking forms are available for download on our website www.sos-hr.co.uk or call us on **01473 276 170** and we will send you a form by email or post.

Full payment is required for each course 30 days prior to the course date or with your booking form if your course takes place within 30 days. Payment can be made by cheque, credit card or bank transfer

Contact us

Telephone SOS-HR on **01473 276 170** for the latest course details or check our website at www.sos-hr.co.uk



A sample of courses currently on offer:-

First Aid Appointed Person

This course covers the role of designated First Aid Appointed Person and this includes looking after the equipment and facilities and calling the Emergency Services when required. Arrangements should be made for an Appointed Person to be available to undertake these duties at all times when people are at work. On this course you will gain knowledge of emergency procedures and attain a recognised qualification in First Aid.

Essential Skills for Supervisors

This is a practical course looking at a supervisor's role as part of the management team. We will concentrate on awareness, developing and expanding current skills. This will include the role, interpersonal skills, motivation and planning. In addition to the core subjects, time is set aside to cover specific areas that are appropriate to your organisation.

Managing Attendance

This course is aimed at all managers, supervisors and team leaders with direct people management responsibilities. You will gain knowledge of what the main causes of absence are and the cost to your organization. You will be given practical tools to help you manage your employees and reduce absence and gain an understanding of the implications of employment legislation on absence management.

Recruitment and Selection – Skills for Managers

This course provides an in-depth skills workshop for any person involved in their organisational recruitment and selection procedures. You will gain an understanding of the employment legislation associated with recruitment and selection, gain knowledge of good practice with regard to the ethical and objective recruitment and selection of people, learn how to apply appropriate policies, procedures and guidelines and have an opportunity to practice appropriate skills and interview techniques.

Managing Redundancy

This course offers employers and managers a step-by-step guide on how to manage the redundancy process from initial consultation right the way through the procedure. On this course you will gain knowledge of legislation, understand the redundancy procedure and gain skills and knowledge to carry out the process.

One Day First Aid Appointed Person

This course covers the role of designated First Aid Appointed Person and this includes looking after the equipment, facilities and calling the Emergency Services when required. Arrangements should be made for an Appointed Person to be available to undertake these duties at all times when people are at work. On this course you will gain knowledge of emergency procedures and attain a recognised qualification in First Aid.

Fire Marshal Training Course, including Practical Extinguisher Training

Part 1 - Fire Marshal Training

This course is suitable for those who have the responsibility of coordinating and ensuring implementation of the organisation's fire prevention and evacuation procedures.

Part 2 - Fire Awareness Practical Extinguisher Use

Delegates will be able to acquire an understanding of the way a fire can start and develop and have the opportunity of operating extinguishers and identifying correct methods of use.

NEW COURSES WE ARE RUNNING FOR 2009:-

Public Speaking and Presentation Skills

A practical workshop that is suitable for employees, managers and business owners who are either new to public speaking, or who wish to overcome their fears, improve their delivery techniques, or develop their skills further and receive expert feedback. Through lively discussions, role play and examples from the presenter's knowledge and experience.

IT Security and Computer Forensics

This course covers data security, identity theft and dealing with computer incidents in the workplace – all delivered without the “Geek Speak”. The aim is to educate and inform and everyone should leave with knowledge that they can start putting into practice straight away in your own business.

Stress Management

More and more employees are experiencing stress at work. They may be working in pressurised environment and working long hours or rapidly changing circumstances. Employers now have a duty of care to manage stress in their organisations. By the end of the course you should feel calmer and more confident, understand how to time manage, prepare and react to stressful situations.

Anger Management

Anger and frustration is completely normal and usually a healthy human emotion. Only when it gets habitually out of control it can lead to problems regarding health, personal relationships, work and social situations and to the general enjoyment of life. By the end of this course you will be able appreciate what are acceptable and unacceptable levels of behaviour, practice assertive communication and use appropriate verbal and non-verbal behaviour in different situations in the work place.

Drivers CPC

The Driver CPC is a scheme for LGV (and PCV drivers) who drive professionally throughout the UK. It is being developed as a requirement of the EU Directive 2003/59, which is designed to improve the knowledge and skills of professional LGV and PCV drivers throughout their working life. Licence holders must complete 35 hours of approved training before 10th September 2014. Our course covers the new initial qualification, Periodic training and the ongoing requirements.

We also provide courses on the following:-

- Absence Management • Alcohol & Drug Abuse Awareness • Appraisal Skills • Bullying & Harassment •
 - Change Management • Conflict Resolution • Data Protection • Dealing with difficult interviews •
 - Disability Awareness • Discipline & Grievance • Discrimination Legislation • Dismissal •
- Effective HR Support • Employment Contracts • Equal Opportunities • Flexible Working • HR Strategy •
 - Induction and Probationary Training • Information and Consultation •
- Maternity, Paternity & Parental Rights • Part-time Working • Pay and Benefits • Payroll • Pensions •
- Performance Management Systems • Personnel Records • Personnel Policies and Procedures •
 - Psychometric Profiling • Recruitment & Retention Workshop • Reward Strategies • Stress •
 - Whistle-blowing • Working Time Regulations • Work/life balance •
- CIEH Basic Health & Safety Certificate • Competent Person • Fire Extinguisher use •
- Fire Marshals Briefing • Fire Safety • First Aid • Health & Safety Awareness • Manual Handling •
 - Risk Assessments •

We would like to hear from you if you need more information about our training and consultancy services, would like to book a course or to discuss your specific requirements