Lifeskills workshops portfolio

Contents

Has your professional training kept you up to date with the skills you need as you progress through your career? You may have undertaken lots of technical training, however highly successful professionals are not just technically aware; they possess 'lifeskills'. It is the combination of these skills that is becoming increasingly sought after by employers.

What are Lifeskills Workshops?
Professional Lifeskills workshops form an important part of the IET's provision of Continuing Professional Support and Development to its members. Our Lifeskills portfolio contains a wide range of introductory workshops covering a variety of topics to help you improve success in your chosen field. This document highlights workshops available, what they cover and the benefit of attending.

What's new?
All of the workshops in the portfolio have been refreshed and updated to reflect today's challenging marketplace as well as changes to theory and practice in the workplace.

Not a suitable Lifeskill?
If there is a workshop that you would like to cover and it is not in our current portfolio then please feel free to contact us to discuss.

Who should attend Lifeskills Workshops?
If you would like to develop your professional skills, then Lifeskills are for you! Whether you are a student, just starting out in your first job or an experienced professional, Lifeskills provide a perfect opportunity to network with like-minded individuals and continue with professional development.

CPD HOURS™
This course can contribute towards your Continuing Professional Development (CPD) as part of the IET's CPD monitoring scheme.

The art of **being assertive**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: ABA
Duration: 3 hours
Maximum: 35 delegates
Equipment required: Laptop, overhead projector & screen, flipchart and pens
Ideal room set layout: U-shape or Cabaret
CPD hours: 3

Overview
Many of us find it difficult to say no. This often results in us being weighed down with extra work and ultimately feeling under pressure and undervalued. This introductory workshop aims to provide you with the basic skills to be more assertive, to ensure that your opinions are counted and that you can take control of your work/life balance**.**

Who should attend?
This introductory workshop would benefit anyone who finds it difficult to be assertive in situations or has to deal with people who are either too passive or aggressive. This interactive workshop can also assist people who wish to communicate more effectively or manage their time better.

Topics Covered
- What is assertiveness?
- Aggressive/submissive behaviour
- Body language and personal space
- Voice elements
- 3 Steps to assertive behaviour

Course Objectives

- Describe and demonstrate the techniques used to effectively handle aggressive and submissive behaviour
- Identify the key points of the assertiveness definition, using your workbooks
- Correctly explain the 3 steps to assertive behaviour

Related courses
- Communicating for success
- Effective negotiation
- Managing Change
- Leading and developing successful teams
- Networking for success

Back to basics with **presenting**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: BBP
Duration: 3 hours
Maximum: 35 delegates
Equipment required: Laptop, overhead projector & screen, flipchart and pens
Ideal room set layout: U-shape, Cabaret
CPD hours: 3

Overview
Presentations are the best way of communicating ideas and information to a group, as it allows immediate interaction between all the participants; however they can be one of the most daunting tasks we undertake. This interactive workshop gives an overview of the key steps needed in order to conduct an effective professional presentation.

Who should attend?
This interactive workshop is for anyone who has to undertake presentations as part of their job or for those seeking work where a presentation may form part of the selection criteria. This workshop will also assist anyone preparing their presentation in becoming professionally registered.

Topics covered

- Attributes of a good presenter
- Key elements of a presentation
- Coping with nerves / fear
- Structure for a professional presentation
- Presentation aids

Course Objectives

- Record the fundamental skills of presenting

- Apply a simple structure to deliver effective presentations

- Identify the pros and cons of various presentation aids

Related courses
- Communicating for success
- Art of being Assertive

Communicating for success

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	CFS
Duration:	3 hours
Maximum:	30 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret
CPD hours:	3

Overview
Being able to communicate effectively with those around us is vital to our success. At times, we can all find this challenging causing certain key relationships to break down. This introductory workshop looks at the different ways that we can communicate with people to ensure a productive, harmonious and trusted working relationship is maintained.

Who should attend?
This interactive course is ideal for people who would like to strengthen their communication skills or develop relationships with key stakeholders in their organisations.

Topics Covered
- Circle of communication
- Positive language
- Body Language
- Link phrases
- Types of questions
- Listening skills

Course Objectives

- Identify the 3 elements that make up the Circle of Communication, using your workbook
- Apply positive language to at least 4 phrases from the negative examples provided
- List at least 2 ways to aid active listening using the activity provided

Related courses
- Back to basics with presenting
- Art of being assertive
- Managing change

Continuing Professional Development **(CPD)**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: CPD
Duration: 3 hours
Maximum: 40 delegates
Equipment required: Laptop, overhead projector & screen, flipchart and pens
Ideal room set layout: U-shape, Cabaret or Lecture
CPD hours: 3

Overview
Continuing Professional Development (CPD) is something that all IET members should be doing. Whether you are a graduate, professionally registered or retired, CPD is important to us all. This workshop aims to highlight the benefits of CPD to you, and show you how to go about it.

Who should attend?
This course is relevant for all IET Members.

Topics covered
- What is CPD?
- Why CPD is important – the benefits of CPD
- What counts as CPD?
- How do I record my CPD – Career Manager
- Support available

Course Objectives

- Describe what CPD is and the importance of CPD to your career, using the workbook, slides and CPD brochure provided

- Identify the six activities that count towards CPD, using your workbooks

- Plan and record your CPD activity using Career Manager

Related courses
- Career Manager Webinar

Want to become **professionally registered?**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: WBPR
Duration: 3 hours
Maximum: 30 delegates
Equipment required: Laptop, overhead projector & screen, flipchart and pens
Ideal room set layout: U-shape, Cabaret or Lecture
CPD hours: 3

Overview

This workshop is designed to give you an understanding of the Professional Registration process within the IET using the UKSpec. This session will also focus on evidence collection the steps of gathering and presenting evidence.

Who should attend?

This course is relevant for those working towards, or considering working towards, Professional Registration through the IET.

Topics covered

- Membership and registration
- Registration categories
- UK SPEC competences
- What is evidence and looking at portfolios
- Career Manager
- IET application processes

Course Objectives

- An understanding in the different registration categories
- Using UK SPEC to develop competencies while working towards becoming professional registered
- Understanding on how to build your portfolio of evidence and how to maintain it
- "Welcome to the IET processes" what happens after submitting your application form

Related courses

- Taking control of your career

Managing Change

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	MC
Duration:	3 hours
Maximum:	35 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret or Lecture
CPD hours:	3

Overview
This introductory and interactive workshop to change management, looks at the impact change can have on individuals, why change sometimes fails in organisations and what steps are required in order to successfully manage and implement change.

Who should attend?
For anyone who has been or is currently affected by change in their organisations or indeed will be implementing changes.

Topics Covered
- Overview of change
- Resisting change
- Clear Vision – The 'why' – the benefits – the compelling reasons
- 5 stages of change

Benefits of attending

- Identify at least 2 reasons why change is important
- List 5 stages of change using the material provided
- Effectively communicate change to reduce and support the emotional impact

Course Objectives

- Communicating for Success
- Art of being assertive
- Introduction to management
- Leading and developing successful teams

Effective **negotiation**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: EN
Duration: 3 hours
Maximum: 30 delegates
Equipment Required: Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout: Cabaret – **a separate breakout area is required for this course**
CPD hours: 3

Overview
Negotiation is not only used for business purposes, it is something we do all the time. For example, we use it in our social lives perhaps when agreeing a time to meet. Sometimes negotiation is seen as a means to benefit ourselves rather than both parties and is therefore open to misuse. This practical workshop looks at the process of successful negotiation and how to achieve a win/win situation.

Who should attend?
This introductory workshop would benefit anyone who finds negotiation daunting or is required to negotiate in their day-to-day role. Furthermore, it would benefit anyone who feels they have come away from a negotiation with less than they had intended. This is a very interactive workshop.

Topics Covered
- What is negotiation?
- Selling Vs. negotiation
- Satisfaction
- Adapting your behaviours
- Take control - fair play – breaking points
- Negotiation game

Course Objectives

- Accurately describe the difference between negotiation and selling, using your workbooks
- Explain the importance of adapting your behaviours during negotiation, using the information provided
- Demonstrate how to plan and prepare for negotiations using your workbook
- List in your workbooks, at least 3 key things to consider when negotiating

Related courses
- Communicating for Success
- Art of being assertive

Introduction to **management**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	ITM
Duration:	3 hours
Maximum:	35 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret
CPD hours:	3

Overview
Finding the style of management that suits you and your team can be challenging. Our Introductory and practical workshop will give you the tools that enhance your current management and leadership qualities.

Who should attend?
This introductory and interactive workshop is for those who are taking their first steps into management or would like a refresher on current management techniques.

Topics Covered
- What is a manager
- Management V's Leadership
- Management styles
- How to motivate your staff
- Delegation

Course Objectives

- Correctly explain the difference between management and leadership using your workbook
- Identify your own management style and that of your team using the models provided
- List at least 2 ways to motivate your teams using your workbook

Related courses
- Leading and developing successful teams
- Managing change
- Dealing with conflict
- Fundamentals of project management
- Starting out in coaching

Leading and developing successful **teams**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	LDST
Duration:	3 hours
Maximum:	35 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret
CPD hours:	3

Overview:
Managing a team of people can be a difficult task. You may have many different personalities who place different constraints on your time and sometimes this may cause conflict. Getting your team to work together to perform, requires a manager who is adaptable in their approach and indeed in how they motivate their staff. This interactive workshop, aims to provide basic hints and tips to address some of these key issues using Bruce Tuckman's Forming, Storming Norming, Performing model.

Who should attend?
This interactive workshop would benefit anyone who is involved in managing a team of people, no matter what the size and wants to develop that team further or indeed for people taking their first steps into management.

Topics Covered
▪ Qualities of a leader
▪ Team types – Bruce Tuckman's Forming, Storming, Norming, Performing
▪ Motivation

Course Objectives

▪ Record where your team currently sits, in relation to Bruce Tuckmans model, using your workbook
▪ With reference to Maslow's theory; Identify at least three ways to motivate individuals in your team
▪ Using the given information, present how you would take your team through the transition of 'Forming' through to 'Performing'

Related courses
• Introduction to management
• Art of being assertive
• Managing change
• Dealing with conflict
• Fundamentals of project management

Making an impact with your **CV**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: MCV
Duration: 3 hours
Maximum: 30 delegates
Equipment Required: Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout: U-shape, Cabaret
CPD hours: 3

Overview
Getting your CV noticed amongst the hundreds of other applicants is vital to your success in being selected for interview. Knowing what to include in and how to structure your CV, will help you stand out from the crowd. This interactive workshop will give you the opportunity to review your own CV. Do bring along your current CV for peer review.

Who should attend?
This interactive workshop is for anyone currently seeking employment or would like to in the future and would like to know how to maximise the chances of being selected for interview.

Topics Covered
- Why have a CV?
- What should a CV include?
- Writing a profile
- Covering letters
- Getting your CV noticed

Course Objectives

- Record what should and should not be included in your CV, using a group discussion
- Identify different ways of writing a CV and select the best one for you.
- Write a covering letter using the structure in your workbook

Related courses
- Taking control of your career

V1.1 02/18

Networking for success

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	NFS
Duration:	3 hours
Maximum:	40 delegates
Equipment required:	Laptop, overhead projector & screen, flipchart and pens
Ideal room set layout:	U-shape, Cabaret
CPD hours:	3

Overview
"It's not what you know but who you know that makes the difference" Anon.
Networking is crucial for both our personal and professional development and in today's climate it is more relevant than ever. This practical workshop aims to provide you with the basic tools to develop a strong support network to assist you in your development.

Who should attend?
This interactive workshop is for anyone who feels that they would like to have a network of like-minded individuals around them.

Topics covered
- What is networking?
- Good and bad networking
- Working a room
- Top tips for networking
- How to keep my network
- Action planning

Course Objectives

- Understand the importance of networking in today's world
- Appreciate that preparation is the key to networking
- Identify the importance of having a strong network for your personal and professional development

Related courses
- Taking control of your career
- Art of being assertive

V1.1 02/18

Planning to run **effective meetings**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: PREM
Duration: 3 hours
Maximum: 40 delegates
Equipment Required: Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout: U-shape, Cabaret
CPD hours: 3

Overview
Sometimes we attend meetings and find ourselves wondering why we are there or why it has taken nearly one hour to go over one point! Planning and running an effective meeting does require a certain set of skills and techniques which will be discussed during this introductory workshop.

Who should attend?
This introductory workshop would benefit anyone who leads or participates in meetings and would like to understand how to plan, control and lead a meeting to ensure that they are kept to time and are productive.

Topics Covered

- Why do we have meetings?
- Planning a meeting
- Roles people can play in meetings
- Controlling a meeting

Course Objectives

- Using the supporting material, list at least 2 reasons why we have meetings

- With reference to your workbook, correctly explain the different roles people can play in meetings

- Correctly identify 4 methods of controlling a meeting using the information provided

Related courses
- Communicating for success
- Art of being assertive

Take control of your **career**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	TCC
Duration:	3 hours
Maximum:	35 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret
CPD hours:	3

Overview

There is no denying that the current job market is a tough place to be. There are significantly more people looking for jobs meaning that the competition to get to interview stage is fierce. This workshop aims to give you key skills to enable you to take control of your career, stand out from the crowd and make that employer want you!

Who should attend?

This workshop is designed to benefit anyone who is currently looking for a new job role, promotion or a change of career. This workshop follows on from the Making an Impact with your CV workshop

Course Objectives

- Set objectives to meet your goals
- Understand your own strengths and weaknesses
- Identify key interview techniques and how to deal with 'difficult' interview questions

Topics Covered

- Setting goals and objectives
- Self-Assessment
- Looking for new opportunities
- Preparing for an interview
- Interview questions

Related courses
- Making an impact with your CV

Dealing with **conflict**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code:	DC
Duration:	3 hours
Maximum:	30 delegates
Equipment Required:	Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout:	U-shape, Cabaret or Lecture
CPD hours:	3

Overview
There will be certain times that we have to deal with difficult situations or people which may result in conflict in the workplace. Dealing with these situations can be tricky and also quite stressful. This workshop aims to provide you with the fundamental skills to be able to handle conflict in a calm and assertive manner.

Who should attend?
Anyone who has had to deal with conflict in the workplace or is finding certain situations or people challenging would benefit from attending.

Topics Covered
- What causes conflict?
- Conflict handling styles
- Controlling emotions
- Communication

Course Objectives

- Using the material provided, analyse and record the reasons why conflict occurs and how you can control your response to it
- Using the information provided, correctly identify which conflict handling style to use depending on the situation

Related courses
- Introduction to management
- Leading and developing successful teams

Fundamentals of **project management**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: FPM
Duration: 3 hours
Maximum: 30 delegates
Equipment Required: Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout: U-shape, Cabaret
CPD hours: 3

Overview
This workshop is aimed at professionals with no previous project management experience, as a basic introduction to this subject.
Undertaking a project in the workplace, for the first time, can be somewhat daunting leaving you wondering where to start. This introductory session, examines three fundamental elements of successful project management; Planning, Organising and Control and gives hints and tips on how to get your project started.

Who should attend?
This interactive workshop would benefit anyone who is new to project work or intending to get involved in projects, and would like an overview of how to get started.

Topics Covered
- Key skills of a project manager

- Initiation of the project

- Planning and organising

- Taking control of your project

- Delegation

Course Objectives

- Define the key skills of a project manager using your workbooks
- Identify the 4 stages of the project management life cycle using the slides
- In your workbooks, list the 5 elements that form the structure for effective delegation

Related courses
- Introduction to management
- Leading and developing successful teams

Starting out in **coaching**

This workshop forms part of the IET's Professional Lifeskills series –
an important part of your continuing professional development and support.

Code: SOC
Duration: 3 hours
Maximum: 35 delegates
Equipment Required: Laptop, overhead projector & screen, flipchart and pens
Ideal Room Set Layout: U-shape, Cabaret
CPD hours: 3

Overview
Coaching is undoubtedly the quickest and most cost effective method of developing staff members. Not to be confused with mentoring, coaching provides short term one-to-one development opportunities for individuals to excel in their current role. This workshop aims to provide you with an introduction to becoming a coach in the workplace.

Who should attend?
This workshop is designed for anyone who has responsibilities to develop, train or manage another individual.

Topics Covered

- Coaching versus Mentoring: What is the difference?

- Key skills of an effective coach

- Communication skills

- Feedback

Course Objectives

- Correctly identify the differences between coaching and mentoring, using the information provided
- List in the workbooks at least 3 types of questions that can be used when coaching
- Using the information provided, identify at least 3 motivational phrases to use when providing feedback
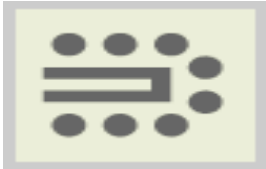
Related courses
- Introduction to Management

Room **layouts**

At the top of each workshop outline is the suggested room layout. Diagrams below provide an idea of how the room should be laid out. We appreciate that this is not always possible to have the room as specified.
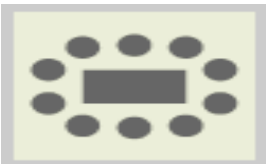
For the majority of the workshops, we suggest either the cabaret or u-shape room layout

U-Shaped

Cabaret

Theatre

Boardroom