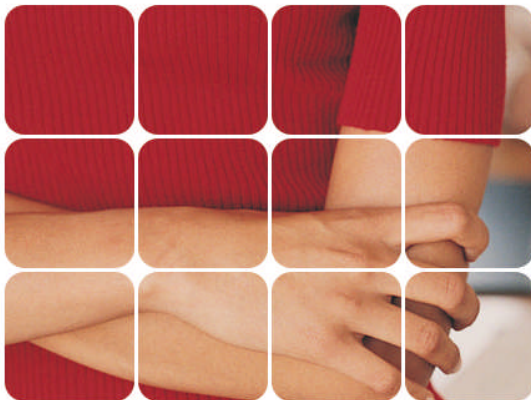


**Seltics HR Management & Development**

## **OPEN & IN-COMPANY TRAINING COURSES**

*Developing people for business success*



**Seltics HR Management & Development**  
St John's Innovation Centre  
Cowley Road  
Cambridge  
CB4 0WS England UK

# **Seltics**

*Partner in people & organisation change*

## **Training Courses**

Tel: +44 (0) 1223 655 671  
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Web: [www.seltics.co.uk](http://www.seltics.co.uk)

## About Us

- Seltics works with individuals, teams, organisations, partnerships and consortia to support them on strategies, service delivery, organisational, management and development.
- Our vision is to partner with clients to improve service and performance.
- Our products, services and solutions are based on our commitment to work in partnership with clients - individual and corporate.
- Our mission is to provide cost-effective, customer-driven reliable services, products and solutions to support people and organisation performance.

## Consultancy

- We supply solutions that are process-interventions, people-based interventions, system-interventions, or strategic-interventions by utilising the Strategic Human Resource Management (SHRM) model.
- We have experience of change management projects, culture change programmes, organisation development programmes, workforce planning, service re-design, performance management and appraisal, tailored training and learning programmes, and leadership and management development.
- Organisational Development including strategy development, change management, culture change programmes, business planning, succession planning and talent management, business process re-engineering, service re-design, and projects.
- Human Resource Management including workforce planning and analysis, developing strategy, policy development, projects and programmes.
- Human Capital Development including policy development, training and learning systems, e-learning, training process, projects and programmes.
- Leadership and management development including performance coaching, facilitation, mentoring, team development, projects and programmes.
- Diversity and equality including policy development, specific projects and training.

## Experience

- Our consultants are very experienced, professionally qualified, with sound insight into business challenges and skills needs.
- We have experience of working with public-sector organisations, private organisations, and not-for-profit organisations.
- We support different stages of organisational development and transformation, and phases of business growth.

## Training Solutions

- We benchmark our training programmes to occupational standards, and organisation's needs.
- We deliver training and learning solutions in client's site, or in high quality training venues, providing an environment that is right for personal, team, or group learning.
- Training topics such as leadership and management, customer care, performance management, diversity and equality, interviewing skills, communication skills, team building, etc.
- We supply specialist courses on child care, early years, health and adult social care, etc.
- We supply coaching services to private, public, independent, and voluntary sector organisations.

## Coaching Solutions

- Coaching is used by a majority of organisations, and it is part of the wider education, learning and development portfolio.
- Coaching is an activity where an individual meets with a coach on a one-to-one basis to work on a range of work-related issues, some of which may also include personal factors.
- The Industrial Society defines coaching as, 'The art of facilitating the enhanced performance, learning and development of others.'
- Seltics consultants provide coaching to Senior Executives, Chief Officers, Executive and Non-Executive Directors, Board members and Trustees, Senior, Divisional and Middle Managers, Operations and Frontline Managers, Project Leaders and Managers, Officers and staff.
- A range of people has gained immensely from coaching sessions with our trained coaches.
- It takes the form of a personal, usually one-to-one, on-the-job approach to helping people develop their skills and levels of competence.
- Coaching is generally regarded as an incredibly useful intervention. It is a very tailored and personalised intervention and is valued highly for those qualities by coachees, line managers and education, learning and development professionals.
- At Seltics we apply the **GROW** model, which enable each individual to identify solutions and improve performance.

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## In-Company Training Solutions

Seltics designs and delivers bespoke training solutions to fit business needs.

In-company or in-house training solutions are tailored to:

- SMEs, and large enterprises
- Public sector organisations & local authorities
- Third-sector, voluntary & not-for-profit organisations
- Healthcare organisations
- Children's Trusts
- Private-sector organisations
- Care Homes
- Housing Associations and ALMOs

A list of some tailored courses are as follows:

### General Courses

- Assertiveness & Confidence-Building Skills
- Business Writing Skills
- Customer Care
- Call-Centre operations and management
- Communication Skills
- Diversity and Equality
- Emotional Intelligence
- Facilitation Skills / Presentation Skills
- Interviewing Skills
- Personal Effectiveness
- Stress Management
- Successful Negotiation Skills
- Team Leadership
- Time Management

### Human Resources & OD

- Appraisal Interviewing
- Conducting Workplace Investigation
- Getting Buy-In for HR & Training Functions
- HR Business Partner
- HR for Non-HR Managers
- Interviewing Skills
- Introduction to HR
- Learning Needs Analysis
- Learning & Development in Practice

- Managing Absence
- Managing Learning & Development Function
- Recruitment & Selection

### Leadership & Management

- Action Learning Sets
- Coaching Skills
- Emotional Intelligence for Managers
- Influencing Skills
- Interviewing Skills
- HR for Non-HR Managers
- Leading Change and Uncertainty
- Legislation – employment, housing, etc
- Managing Budget
- Managing Diversity
- Managing People
- Managing Performance
- Middle Management Leadership
- Negotiation Skills
- Presentation Skills
- Programme Management
- Project Management
- Risk Management
- Stakeholder Engagement
- Supervision Skills
- Strategic Leadership
- Team Leadership

### Public Sector, Private Sector & Voluntary Sector

- Assessing Mental Capacity
- Best Interest Decision-Making
- Cyberbullying Awareness
- Dementia Care
- Disability Awareness
- Effective Care Practitioner
- Equality and Diversity in Practice
- Managing Challenging Behaviour
- Managing Health & Social Care Services
- Mental Capacity
- Personalisation
- Risk Assessment
- Safeguarding Children & Young People
- Safeguarding Adults
- The Effective Carer
- Understanding Every Child Matters Outcomes

**Contact us now for in-house training**

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