

Course Catalogue

We are the retail and hospitality experts
We help your team shine





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1.0

Hospitality Series

Help your team shine.

The hospitality sector has unique training challenges. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative online learning geared to your world.

Look at the content of Upskill People's dedicated and proven hospitality online learning and you'll see we know all about the hard and soft skills training needed. Practical essentials like health and safety and compliance with legislation, are dealt with in ways that engage all staff levels. Soft skills like customer relations and team-working are there, enhancing staff performance and helping them see the potential in their jobs. It's simple really; well-trained staff are more productive and stay longer.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

All the courses in this series are endorsed by:



1.1 Hospitality Induction

Course Overview:

Consisting of a series of short courses that are available to new employees over the period from when they get the job offer to when they complete their probation. It supports and forms part of the 'onboarding' process. This comprises 5 modules.

1.1.1 You got the job!



Code: **HINDUCT1**
Takes about: **15 minutes**
Assessment:

In this first part of your online induction you will:

- get a warm welcome to the Company, its brand(s), what it's like and where you'll work
- get an understanding of what the whole induction will involve
- learn what to expect from the industry

1.1.2 Just Before You Start



Code: **HINDUCT2**
Takes about: **10 minutes**
Assessment:

In this second part of your online induction you will:

- get to know more about the Company's history and achievements
- learn exactly what will happen in your induction period - your roadmap
- understand more about great service in this industry

1.1.3 Day 1



Code: **HINDUCT3**
Takes about: **10 minutes**
Assessment:

In this third part of your online induction you will:

- learn what the Company expects of you and where you fit into the team
- get to know who does what and where
- get to know key things from the staff handbook about our policies and procedures

1.1.4 One Week In



Code: **HINDUCT4**
Takes about: **10 minutes**
Assessment:

In this fourth part of your online induction you will:

- learn how to really get on in this industry and that customer service is key to success
- get to know about our appraisal system and how we review your progress

1.1.5 A Few Weeks In



Code: **HINDUCT5**
Takes about: **15 minutes**
Assessment:

In this final part of your online induction you will:

- learn what opportunities are available to you to progress
- understand what some others have achieved in the Company
- learn what the employee rewards/benefits will be

1.2 Fire Safety Essentials



Code: **HFIRE**

Takes about: **18 minutes**

Assessment:

Course Overview:

It's fundamental that everyone in the workplace must know all about fire, its prevention, detection and what to do if a fire does break out. This course covers the basics of evacuation, alarms and fire fighting equipment, and knowing which type does what.

Developed with and endorsed by endorsed by

On completing this course you will understand:

- what causes fires to start
- the fire evacuation procedure
- how you can help in preventing a fire
- escape routes
- what to do if your clothes catch fire
- what fire fighting equipment is available and how, as a last resort, you use it

1.3 First Aid Refresher



Code: **HFAS**

Takes about: **45 minutes**

Assessment:

Course Overview:

First aid training is a legal requirement in the workplace, but many first aiders lose confidence as time progresses between training. In many instances first aid trained staff may not act and rely on emergency responders rather than their own skills and knowledge. This course is designed to support qualified first aiders in prompting and refreshing their essential knowledge. (**Important:** THIS COURSE IS FOR TRAINED FIRST AIDERS ONLY to refresh the knowledge learnt in classroom training. It is not intended for anyone else to learn the basics of first aid. If you have not received official first aid training you must not carry out any first aid procedures.)

On completing this course you will be refreshed on:

- assessing a situation and what to do in the first instance – primary and secondary surveys and dealing with shock
- identifying and dealing with heart attack and stroke victims – how to give CPR
- dealing with slips, trips and falls – treating head and spinal injuries and dealing with fainters
- signs and treatment of medical conditions – fits, seizures, diabetes, anaphylactic shock, asthma
- dealing with injuries from accidents – severe bleeding, sprains/strains, fractures/dislocations, burns/scalds, choking, drowning, electric shock

1.4 Display Screen Equipment



Code: **RDSE**

Takes about: **15 minutes**

Assessment:

Course Overview:

Understanding what makes your workstation safe to use could save you a lot of pain and discomfort. For people who are more than occasional users it's also the law that an assessment has to be completed and any actions taken. This course shows you how to complete a display screen equipment assessment and how to keep yourself productive while looking at the computer screens we rely on so much these days.

Developed with and endorsed by endorsed by

On completing this course you will understand:

- what is covered in a display screen equipment (DSE) assessment
- the law and what to do to comply
- employer/employee duties
- common problems and associated health risks
- exercises to do before starting work and after a lunch break, also rest break exercises at your desk

1.5 Violence and Aggression at Work



Code: **HVAW**

Takes about: **40 minutes**

Assessment:

Course Overview:

Workplace aggression is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Dealing with customers and colleagues could potentially lead to aggression and you need to be aware of the signs, contributing factors and what to do should it happen.

On completing this course you will understand:

- what can make people angry and trigger workplace aggression and how to eliminate or reduce these triggers
- that communicating effectively is one of the most effective deterrents
- how to identify irrational behaviour and help calm situations
- how to handle one-to-one confrontations – during and after
- how to respond to confrontation from customers – and how not to
- observation and listening skills
- memorising vital information

1.6 Drug Awareness in Licensed Premises



Code: **HNTKDA**

Takes about: **15 minutes**

Assessment:

Course Overview:

A short e-briefing to raise awareness of the illegal drug-related activities which can occur in and around licensed premises.

On completing this briefing you will understand:

- how to spot signs of potential drug dealing
- how we can deter any drug activity in our premises
- what the main drugs are and how to spot signs and symptoms of use
- the dangers of mixing alcohol and drugs

1.7 Modern Slavery Essentials



Code: **ECB_MSE**

Takes about: **15 minutes**

Assessment:

Course Overview:

Modern slavery can take many forms and does affect people in our industry today. This short e-briefing is for you to become familiar with what it is, signs which may indicate a potential victim and what you can do about it .

1.8 Bed Bugs



Code: **HNTKBB**

Takes about: **25 minutes**

Assessment:

Course Overview:

Beds bugs are a serious worry which must be addressed. It's vital to understand the problems they can cause and know how to keep a vigilant check on signs to prevent an infestation.

Developed with and endorsed by Richard Naylor and

On completing this course you will understand:

- that beds bugs are a serious worry which must be addressed
- some facts about bed bugs - how they breed, feed and infest and the problems they can cause
- how to keep a vigilant check on signs to prevent an infestation

1.9 Food Sales and Service Essentials



Code: **HSSE**

Takes about: **30 minutes**

Assessment:

Course Overview:

A course designed to give you the confidence and the skills to be really brilliant at sales and service and ultimately give your guests the best experience and you the best rewards.

On completing this course you will understand:

- how to get the best for you and your guests, even when you're busy
- the importance of knowing what you offer/how to use this to improve the guest experience
- how to keep stress levels low during service (through preparation and awareness)
- techniques to increase sales and your income
- about different types of people and yourself
- how to vary your approach according to the guests and the environment

1.10 Food Sales and Service Skills



Code: **HSSS**

Takes about: **40 minutes**

Assessment:

Course Overview:

Closely linked to Food Sales and Service Essentials. A course to practice the skills you've learnt and really cement your knowledge and confidence to be really brilliant at sales and service. You will complete virtual scenarios and will:

- practice your greet and seat skills and decide how to vary your style and approach, based on the type of guest
- practice the best ways to make suggestions and guide guests
- understand the importance of table allocation and priorities

1.11 Counter Food Sales and Service Essentials



Code: **HSSEC**

Takes about: **60 minutes**

Assessment:

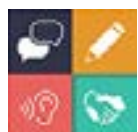
Course Overview:

For people who serve customers with food and drinks over the counter, this course is designed to give you the confidence and the skills to be really brilliant at sales and service, and ultimately give your customers the best experience and you the best rewards.

On completing this course you will understand:

- how to get the best for you and your customers, even when you're busy
- the importance of knowing what you offer and how to use this to improve the customer experience
- how to keep stress levels low during service (through preparation and awareness)
- techniques to increase sales and your job satisfaction
- about different types of people and yourself
- how to vary your approach according to the customers and the environment

1.12 Clear Communication



Code: **ECB_CC**

Takes about: **15 minutes**

Assessment:

Course Overview:

Being able to communicate clearly when you write and speak will help you to succeed at work, reduce stress and make customers happy. With this concise Clear Communication course we'll give you lots of opportunities to practice and develop key skills for speaking and writing, to make your life easier.

On completing this course you will understand:

- what good verbal and written communication is – practical tips and tricks
- which are the right words to use and what they mean
- what using plain English means
- how to make your communications useful, complete and correct

1.13 Whisky



Code: **HNTK_WH**

Takes about: **20 minutes**

Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about whiskies to enable you to give the guest the best experience possible when serving them.

On completing this course you will understand:

- the main whisky producing countries and the styles they produce
- the key types of whisky, how they are made and what they taste like
- how to make, pour and present the perfect whisky drinks and what can make them less than perfect

1.14 Gin



Code: **HNTK_GI**

Takes about: **20 minutes**

Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about gins to enable you to give the guest the best experience possible when serving them.

On completing this course you will understand:

- what gin is made from and the different production methods
- who the main producers and consumers of gin are
- the difference between pot and column distillation
- the key types and brands of gin and what they taste like
- how to make, pour and present the perfect gin drinks and what can make them less than perfect

1.15 Vodka



Code: **HNTK_VD**

Takes about: **20 minutes**

Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about vodkas to enable you to give the guest the best experience possible when serving them.

On completing this course you will understand:

- what vodka is made from and the distillation process
- which countries are the main producers of vodka
- the key brands of vodka and what they taste like
- how to prepare and present the perfect vodka drinks and what can make them less than perfect

1.16 Red Wine



Code: **HNTK_RW**
Takes about: **25 minutes**
Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about red wine to enable you to give the guest the best experience possible when serving it.

On completing this course you will understand:

- the main red wine grapes and what they taste like
- the key countries which produce wine and their styles
- what reds go with what types of food
- how to recommend a type of wine based on what your guest likes or dislikes
- what the descriptive terms for wine mean and how it's made and aged
- what the wine label can tell you
- how to open a bottle, seal a bottle and pour a glass perfectly

1.17 White Wine



Code: **HNTK_WW**
Takes about: **25 minutes**
Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about white wine to enable you to give the guest the best experience possible when serving it.

On completing this course you will understand:

- the main white wine grapes and what they taste like
- the key countries which produce wine and their styles
- what whites go with what types of food how to recommend a type of wine based on what your guest likes or dislikes

- what the descriptive terms for wine mean and how it's made
- what the wine label can tell you
- how to open a bottle, seal a bottle and pour a glass perfectly

1.18 Sparkling Wine



Code: **HNTK_SW**
Takes about: **25 minutes**
Assessment:

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about sparkling wine to enable you to give the guest the best experience possible when serving it.

On completing this course you will understand:

- the main sparkling wine types and what they are made of
- the key countries which produce sparkling wine and their styles
- what goes with what types of food
- how to recommend a type of sparkling wine based on what your guest likes or dislikes
- how it's made and aged
- how to open a bottle and pour a glass perfectly

1.19 Essential Cocktails



Code: **HNTK_EC**

Takes about: **30 minutes**

Assessment: 

Course Overview:

One of the Perfect Serve series of short 'need to know' courses. Outlining the key facts about cocktails to enable you to give the guest the best experience possible when serving them.

On completing this course you will understand:

- the basic techniques and essential equipment needed to make a cocktail
- the terminology used in cocktail making and the key ingredients required
- how to make, pour and present the perfect cocktail and what can make it less than perfect
- how make the following specific types to illustrate the common techniques:
Cosmopolitan; Margarita; French Martini; Dry Vodka Martini; Mojito; B52; Strawberry Daiquiri

2.0

Retail Series

Help your team shine.

Retailers have unique training challenges. Upskill People understand what you want from your staff and what they want from their jobs. Because our training takes in the whole picture we create innovative online learning geared to your world.

Look at the content of Upskill People's dedicated and proven retail online learning and you'll see we know all about the hard and soft skills training needed. Practical essentials like health and safety and compliance with legislation, are dealt with in ways that engage all staff levels. Soft skills like customer relations and team-working are there, enhancing staff performance and helping them see the potential in their jobs. It's simple really, well-trained staff are more productive and stay longer.

Our clients demand training that is focused to their needs and easily delivered. We provide this with off the shelf or bespoke courses all tailored for your business.

All the courses in this series are endorsed by:

RetailWeek



2.1 Retail Induction

Course Overview:

Consisting of a series of short courses that are available to new employees over the period from when they get the job offer to when they complete their probation. It supports and forms part of the 'onboarding' process.

2.1.1 You got the job!



Code: **RINDUCT1**
Takes about: **15 minutes**
Assessment:

In this first part of your online induction you will:

- get a warm welcome to the Company, its brand(s), what it's like and where you'll work
- get an understanding of what the whole induction will involve
- learn what to expect from the industry

2.1.2 Just Before You Start



Code: **RINDUCT2**
Takes about: **10 minutes**
Assessment:

In this first part of your online induction you will:

- get to know more about the Company's history and achievements
- learn exactly what will happen in your induction period - your roadmap
- understand more about great service in this industry

2.1.3 Day 1



Code: **RINDUCT3**
Takes about: **10 minutes**
Assessment:

In this third part of your online induction you will:

- learn what the Company expects of you and where you fit into the team
- get to know who does what and where
- get to know key things from the staff handbook about our policies and procedures

2.1.4 One Week In



Code: **RINDUCT4**
Takes about: **10 minutes**
Assessment:

In this fourth part of your online induction you will:

- learn how to really get on in this industry and that customer service is key to success
- get to know about our appraisal system and how we review your progress

2.1.5 A Few Weeks In



Code: **RINDUCT5**
Takes about: **15 minutes**
Assessment:

In this final part of your online induction you will:

- learn what opportunities are available to you to progress
- understand what some others have achieved in the Company
- learn what the employee rewards/benefits will be

2.2 Fire Safety Essentials



Code: **HFIRE**

Takes about: **18 minutes**

Assessment:

Course Overview:

It's fundamental that everyone in the workplace must know all about fire, its prevention, detection and what to do if a fire does break out. This course covers the basics of evacuation, alarms and fire fighting equipment, and knowing which type does what.

Developed with and endorsed by endorsed by



On completing this course you will understand:

- what causes fires to start
- the fire evacuation procedure
- how you can help in preventing a fire
- escape routes
- what to do if your clothes catch fire
- what fire fighting equipment is available and how, as a last resort, you use it

2.3 First Aid Refresher



Code: **HFAS**

Takes about: **45 minutes**

Assessment:

Course Overview:

First aid training is a legal requirement in the workplace, but many first aiders lose confidence as time progresses between training. In many instances first aid trained staff may not act and rely on emergency responders rather than their own skills and knowledge. This course is designed to support qualified first aiders in prompting and refreshing their essential knowledge. (**Important: THIS COURSE IS FOR TRAINED FIRST AIDERS ONLY** to refresh the knowledge learnt in classroom training. It is not intended for anyone else to learn the basics of first aid. If you have not received official first aid training you must not carry out any first aid procedures.)

On completing this course you will be refreshed on:

- assessing a situation and what to do in the first instance – primary and secondary surveys and dealing with shock
- identifying and dealing with heart attack and stroke victims – how to give CPR
- dealing with slips, trips, falls – treating head and spinal injuries and dealing with fainters
- signs and treatment of medical conditions – fits, seizures, diabetes, anaphylactic shock, asthma
- dealing with injuries from accidents – severe bleeding, sprains/strains, fractures/dislocations, burns/scalds, choking, drowning, electric shock

2.4 Display Screen Equipment



Code: **RDSE**

Takes about: **15 minutes**

Assessment:

Course Overview:

Understanding what makes your workstation safe to use could save you a lot of pain and discomfort. For people who are more than occasional users it's also the law that an assessment has to be completed and any actions taken. This course shows you how to complete a display screen equipment assessment and how to keep yourself productive while looking at the computer screens we rely on so much these days.

Developed with and endorsed by endorsed by



On completing this course you will understand:

- what is covered in a display screen equipment (DSE) assessment
- the law and what to do to comply
- employer/employee duties
- common problems and associated health risks
- exercises to do before starting work and after a lunch break, also rest break exercises at your desk

2.5 Violence and Aggression at Work



Code: **HVAW**

Takes about: **40 minutes**

Assessment:

Course Overview:

Workplace aggression is any incident in which a person is abused, threatened or assaulted in circumstances relating to their work. Dealing with customers and colleagues could potentially lead to aggression and you need to be aware of the signs, contributing factors and what to do should it happen.

On completing this course you will understand:

- what can make people angry and trigger workplace aggression and how to eliminate or reduce these triggers
- that communicating effectively is one of the most effective deterrents
- how to identify irrational behaviour and help calm situations
- how to handle one-to-one confrontations – during and after
- how to respond to confrontation from customers – and how not to
- observation and listening skills
- memorising vital information

2.6 Drug Awareness in Licensed Premises



Code: **HNTKDA**

Takes about: **15 minutes**

Assessment:

Course Overview:

A short e-briefing to raise awareness of the illegal drug-related activities which can occur in and around licensed premises.

On completing this briefing you will understand:

- how to spot signs of potential drug dealing
- how we can deter any drug activity in our premises
- what the main drugs are and how to spot signs and symptoms of use
- the dangers of mixing alcohol and drugs

2.7 Security Essentials



Code: **RSWE**

Takes about: **25 minutes**

Assessment:

Course Overview:

Theft is a criminal offence and is an extremely serious and sensitive issue. This course gives clear guidelines on how employees can spot offenders, what they should do about it and how they can play their part in preventing theft by customers and by other members of the team.

On completing this course you will understand:

- that theft in the workplace is a serious matter which could cost jobs
- that you have a vital role to play in preventing workplace theft
- more about theft, thieves and how to prevent theft
- who steals - that it could be anyone
- when theft occurs - especially at busy times of the day
- how people steal - some of the common tricks used by thieves
- till, stockroom and delivery security procedures
- how to observe potential thieves and watch for signals
- how to deter theft, including staff theft, and how to deal with it should it occur

2.8 Sales and Service Essentials



Code: **RSSE**

Takes about: **60 minutes**

Assessment:

Course Overview:

This course is all about getting the most out of your relationship with your customers. It's about being successful. Success means being part of a winning team which makes you more valuable - the more active you are the more successful you'll be, what's not to like?

On completing this course you will understand:

- that sales and good service is about getting on with people well, which leads to greater job satisfaction all round
- steps to a sale including how to make the first move with customers and why it can make a big difference to how you both feel
- how to 'suss' customers out and look for buying signals
- that product knowledge is key to successful sales
- how to increase sales, by up selling, linking products, offering alternatives, the power of touch and offering an opinion
- that there are many different types of people and understanding these types and adjusting your style to theirs helps with rapport and maximising sales
- that even a difficult situation can be made a whole lot easier with some simple things like making eye contact and smiling, letting people know what's going on and not struggling on but calling for help if needed
- the simple rules for managing queues and signalling for help
- that after making a great first impression they then have to deliver on their promise to be friendly and helpful

2.9 Sales and Service Essentials - Compact



Code: **RSSEC**

Takes about: **40 minutes**

Assessment:

Course Overview:

This course is all about getting the most out of your relationship with your customers in a store environment where straightforward products are sold. It's all about being successful. Success means being part of a winning team which makes you more valuable - the more active you are the more successful you'll be, what's not to like? (This compact version removes the product specific role plays from module 2, to make it more relevant to sales staff in smaller stores.) **See Sales and Service Essentials for learning objectives.**

2.10 Counter Food Sales and Service Essentials



Code: **HSSEC**

Takes about: **60 minutes**

Assessment:

Course Overview:

For people who serve customers with food and drinks over the counter, this course is designed to give you the confidence and the skills to be really brilliant at sales and service, and ultimately give your customers the best experience and you the best rewards.

On completing this course you will understand:

- how to get the best for you and your customers, even when you're busy
- the importance of knowing what you offer and how to use this to improve the customer experience
- how to keep stress levels low during service (through preparation and awareness)
- techniques to increase sales and your job satisfaction
- about different types of people and yourself
- how to vary your approach according to the customers and the environment

2.11 Sales and Service Challenge (Level 1/2/3)



Code: **RSASC1/2/3**
Takes about: **30 minutes each**
Assessment:

Course Overview:

How do your team perform every day? Do they have the skills to deliver a great guest experience every time that means their store is more than just average? This series of three challenges puts your team in a game to see if they can charge their batteries on everything they need to make their store perform. There are a number of stages where they watch the game unfold and then they have to decide what to do next and in what order. It all adds up to keeping the customers loyal and spending in store.

2.12 Clear Communication



Code: **ECB_CC**
Takes about: **15 minutes**
Assessment:

Course Overview:

Being able to communicate clearly when you write and speak will help you to succeed at work, reduce stress and make customers happy. With this concise Clear Communication course we'll give you lots of opportunities to practice and develop key skills for speaking and writing, to make your life easier.

On completing this course you will understand:

- what good verbal and written communication is – practical tips and tricks
- which are the right words to use and what they mean
- what using plain English means
- how to make your communications useful, complete and correct

2.13 Visual Merchandising Skills



Code: **RVMS**
Takes about: **80 minutes**
Assessment:

Course Overview:


This course is all about what visual merchandising (VM) is and why it's important to you, not just at work but also when you're trying to buy things as a customer. It's about how things look and how to grab customers' attention so they become aware of something and buy it. In retail VM isn't an option, it works and it's essential.

On completing this course you will understand:

- what VM is and why it works/doesn't work
- your role in making it work - part of the VM team
- the impact of store design on VM
- the importance of 'building the brand' in store
- the use of colour, the colour wheel and colour schemes
- the basics of window dressing, different displays and how they pull people in
- types of windows, layout, grouping and balance
- that 'retail is detail'
- floor layout, fixtures and fittings, zones and routes, signage and labelling - how these things draw the customers in and take them on a journey
- eye level is buy level
- different display options and merchandising approaches and the merits of each
- fashion VM and the importance of keeping clothes tidy, mannequins and the dressing techniques
- tips for non-fashion VM
- VM is nothing without stock, handling it correctly, keeping gaps filled, merchandising offers, sales, discounts and different types of stock (old/new/fragmented/reduced)

2.14 Perfect Serve Series



Code: **HNTK_various**
Takes about: **20-30 minutes each**
Assessment: 

Course Overview:

Developed for the hospitality sector, but product information and history can improve sales in retail. Check out the courses in the [Hospitality section](#).

Managing People Series

Managing People is a series of e-learning courses that equip your managers with the skills to help their team members shine. Get ready to be immersed in a fully interactive, story-led learning experience. We're opening the doors to a higher level of management performance.

Managing People is a new kind of management training. It harnesses the power of high quality video production and dramatic scenarios to bring the challenges of leadership to life. Thought-provoking and challenging scenarios put your managers through their paces as they make the decisions and apply this knowledge. This series prepares a new manager for the role and develops the confidence of even the most experienced manager.

“Managing People gave me the confidence to deal with some challenging situations. The practical approach meant I was able to apply what I learnt from day one!”

The story lines are based on the very best industry practice and inspired by people who have been there and done it. We've drawn upon established management theories and applied them to practical situations. Managing People is designed to enhance and seamlessly blend with your current programmes and procedures.

Your managers will not only know how to make changes, but will want to make changes. Their teams will quickly experience the benefits of better people management. And your customers will find improved efficiency and friendlier service.

“I've been a manager for years, and I found the scenario-based learning really stretching. The course has really sharpened my people skills.”



Series benefits

- Understands the challenges of managing people, and how to deliver better performance and bottom line results.
- Provides a strong foundation of knowledge on which to build, through comprehensive and practical manager-centred learning that's cleverly condensed.
- Improves skills through challenging, immersive and realistic scenarios.
- Tests manager's understanding and decision making skills 'in the moment', using continuous assessment techniques.
- Covers the lifecycle of people management responsibilities – from induction through to performance management.
- Blends with other learning to support further management development.
- Delivers insight through survey functionality and question level analysis. Skill level is assessed throughout.
- Complements your specific business processes and procedures with a customisable learning design.
- Training can happen at a time that's convenient for the manager – and convenient for the business.

“The characters were all very recognisable and I was hooked on the story. It made me want to learn.”

Series features

- Practical and easy-to-follow guidance to help people shine.
- High quality video production made using broadcast technology and professional actors.
- Challenging story-led simulations test learners' application of knowledge.
- Downloadable documents for easy reference and further reading.

- Detailed analysis of each learner's progress, so you can pinpoint where additional support is needed.
- Animations add to the realistic episodes to aid memory and understanding.
- End of course surveys record learner satisfaction.
- Hosted on the Upskill People platform – one place to report on all learning and development, both online, offline and face to face.
- Responsive design allowing learners to access the course on any device, anywhere, any time.

Series overview



The Managing People series takes place in the Rise and Dine Deli - a fictional national company. With over 100 outlets it faces the same managing people challenges as many businesses.

“Rise and Dine is a fictional business, but the people and the challenges the manager faces are all very real and feel close to home.”

Rise and Dine Deli offers hospitality with diner area, where customers can eat in or take away coffee and food that has been freshly prepared on the premises. A retail area sells pre-packaged deli items (chutneys, jams, fresh fruit and health foods) along with products for the home (aprons, coffee machines and selected kitchenware).

The star of the series is Charlotte. She's new in her role, starting her career with Rise and Dine Deli. She's been brought in to improve an under-performing outlet that has some serious staff issues. She has a lot to deal with and some tough choices to make.

Your managers will make decisions for Charlotte as she works out a plan of action to turn things around. Each episode gives managers the chance to improve their knowledge and confidence across different areas of people management, with challenging scenarios designed to really test their skills.

Characters

- Manager - Charlotte
- Diner, Back of House - Tom, Kerry
- Diner, Front of House - Anna, Rosie, Leona
- Shop - Gemma, Oscar, Vijay
- Area Manager - Tony



This series is endorsed by:



3.1 Preparation



Code: **MAN01**

Takes about: **60 minutes**

Assessment:

“Joining the business as a manager, and having to take over an established team was daunting. I really valued having access to Managing People during onboarding.”

Course Overview: Plan how to engage with and motivate a team.

Whether you're new to the role or already have experience, as a manager you need to be both confident and effective. This requires preparing for the challenges ahead.

This episode helps you understand how successfully communicating with your team builds positive relationships. By interacting with your team, you will quickly identify key challenges and areas for improvement. Using this knowledge, you can create a plan to achieve positive change.

Story: Charlotte's first task is to assess the existing team and their performance (something worth doing regularly) - to build a picture of why the outlet's performance declined under the previous manager. She starts with 1-2-1 conversations with each member of the team. It's evident she's got her hands full. Some employees are falling behind the required standards and she has inherited some unresolved issues.

The road ahead seems daunting, but by adopting the right attitude and approach, she can achieve great things.

Key knowledge and skills covered:

- planning and reviewing (100 day plan):
 - -assessing key challenges within the outlet
 - -planning how to carry out a thorough assessment of your team
 - -identifying roles and performance areas that need improvement
 - -evaluating priorities
 - -setting a realistic strategy with goals and deadlines
- carrying out effective and purposeful 1-2-1 conversations with team members
- evaluating skill vs will:
 - -how much can a member of staff rely on their skills to complete a task?
 - -how much do they really want to complete that task?
- delegating - identifying and utilising staff to improve your team's performance

- communicating - understanding your staff's needs whilst confidently asserting yourself in open conversations
- prioritising - managing deadline-orientated tasks in a people-focused way

Outcomes - you will confidently be able to:

- understand how and why you need to create a 100 day plan
- effectively plan and prioritise tasks to improve business performance
- understand the concept of identifying what is urgent and important
- hold 1-2-1 conversations in an effective, structured way
- introduce the concept of the staff performance review/appraisal as a way to deliver individual and business performance
- explore team member roles to identify strengths and weaknesses

3.2 Wellbeing



Code: **MAN02**

Takes about: **60 minutes**

Assessment:

“The WELL acronym is a really helpful way of remembering how you can look out for your team's mental health and wellbeing. Mental health is often not talked about, Managing People handles the subject in a practical but sensitive way.”

Course Overview: Confidently manage mental health and wellbeing to create and maintain a culture of care.

Learn to recognise when someone might be struggling with a personal or work-related issue that is affecting their wellbeing. Learn what to look out for and how to approach team members who may be experiencing a mental health issue.

This episode gives you confidence to make changes that remove the stigma of mental health issues in the workplace. You'll discover how you can create a culture of communication and empathy to help your team perform at its best.

Story: Charlotte is concerned for the wellbeing of a couple of her team. Rosie has been turning up late for work, seems unhappy and is often scruffy. Anna has been making a lot of mistakes recently and has left jobs half-finished. She's also being snappy with colleagues.

Charlotte must find the right way to engage with team members, handling difficult conversations with sensitivity and empathy. She must also tackle the behaviour that's having a bad effect on the team.

Key knowledge and skills covered:

- knowing what indicators of poor mental health and wellbeing to look out for
- understanding your duty of care for team members' mental health and wellbeing
- knowing how to talk to team members about mental health
- creating a culture of mental health awareness and support
- creating an environment where people look out for each other

Outcomes - you will confidently be able to:

- spot the signs of someone possibly struggling with mental health issues
- prevent your workplace adding to stress and poor mental health
- speak to your people and encourage an open conversation about their personal situations
- build confidential trust
- assess and amend job roles to help prevent mental health issues
- find ways to prevent mental health issues turning into costly absences

3.3 Recruitment



Code: **MAN03**

Takes about: **60 minutes**

Assessment: 

“It not only covered basic interviewing skills, but also how the recruitment process can affect your existing team. The scenarios went beyond what I was expecting and made me re-evaluate my approach.”

Course Overview: Recruit, select and develop the right people with the right skills for the team.

Recruiting the right people is essential to help build and manage a successful team.

In this episode, you'll learn how to identify skills gaps in your team and consider the different ways to fill them. You'll understand the importance of assessing and monitoring performance and how to develop team members for promotion. You'll also discover the knowledge and skills required to effectively prepare for, and conduct, external interviews.

Story: After going through the process of assessing her team, Charlotte begins the recruitment process for vacant roles. A new team member is required. Charlotte interviews external candidates who have been selected based on key criteria. She narrows it down to two candidates. But which should she choose?

Charlotte also needs to fill a Team Leader role. Tony, her boss, is insistent that someone with leadership experience should be recruited. However, this is a role that Oscar has unsuccessfully applied for in the past. If he's overlooked again, he might start asking some serious questions.

Key knowledge and skills covered:

- reviewing application forms and selecting candidates for interview
- understanding how the competencies of your staff/roles relate to business goals
- asking the right questions in the interview
- listening to what your candidates say in interview – both verbally and non-verbally
- planning and communicating to get the best from each candidate during the interview
- selecting the right candidate for the role whilst avoiding legal pitfalls
- rejecting internal/external candidates legally and professionally
- being assertive in conversations with your manager without becoming aggressive

Outcomes - you will confidently be able to:

- explain the importance of considering the job role when recruiting for a vacancy
- state the job skills and knowledge required
- explain the difference between 'essential' and 'desirable' criteria
- avoid any potential allegations of discrimination by reverting to your Company's own selection criteria and processes
- develop a successful interviewing technique
- create effective criteria for interview assessment
- demonstrate how to gain rapport without building risk
- describe how to effectively consider protected characteristics during interview and recruitment
- make the right, legal recruitment decision
- reject candidates in a positive way to maintain brand image
- positively deliver the outcome and feedback to a successful candidate
- prepare for new arrival(s)

3.4 Induction



Code: **MAN04**

Takes about: **60 minutes**

Assessment:

“I previously thought of induction as a bit of a ‘tick box’ exercise. Managing People helped me understand its value in creating motivated team members.”

Course Overview: Successfully induct a new starter and address issues with performance during probation.

It's important new recruits get the best possible start, if you want to make sure they stay and thrive. Learn to motivate people in their roles and give them confidence to learn new skills.

This episode helps you manage a successful induction process that results in high staff morale and retention. You'll also learn how to handle performance issues during probation, and when to step in with further training if a member of your team has not gained the skills they need through induction.

Story: Charlotte's taken on responsibility for inducting the new team member and she's received an unexpected piece of information that's given her cause for concern. It seems they've been quietly helping themselves to some stock. Charlotte needs to deal with this fast.

Meanwhile, Charlotte also needs to address team member Gemma's repeated absence and poor performance. It's revealed that Gemma lacks confidence in her role because she was never given a proper induction. What should Charlotte do?

Key knowledge and skills covered:

- stating the key factors of a successful induction process
- communicating to keep the team informed
- highlighting key milestones and monitoring an induction process
- delegating responsibility effectively
- building the relationship with a new team member and keeping them motivated
- recognising when an induction process needs amending

Outcomes - you will confidently be able to:

- explain the importance and key factors of a successful induction process
- explain the importance of the probationary period
- delegate parts of the induction process

- monitor and observe the effectiveness of an induction process
- measure the success of the induction process within the probationary period (SMART objectives)
- understand the benefits of effective staff training
- acknowledge that people make mistakes - it aids learning

3.5 Coaching & Performance Management



Code: **MAN05**

Takes about: **60 minutes**

Assessment:

“I found myself in the situation of having to manage an underperforming member of staff. Managing People gave me the tools I needed to handle some difficult conversations.”

Course Overview: Effectively manage and motivate your team to achieve their best performance.

You get the best results from your people when you're seen as a positive leader who is easy to talk to. This episode looks at how regular, consistent assessments of the morale, skills and behaviour of staff is vital to improving business results. Learn to successfully communicate your leadership to keep your people, and their performances, on track. Find out how to effectively manage performance issues and confidently handle difficult conversations.

Story: Charlotte needs to make sure she's getting the best performance from her team. Chef Tom is being rude to other members of the team and Charlotte needs to address this before it gets out of hand. His performance is also not up to the required standard. She plans to discuss and agree a Performance Improvement Plan with him. Tom is difficult to communicate with, and has complained to other team members that he feels picked on – so this is not going to be easy.

Meanwhile, Charlotte has observed Oscar, who is being developed for a Team Leader role, having a crisis of confidence. She needs to intervene before this starts to impact on his wellbeing and performance. She makes time for a coaching conversation that helps Oscar to look at things with a new perspective.

Key knowledge and skills covered:

- assessing individual and team morale
- using coaching skills to motivate people
- using feedback to encourage goal achievement and development opportunities

- scripting - using scripts to get to the root of an issue
- building the scene:
 - -asking the right questions to understand the reason(s) for poor performance
- taking action - the importance of resolving issues raised
- dealing with sensitive subjects
- taking appropriate action to resolve performance issues
- handling difficult conversations - how best to deal with conflict
- agreeing a performance improvement plan (PIP) with a team member
- problem solving and grievances - knowing when to call for help and support
- recognising and praising team members who are performing to standard

Outcomes - you will confidently be able to:

- demonstrate an understanding of the motivation, skills and negative behaviours of the team
- recognise when coaching is the most effective way to motivate
- identify where you and your team are going - check in with your 100 day plan
- identify and monitor weaknesses within the team
- conduct an effective coaching conversation to improve performance
- create actions to improve performance
- encourage staff to reach agreed goals and pick up any development opportunities
- deliver effective progress feedback to your team
- differentiate between, and manage, poor, good and great performance
- monitor and measure performance against agreed goals
- deal with difficult performance issues, including difficult conversations, to achieve a positive outcome
- understand when to seek support, and from whom, to manage risk to the business
- consider methods of managing performance
- assert appropriate authority and leadership of the team, without becoming a potential victim (i.e. bullying from staff)
- maintain good, accurate records of all your staff

3.6 Appraisals



Code: **MAN06**

Takes about: **60 minutes**

Assessment: 

“I think many people dread appraisals. I know I did. Managing People showed me how to approach them with a positive frame of mind.”

Course Overview: Carry out an evidence-based assessment of an individual's performance, manage an effective appraisal meeting and set meaningful objectives.

As their manager, your team looks to you for recognition of the job they're doing. Conducting effective appraisals is crucial to increasing and maintaining high levels of motivation, performance and efficiency.

In this episode, you'll gain the knowledge and confidence to prepare for and deliver appraisals. Your team should feel engaged and valued as their skills, understanding and performances are acknowledged. You'll also learn how to address areas of improvement through objective setting and deal successfully with disagreement in an appraisal meeting.

Story: Rise and Dine Deli's annual appraisals have not been efficiently carried out over the past few years, so Charlotte is determined to make sure that all employees have a proper review. She's had appraisal meetings with some of the team already and is feeling upbeat about her conversation with chef Tom. However, things don't go to plan and she's faced with a very difficult situation.

Charlotte finds herself having to think quickly in the face of an unexpected outburst from another member of the team. This forces her to assess her own performance and reflect on how she could have handled some things differently.

Key knowledge and skills covered:

- motivating team members by showing recognition of performance
- keeping staff involved and contributing to their appraisal, even when absent (i.e. sick/ maternity leave)
- providing continuous feedback - ensuring performance feedback is given leading up to appraisal so nothing comes as a surprise
- setting and monitoring SMART objectives
- problem solving - winning round disengaged staff and reacting to unforeseen challenges

Outcomes - you will confidently be able to:

- review business and individual performance
- align individual performance and strengths with business objectives
- develop an individual's strengths and help them to achieve new ones
- iron-out weaknesses in staff
- set personal and team SMART objectives (task and behavioural)
- make the appraisal/review process a positive experience for all involved
- be prepared for unexpected staff challenges and know what to do

3.7 Managing Talent



Code: **MAN07**

Takes about: **60 minutes**

Assessment: 

“It’s all too easy to focus solely on solving problems, and forget to look for opportunities for staff to develop. Managing People prompted me to assess the talent in my team and think of ways to keep them motivated.”

Course Overview: Recognise high performing individuals, develop emerging talent and motivate team members to continuously improve.

Leading a team is an ongoing process and taking a step back to look at the bigger picture can be a challenge when in a busy role. However, forward planning is vital if you are to maintain a high performing team.

In this final episode of the series, you’ll learn the importance of regularly evaluating the performance of your people. You must continuously monitor performance to identify areas for improvement and opportunities to develop team members. You’ll discover the need to keep people motivated and engaged (including yourself!), even when there is no immediate opportunity for career progression.

Story: Charlotte is due her three-month probation period review – an opportunity to reflect on her team now: what she has achieved, what the team has achieved themselves and the effect this has had on the business.

One member of staff will be going on maternity leave soon, so temporary cover needs to be organised. In conversation, Charlotte learns that another valued member of the team has been offered a job with a rival company. This forces her to look at how she can retain all of her top performers - even when there may be no immediate opportunities for development.

If there’s one thing Charlotte has learned in her role as Manager, it’s that there will always be challenges and new problems to solve.

Key knowledge and skills covered:

- reviewing the team’s improvements, comparing from day 1: skill vs will:
 - -how much can a member of staff rely on their skills to complete a task?
 - -how much do they really want to complete that task?
- reviewing the 100 day plan:
 - -review plans and priorities
 - -assessing outlet performance
 - -making the best choices for your staff whilst avoiding business risk

Outcomes - you will confidently be able to:

- review all staff and assess their individual contributions to the team’s current and future success
- assess an individual’s suitability for further role development
- effectively decide how to restructure your team based on strengths and business risk
- consider options and ramifications of promoting your staff outside of the single business unit
- consider additional input and support from your manager
- review performance against original 100 day plan

4.0

Contact Centre Series

Help your team shine.

Let's be honest, contact centres can get bad press for customer and employee satisfaction. This makes recruiting and retaining quality staff difficult. But your employees provide a vital part of life today. Everyone uses contact centres!

You need high-quality training for staff to gain better skills, increase performance, and to recognise their jobs as a vital part of the modern business world.

We call our online learning 'espresso learning', it's focused, powerful and hits the spot. We can deliver what you need with our straight off the shelf library, or create bespoke training materials tailored to your specific needs.

Our online learning for contact centres encourages staff to develop a positive mental attitude, helping them achieve effective phone communication, increase sales success, handle complaints and maintain job satisfaction. It's cost effective because it's focused to your business.

Topics like understanding brand, 'netiquette' and compliance are all covered. All delivered in a way your team can quickly understand and relate to.

All the courses in this series are endorsed by:



4.1 Communicating Effectively by Phone



Code: **CCEP**

Takes about: **20 minutes**

Assessment:

Course Overview:

There are definite techniques for increasing the effectiveness of a telesales call and this course provides a checklist of the listening and customer focus skills that will enhance communication and empower you on the phone.

On completing this course you will understand:

- how to listen effectively
- body language and how it affects the way you communicate with others, even on the phone
- how positive body language can make you more confident, friendly and helpful
- how to clarify the caller's requirements
- how to help callers with speech or hearing difficulty

4.2 Delighting Your Customer



Code: **CDYC**

Takes about: **35 minutes**

Assessment:

Course Overview:

Thinking about what the customer wants can turn an unsatisfied customer into a loyal and regular buyer of your goods and services. This course covers personal skills such as building great rapport and adopting the right attitude. It shows how these skills lead to better sales and a better career.

On completing this course you will understand:

- that the ability to influence others positively is empowering for you
- how to build rapport with customers and exceed expectations
- that a dissatisfied customer will tell lots of people of an unhappy experience

- the standards and attitudes which characterise professionalism
- the importance of punctuality
- that poor customer service leads to lost customers
- that lost customers can lead to job losses

4.3 Call Complaint Handling



Code: **CCCH**

Takes about: **20 minutes**

Assessment:

Course Overview:

This course gives the tools and techniques needed to deal with customer complaints in a positive manner, to make an unhappy customer into a raving fan of the company and to be ready for anything.

On completing this course you will understand:

- a complaint is an opportunity to put things right and turn criticism into praise
- never to make assumptions about the nature of a complaint
- that showing empathy with the customer helps resolve conflict
- staying calm and rational with an emotional customer helps to control the situation
- it's not helpful or professional to contradict an annoyed customer or respond to rudeness
- exercising the skills to resolve a challenging call can be very satisfying

4.4 Preparing and Opening Your Call



Code: **CPOC**

Takes about: **25 minutes**

Assessment:

Course Overview:

The clue is in the title, here's the full guide on how to go about doing the groundwork for a sales call and how the voice, the attitude and even the body language can help with the tricky task of opening the call satisfactorily.

On completing this course you will understand:

- how to use body language to develop a positive mind-set
- how to use psychological techniques to boost energy and confidence
- that the ingredients of success are skills, knowledge and attitude
- that sharpening and practising skills will make you an expert at applying knowledge
- making assumptions about a customer can interfere with your ability to make a successful sale
- preparation is the key to a successful sales call
- if you always try to be better you will always be the best you can be

4.5 Answering Your Customers' Needs



Code: **CACN**

Takes about: **20 minutes**

Assessment: 

Course Overview:

It's the most basic skill there is in any sales scenario and this course puts this into context for anyone using the telephone to establish a sales conversation and improve overall sales performance.

On completing this course you will understand:

- good questioning techniques help to gather accurate information
- how to match products and services to customers' needs
- your attitude is important because it affects your customers' decision to buy
- if you sell as though all your customers are the same, you'll sell very little
- if you don't know what your customers need, you won't be able to help them
- about using open questions to gather information and using closed questions for confirmation
- that during a sales call it's necessary to paint a verbal picture for the customer
- if you don't sell the benefits to your customers it's unlikely there'll be a sale
- it's your job to know your business, without this knowledge you are no use to the customer and won't succeed

4.6 Closing Your Sale



Code: **CCYS**

Takes about: **20 minutes**

Assessment: 

Course Overview:

Do you know when and how to close? Here's how to get the customer from merely interested to the point of purchase for that all important sale. This course gives the essential skills for overcoming objections and finally closing the sale.

On completing this course you will understand:

- a close is the point in a sale where the customer is asked for an order
- if a need is established in the customer's mind, they should close immediately
- the one time to make an assumption during a sale is when they ask to place an order
- about different types of closing; direct, assumptive or alternative
- how to recognise objections and overcome them
- how to turn 'no' into 'yes' through good questioning techniques

5.0

Key Skills

Help your team shine.

Upskill People's comprehensive Key Skills series harnesses the individuality and energy of the people that are your team. We know the most productive individuals are skilled team-workers, so we train staff to recognise and develop their personal skills in the workplace, to support each other, work flexibly, and to see strengths and weaknesses in themselves and the rest of their team.

We deliver training in communication skills and problem solving to help staff perform more effectively. Learning is linked to increasing motivation, enthusiasm and application. This is 'espresso' online learning, it gets the job done first time, saving you time and money!

In today's world, more and more is demanded of staff by employers and customers. Our learners get the skills they need to meet these challenges, and are encouraged to value their personal abilities in the work they do. That means happier staff that stay longer.

All this is delivered in focused, cost-effective packages tailored to your demands. Key Skills training is available off the shelf or we can tweak it to create tailored training to meet your exact requirements. Either way, it turns your people into great team members - focused and productive.

All the courses in this series are endorsed by:



RetailWeek



5.1 Working with Others



Code: **KSWO**

Takes about: **35 minutes**

Assessment:

Course Overview:

This course uncovers the way teams work, from understanding the individual's role to the benefits of cooperative working. Here's the low down on how the most effective teams are made, good leadership and assessing efficiencies and areas for improvement.

On completing this course you will understand:

- the importance of good teamwork and co-operation to achieve a successful common goal
- that good teamwork involves co-operation, courtesy and communication
- how to relate well to others at work by showing understanding and being responsive
- that assertiveness is not just looking after your own interests
- an effective team member must work with diversity in all its forms without prejudice
- how to get results through coaching and how to give and receive constructive feedback
- what qualities make a good leader
- how to assess personal strengths and weaknesses

5.2 Communication



Code: **KSCI**

Takes about: **35 minutes**

Assessment:

Course Overview:

Communication is the art of achieving understanding and that means having to find out about all the different ways of conveying information, including the people it's aimed at. It's also about the written and the spoken word and the two way traffic of comprehension in both.

On completing this course you will understand:

- how to identify the key points of written text by speed-reading and summarising

- that illustrations or graphical information can save hours of wading through dense text
- that different writing styles can be used to achieve different results - know the reader
- the choice of presentation will depend on the length and complexity of the message
- accuracy with content, grammar, spelling and punctuation is important - avoid jargon
- communication is a two-way process where active listening is just as important as talking
- when speaking, you must understand and respond to the audience to deliver the message well
- strategies for handling conflict and how to negotiate an agreement

5.3 Problem Solving



Code: **KSPS**

Takes about: **22 minutes**

Assessment:

Course Overview:

Here's a step by step approach to solving problems, all the way from the initial preparation and research right through to implementing effective solutions and even preventing problems from cropping up again in the future.

On completing this course you will understand:

- problems are challenges and you need to anticipate difficulties
- in order to find a solution, the cause must first be identified by fact finding
- how to draw conclusions from research in order to plan the next move
- if a solution will not work, return to the problem solving process to try a different solution
- how to go about choosing the best conclusion from those available
- the importance of checking if the solution brought about other problems which need addressing
- that steps must be taken to ensure the problem does not arise again

5.4 Your Learning and Performance



Code: **KSLP**

Takes about: **30 minutes**

Assessment:

Course Overview:

We all learn in different ways and this course gives you a clear view of making the most of your own styles as well as a guide to using energy and dedication to give more knowledge from the particular format of what you use to learn from.

On completing this course you will understand:

- how to identify your preferred learning style, i.e. whether visual, auditory, kinaesthetic
- the learning environment can be influential
- the importance of realistic goal setting and how to set objectives
- how to prioritise tasks and avoid procrastination
- the need to think ahead to organise time effectively
- that self-belief, time and effort are needed to achieve your goals

5.5 You



Code: **KSY1**

Takes about: **25 minutes**

Assessment:

Course Overview:

If you think you know yourself this course provides an even deeper insight into the way you think, your attitudes and beliefs in the work context. It's also about improving your self-esteem and building on the positives in your relationships with other people.

On completing this course you will understand:

- how to consciously evaluate your aims, objectives and values in life and work

- the difference between assertion and non-assertion and how to agree or disagree assertively
- how to accept appropriate criticism and praise by listening without question and remaining objective
- how to channel emotional reactions constructively, controlling anger
- the reasons for your reactions
- your own capabilities, knowing that ignorance does not mean weakness
- that making mistakes is an inevitable, necessary and beneficial part of the learning process
- that body language, like care with personal appearance, is self-fulfilling behaviour - you can be how you want to be

6.0

Star Quality Hospitality Training

Creating memorable guest experiences.

Star Quality Hospitality Consultancy specialises in working with the owner/managers of independent hotels and restaurants focusing on their business structure, operations and service delivery to create memorable guest experiences. Their founder, Monica Or, is also an accomplished international speaker, trainer and Amazon best selling author of several hospitality books. All courses in this series have been written by Monica Or, to supplement Upskill People's extensive library of courses.

Delivering a Star Quality Experience. Equipping your hospitality team members and managers with the skills to create memorable guest experiences. This programme consists of eight mini courses which will take you on a journey and demonstrate what you need to know to create loyal guests and establishment advocates. The best form of advertising is through word of mouth and people love to share their experiences.

Based on the Amazon Best Seller 'Star Quality Experience - The Hotelier's Guide to Creating Memorable Guest Journeys', this online programme will take you through the author's signature 7Rs model.

All the courses in this series are written by:



Star Quality Hospitality Consultancy



6.1 Delivering a Star Quality Experience – Introduction



Code: **MOR_SQE**
Takes about: **10 minutes**
Assessment:

Course Overview:

To create memorable guest experiences, as a hospitality professional you need to put yourself in the guests' shoes. This course will give you an overview of what those in the know do before even meeting their guests, the touch points during their guest's stay, and what happens after their guest leaves. You will be given an introduction to 'The 7Rs Model to Creating Memorable Guest Experiences'.

On completing this course you will understand:

- what you need to do to ensure your guest books with you
- how much you really know about your guests
- new ways to make your guest experiences memorable
- how to get your guests to rave about you
- why your guests will want to keep coming back to you

The next 7 courses will show you how to implement these techniques in your place. You will then have all you need to know to ensure you take every one of your guests on a journey they will remember.

6.2 Resources



Code: **MOR_SQE1**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the first R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at the resources you have available for your guest to find you.

On completing this course you will understand:

- the importance of your website and how responsive it is
- why it is so important to get direct bookings and how easy it is for your guests to book online with you
- what your guests are saying about you

6.3 Response



Code: **MOR_SQE2**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the second R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at your response once your guest has booked with you.

On completing this course you will understand:

- what you should be doing before your guest arrives
- how to utilise customer data you have available to you
- how to welcome your guest

6.4 Rapport



Code: **MOR_SQE3**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the third R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how you build rapport with your guest.

On completing this course you will understand:

- how to connect with your guest

- the importance of your service levels
- how to anticipate your guest's needs

6.5 Refine



Code: **MOR_SQE4**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the fourth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how you refine your guest's experience.

On completing this course you will understand:

- the technology that can help you collate guest data
- how the use of guest profiles can assist you
- how to personalise a guest's visit

6.6 Review



Code: **MOR_SQE5**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the fifth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how to get your guest to review their visit with you.

On completing this course you will understand:

- why the goodbye should be just as important as the welcome they received
- how to ensure a smooth departure
- how to get your guest to rave about you

6.7 Retain



Code: **MOR_SQE6**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the sixth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how to retain your guest.

On completing this course you will understand:

- how to let your guest know you are still thinking about them
- the return on investment that can be gained from postal campaigns
- the different touch points to use to keep your guest informed

6.8 Return



Code: **MOR_SQE7**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the seventh R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how what to do when your guest decides to return to your place.

On completing this course you will understand:

- why your guest's return visit has to be as good, if not better, than their first visit
- how to use the information in their guest profile to your advantage
- how to make your guest feel special

Star Quality Hospitality Training for Restaurants

Creating memorable guest experiences.

Star Quality Hospitality Consultancy specialises in working with the owner/managers of independent hotels and restaurants focusing on their business structure, operations and service delivery to create memorable guest experiences. Their founder, Monica Or, is also an accomplished international speaker, trainer and Amazon best-selling author of the 'Star Quality' series of books. All courses in this series have been written by Monica Or, to supplement Upskill People's extensive library of courses.

Delivering a Star Quality Experience. Equipping your hospitality team members and managers with the skills to create memorable guest experiences. This programme consists of eight mini courses which will take you on a journey and demonstrate what you need to know to create loyal guests and establishment advocates. The best form of advertising is through word of mouth and people love to share their experiences.

Adapted from the Amazon Best Seller 'Star Quality Experience - The Hotelier's Guide to Creating Memorable Guest Journeys' to focus on restaurants. This online programme will take you through the author's signature 7Rs model.

All the courses in this series are written by:



Star Quality Hospitality Consultancy



7.1 Delivering a Star Quality Experience – Introduction



Code: **MOR_SQE_R**
Takes about: **10 minutes**
Assessment:

Course Overview:

To create memorable guest experiences, as a hospitality professional you need to put yourself in the guest's shoes. This course will give you an overview of what the restaurateur in the know does before even meeting their guests, the touch points during their guests' stay, and what happens after their guests leaves. You will be given an introduction to 'The 7Rs Model to Creating Memorable Guest Experiences'.

On completing this course you will understand:

- what you need to do to ensure your guest books with you
- how much you really know about your guests
- new ways to make your guest experiences memorable
- how to get your guests to rave about you
- why your guests will want to keep coming back to you

The next 7 courses will show you how to implement these techniques in your restaurant. You will then have all you need to know to ensure you take every one of your guests on a journey they will remember.

7.2 Resources



Code: **MOR_SQE1_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the first R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at the resources you have available for your guests to find you.

On completing this course you will understand:

- the importance of your website and how responsive it is
- why it is so important to get direct bookings and how easy it is for your guests to book online with you
- what your guests are saying about you

7.3 Response



Code: **MOR_SQE2_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the second R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at your response once your guests have booked with you.

On completing this course you will understand:

- what you should be doing before your guests arrive
- how to utilise customer data you have available to you
- how to welcome your guests

7.4 Rapport



Code: **MOR_SQE3_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the third R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how you build rapport with your guests.

On completing this course you will understand:

- how to connect with your guests

- the importance of your service levels
- how to anticipate your guests' needs

7.5 Refine



Code: **MOR_SQE4_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the fourth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how you refine your guests' experience.

On completing this course you will understand:

- the technology that can help you collate guest data
- how the use of guest profiles can assist you
- how to personalise a guest's visit

7.6 Review



Code: **MOR_SQE5_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the fifth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how to get your guests to review their visits with you.

On completing this course you will understand:

- why the goodbye should be just as important as the welcome they received
- how to ensure a smooth departure
- how to get your guests to rave about you

7.7 Retain



Code: **MOR_SQE6_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the sixth R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how to retain your guest.

On completing this course you will understand:

- how to let your guest know you are still thinking about them
- the return on investment that can be gained from postal campaigns
- the different touch points to use to keep your guest informed

7.8 Return



Code: **MOR_SQE7_R**
Takes about: **15 minutes**
Assessment:

Course Overview:

In this course we will explore the seventh R in the 7Rs Model to Creating Memorable Guest Journeys and we will look at how what to do when your guests decide to return to your restaurant.

On completing this course you will understand:

- why your guests' return visits have to be as good, if not better, than their first visit
- how to use the information in their guest profiles to your advantage
- how to make your guests feel special

8.0

Co-operative College

Helping your Co-operative team shine.

We are proud to work with Co-op College, they have used our technology to create some courses about the co-operative movement, to sell to their members alongside Upskill People's extensive library of courses.

All the courses in this series are written and endorsed by:



8.1 What is a Co-op?



Code: **CC_WIAC**

Takes about: **45 minutes**

Assessment:

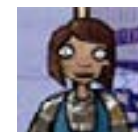
Course Overview:

Here you will find everything you need to introduce the concepts, history and practices of co-operatives to more people within your co-operative and beyond, and develop their understanding of how co-operatives work in practice. The first section explores the basic elements that define a co-operative. The second section considers the impressive range of co-operatives around the world across different sectors, and the last looks at the origins of the co-operative movement and its history.

On completing this course you will understand:

- the official definition of a co-operative
- the values and principles on which are at the heart of all co-operatives
- the power of co-operatives to impact on working conditions and consumer rights
- the global nature of the co-operative movement
- the size and scale of the co-operative movement
- the different types of co-operatives and their individual definitions
- the significance of the Rochdale Pioneers in 1844 and their role in the birth of the movement
- the legacy of early social reformers and the establishment of the Rochdale Principles
- the growth of the Rochdale Pioneers Society
- the birth of the co-operative Wholesale Society (CWS), which later became 'the Co-op.'
- the significance of gender equality within the co-operative movement
- the progressive nature of co-operatives with regards to establishing a minimum wage to improving working conditions

8.2 Values and Principles



Code: **CC_VAP**

Takes about: **45 minutes**

Assessment:

Course Overview:

Here you will find everything you need to introduce the co-operative values and principles to more people within your co-operative and beyond, and develop their understanding of how to put these values and principles into practice. This course will help you to explore the co-operative values and principles which lie at the heart of every co-operative. You will have the opportunity to reflect on what you already know, examine co-operatives from around the world and start to explore what you truly think about the values and principles. It is important that every single person within your organisation understands the core values and principles that define the co-operative movement, no matter what their role. It is the only way to ensure that every aspect of your business is working in a truly co-operative way, and that all of your members and employees feel valued and appreciated in their role.

On completing this course you will understand:

- the role of core values and principles in co-operatives around the world
- the important differences between the values and the principles that lie at the heart of all co-operatives
- the difference between the co-operative values and the ethical that all co-operatives subscribe to
- the diverse ways in which different co-operatives actually put the values and principles into practice depending on the type of co-operative they are
- the importance of employees and members alike to be familiar with the values and principles in order to understand what makes the co-operative a unique business model
- how principles put the values into action
- how certain values and principles complement each other more strongly than others
- how the Rochdale Pioneers original co-operative principles have evolved with the co-operative movement over time
- whether some values and principles are more important than others, and if whether, perhaps, some are no longer relevant at all?

8.3 Membership Engagement



Code: **CC_ME**

Takes about: **45 minutes**

Assessment:

Course Overview:

This course will help you explore the concept of membership and learn about how co-ops engage their members in a variety of ways, to make sure that members remain at the heart of the business. Here you will find everything you need to introduce the concepts of co-operative membership to participants, explore reasons why people become members and consider ways in which co-operatives can engage their current membership as well as reaching out to potential new members. This course will allow you to introduce these concepts to more people within your co-operative and beyond, both members and non members, and develop their understanding of how co-operatives work for the benefit for their members.

On completing this course you will understand:

- that without its members a co-operative would cease to exist, because members are the co-operative
- that members are the eyes and ears of the business, providing a direct link with the community
- that people join a co-operative for lots of reasons
- the importance of understanding the reasons that people want to be involved in order to know how best to engage them
- why co-operatives should reflect their communities and be responsive to them, continuing to engage members whilst attracting new members too
- that developing a strong and engaged membership is key to the success of all co-operatives
- why co-operatives want to encourage their members to have a say in how the business is run and how they achieve their social goals
- why members are rewarded with a share of their co-operative's profits
- why a co-operative encourages members to play an active role within its democratic structure
- that membership engagement varies in different co-operative models
- how each of the co-operative principles has a specific link to membership – and membership engagement

- why all co-ops should consider ways in which they can ensure that everyone is able to become a member
- that there are many different routes that may lead someone to becoming a co-op member, driven by their personal background and situation

8.4 Good Governance



Code: **CC_GG**

Takes about: **45 minutes**

Assessment:

Course Overview:

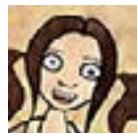
This course focuses on good governance within business and more specifically co-operatives, and will help you to explore the concept of good governance and learn about how best to achieve it, as well as reflecting on different issues that may arise in co-operatives and how they can be avoided. Here you will find everything you need to introduce the concept of good governance. The activities will explore ways in which to achieve good governance and will help you consider common problems that occur in co-operatives and learn how to avoid them. Some of the activities focus specifically on the British co-operative movement, and explore how co-operative corporate governance has developed over the decades in the UK, but most of the themes and values explored can be universally applied.

On completing this course you will understand:

- how historically all co-ops have used a governing document to ensure their co-operative is running well
- that many co-operatives also use codes of best practice to represent their different sectors
- the significance of the different roles members and directors in co-operatives
- that the role of governors isn't just restricted to the directors of a co-operative
- the importance of co-operative values and principles in good governance
- exactly what is meant by corporate governance
- that corporate governance is as important in co-operatives as it is for any other business
- that co-operative businesses need to follow certain guidelines to ensure they are being effectively governed

- that many co-operatives use the 'model rules' for their ownership model when setting up their organisation
- that there are also different Codes of Governance for each co-operative ownership model
- how the roles and responsibilities within co-operatives are both specific, and unique when compared to other types of organisation
- the function of the Board of Directors, and process through which it is elected
- the importance of involving all members in the democratic process of within any co-operative
- the role of the Chair on the Board of Directors
- the role of the Secretary on the Board of Directors
- the role of managers within a co-operative
- the role of the Chief Executive
- the importance of co-operatives being aware of the possibility of governance problems
- the eleven common governance challenges for co-operatives

8.5 Roles and Responsibilities of Directors



Code: **CC_RAR**

Takes about: **45 minutes**

Assessment:

Course Overview:

This course focuses on the role of Director in co-operatives and look at the responsibilities that Directors must uphold, and will help you to consider what makes a good and bad Director as well as reflecting on different issues that may face directors and how they can be avoided. Here you will find everything you need to introduce the concept of co-operative directors to participants. The activities explore the role of the Board of Directors in co-operatives. They help you to understand what a Director's responsibilities are and the ways in which Directors can ensure that these responsibilities are being fulfilled. The activity pack also explores how the role of Director fits into the wider democratic structure in co-operatives and highlights the difference between Directors and management, a difference which can sometimes be overlooked.

On completing this course you will understand:

- the role of a Director and the process through which they are elected

- the unique responsibility of Directors to be sensitive to the needs of members and balance their sometimes conflicting interests
- the importance of making decisions that are based not only on what is most profitable, but also on what the needs of the members are
- the process through which safeguard the assets of the members of their co-operative
- how the Board also make sure that co-operative values and principles are put into practice and that the business is remaining true to its ethos, whilst at the same time being responsive to new ideas that might be in the best interest of the business and members
- the key position the Board of Directors occupy between the members and the management
- the fact that the authority of Directors is limited to board meetings
- the legal duties of a Director of a co-operative
- the additional responsibilities, as well as legal duties, of a Director of a co-operative
- the role of the Chair, and the importance of this position
- the issues surrounding conflicts of interest
- the role of the Board in hiring a Chief Executive, and the many factors they must consider
- the risk of Directors trying to encroach on the duties of the managers of the co-operative

8.6 Monitoring Co-operative Performance



Code: **CC_MCP**

Takes about: **45 minutes**

Assessment:

Course Overview:

Here you will find everything you need to introduce the concept of monitoring co operative performance. The activities will explore the process of monitoring performance from measuring performance through to reporting findings and responding to any issues that arise. They also explore the various aspects of performance that should be measured and introduce participants to the three key bottom lines – financial, non-financial and sustainable.

On completing this course you will understand:

- the importance of Directors and managers of co-operatives making sure they consider the values and principles when monitoring their performance

- the importance of looking at the financial side of the business to check that a co-operative is making enough money to carry on
- also the importance of looking at other indicators of success, not just the financial
- that as co-operatives operate a little differently from other businesses it is especially useful to see how you are doing in relation to other co-operatives
- the importance of keeping members informed of findings
- the importance of being able to respond to what has been learned
- the many benefits to monitoring performance
- why co-operatives must go through a thorough process of planning, measuring and reporting
- the different ways that co-operatives around the world monitor co-operative performance
- how the process of monitoring performance will differ depending on the ownership model and size of the co-operative
- the indicators through which co-operatives can measure their financial bottom line
- the non-financial indicators co-operatives can use to measure performance
- the sustainability indicators co-operatives can use to measure performance
- why it is important that performance indicators are relevant to the business and easy to measure, as well as being clear to everybody in the co-operative
- why any indicator for co-operative performance should always be 'SMART'

Our Vision and Mission

Our vision:

To help people shine.

Our mission:

We believe in the potential of people. This is why we create the most effective online people platforms. We are committed to clients that, like us, believe in people.

Five core values embody who we are, the culture we have and our dedication to getting it right. They guide our actions and reflect what we believe and what we offer. They remind us why we do it.

Be unique

Understand the opportunity. Create the best solution.

Be positive

Create benefit. Add value. Make every experience worthwhile.

Be proud

Believe in what you say. Stand by everything that you promise.

Be thoughtful

Develop potential. Create knowledge. Celebrate achievement.

We are one

Think individually. Work as a team. Succeed as a company.



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