

CiC Learning and Development



Contents:

Introduction 1

Stress and Resilience 2

Mental Health Awareness 2

Mindfulness 3

Managing Conflict 3

Managing Change 4

Resilience, Stress and Trauma 4

Other courses 5

Coaching 5

Mediation 6

Wellbeing Specialists 6

Nutrition.....7

Massage and Alternative Therapies...7

Pricing 7

Terms and Conditions7



Introduction 

CiC helps organisations get the very best out of their people with a variety of services; from fresh and creative wellbeing solutions to powerful stress and trauma awareness trainings.

We draw from a global network of carefully selected coaches, trainers, wellbeing and lifestyle specialists, all of whom have experiences across multiple industry sectors and with valuable specialist skills.

We offer a comprehensive range of innovative learning and development solutions, including face-to-face trainings, webinars, coaching, mediation and consultancy.

The latest HSE statistics show that the total number of working days lost due to stress, anxiety and depression in 2014/15 was 9.9 million days, in the same period stress accounted for 35% of all work related ill health cases and 43% of all working days lost due to ill health.

With this in mind it is plain to see that offering your managers and employees the opportunity to gain valuable skills and insight through one of our learning packages would be money well spent.

Stress and Resilience 

We live in difficult times and for some organisations this means ever increasing levels of stress leading to gradually lower productivity and engagement. The capacity to turn adversity into possibility is known as resilience and this can be learned and developed.

CiC provides flexible training packages designed to bolster the resilience of your organisation and its staff, equipping them with the tools to manage pressure, promote wellbeing and flourish in the face of the upheaval and change so common in today's workplace.

These interactive workshops and courses cover some of the following areas, representing the building blocks of resilient behaviour, delivered specifically for managers, specific team or your entire workforce.

Those attending these learnings will take away enhanced awareness and a robust selection of tools, allowing them to take responsibility for managing their own wellbeing and resilience.

Stress & Resilience: Content for Managers and Employees:

- To develop and build resilient behaviour
- Recognise early stage signs of stress
- Create and increase the understanding of stress
- Understand how stress impacts on those around us
- How stress works, the effects on the body/brain
- The difference between stress and pressure
- Recognising your own triggers and vulnerabilities and learning how to diffuse them
- Coping strategies
- Create steps to change how stress is dealt with
- Raising overall Stress Awareness in the workplace and equipping individuals/teams with strategies and tools to cope with this
- Enhanced work performance and reduction in the level of Stress and possible absenteeism
- Trauma and crisis management and the stress associated with this high risk area
- Knowing when to refer to professional help
- How to listen
- Structured conversation

Mental Health Awareness

The concept of good mental health describes a sense of general wellbeing, the capacity to live in a resourceful and fulfilling manner and having the resilience to deal with the obstacles that life presents.

Mental health problems may be defined as those in which an individual is distracted from ordinary daily living by disturbing and upsetting thoughts, feelings and behaviours.

Paying attention to the need for equality in the workplace, employers must be mindful of the needs of staff whose mental health issues inhibit their abilities. It is essential to support employees in this position who may be struggling to balance the demands of managing their mental health issues in their job.

CiC's training solutions also cover the management and awareness of mental health issues in the workplace, this includes not only supporting those with existing issues, but assisting all managers and employees to incorporate positive practices in their home and working lives, negating or minimising the impact of stress and anxiety on their wellbeing.

Content for Managers/employees:

- Identify and recognise the symptoms/signs of mental health problems
- Define Mental Health, looking at common/acute situations
- Understand the various concepts of mental health and distress
- Individual Reactions/Group Reactions/Team Dynamics
- Understand the principle of containment
- Develop skills to effectively manage and support teams
- Duty of Care/HSE Management Standards (Mental Health)
- To raise awareness of mental health in the workplace
- To equip managers with the tools to engage with mental health difficulties among staff members and to boost levels of wellbeing in their teams
- Understanding of common mental health issues and how to support them
- Recognising early use of the organisation support available leading to a reduction in absence and a swifter return to work and staff retention
- Cultural changes around general healthy habits and lifestyle bringing positive benefits to the team
- Identify and understand signs and symptoms of common mental health problems
- Understand how managers affect staff
- Identify positive attributes that can be modelled to team members
- Think creatively about their own wellbeing and identify main stress triggers

- Use the HSE guidelines on stress in the workplace
- Define personal strategies to minimise the stress response
- Enhanced work performance and reduction in the level of Mental Health related issues and possible absenteeism

Mindfulness

In our world of constant rapid fire communications and entertainment, very rarely do we take the opportunity to 'switch off'. Mindfulness is a form of self-awareness training. It is being more aware of one's self and learning how to live 'in the moment', allowing you to find a form of relaxation or release that can be a vital aid in switching off from the day's pressures.

CiC offers an introduction to Mindfulness which will help people get started and includes exercises, help sheets and workshops. This support helps with the early stages and getting started. Mindfulness requires a regular commitment and is a change to your way of life, bringing about long term benefits

- Provide top tips for practising mindfulness that can be used at anytime and anywhere, to improve effectiveness at work and at home



- Consider why these skills are so important for your body and your mind
- Master a 'rhythm' to your day – consider some top time saving techniques that will assist you in knowing when to push on and when to relax and when or how to let things go
- Techniques to improve your sleep patterns
- Provide an action plan
- Create steps to change how you can incorporate this into your everyday lives
- To create and increase the understanding of the present
- Provide employee with the mental and physical tools to practise and achieve mindfulness
- To enhance the skills of individuals, in order that they are able to work more effectively to reduce stress in both themselves, colleagues and the work environment
- To raise awareness of one's self
- To find a form of relaxation or release in order to reframe and cope with daily pressures
- Provide a range of strategies/skills to practise and achieve mindfulness thereby managing situations more effectively and maintaining wellbeing

Managing Conflict

How people arrive at and manage their decisions can often make or break a business. These decisions are important when things are going well but can become critical when they are not.

At such times having the confidence and skill to handle conflict effectively and with integrity is vital.

Conflict does not always arrive by choice - very often it comes to us. But we have choices as to how to deal with it and we can certainly prepare for it.

In most areas of life, where there are constraints on complete individual choice and where we most need to take account of others, conflict needs to be resolved. CiC's conflict management training will help your people by taking them through the following key areas to managing conflict:

Managing Conflict continued . . .**Leadership** 

Recognising the limitations of the authoritarian, hierarchical approach to management in order to create consensus, individual responsibility and team building.

Relationships 

Building sustainable relationships between colleagues, with customers and with suppliers.

Negotiation 

Understanding and practising the process and skills that allow differences of objectives to be managed in a way that result in mutually acceptable agreements.

Objectives 

Making the most of different objectives to improve the outcome - to the benefit of those involved. To deal with these objectives with confidence, people need practical, relevant, hands-on, sensitive, challenging support from people who have direct experience and expertise.

Confidence 

Raising confidence in people's ability to handle problems effectively, allowing greater sharing of responsibility.

Value 

Understanding different value systems to encourage balance in, and add value to, agreements.

Change 

Dealing with conflicts brought about by change - imposed internally and externally - discovering ways to overcome fears and resistance.

Time 

Managing time available to deal effectively with delays, postponement and avoidance of confronting difficult issues.'

Managing Change 

Change is inevitable, it is the pace of change these days that be completely overwhelming, especially without any additional support.

While your organisation can no doubt implement a number of support mechanisms to help employees through any upcoming or planned changes, sometimes change comes from other, unexpected places, often taking your staff by surprise and leaving them unprepared.

Empowering your people to support themselves using the skills we teach in our change management workshops will allow them to face and deal with change in a way that works best for them, and could be one of the most valuable forms of support you can offer.

We can help your employees to find new ways to engage their resiliency and cope with the demands of change.

Our Managing Change workshops aim to help employees: 

- Understand the effects of change, on yourself and others
- Establish ways of planning for and working through change
- Build resilience to prevent burnout
- Work with others through the change process
- Build and expand personal support networks

Additional Support through Change 

In addition to our general change management workshops there are a number of other ways we can support your employees through change, including career coaching and outplacement for employees being made redundant as well as retirement transition classes and coaching sessions for those leaving the workforce.

Resilience, Stress and Trauma 

Designed for managers responsible for wellbeing of staff working and those exposed to traumatic experiences or images.

Executive Coaching:

- This is an interactive process, designed to help executives develop both their own capacities and those of their teams
- Focuses on improving performance or behaviour
- Works to reward and retain key staff
- Is a means of rewarding and retaining key staff
- Increases self awareness and vision
- It is short term and personally tailored to help each individual clarify goals and draw up a workable action plan to help them achieve them
- Can be used increasingly to support teams and individuals through organisational change

Career Coaching:

- A interactive process designed to help individuals who might be looking for a new role, considering a career change or promotion
- to make the transition as smooth as possible
- A specialist coach will help you explore your career options and identify your skills, experience and potential
- Preparation for interview
- Navigating the job market
- Setting up a winning CV
- Career options and career planning
- Structure and planning tools

Mediation

Conflict is a part of life. While we tend to think of it in the context of wars, legal disputes, strikes and politics, it occurs in the everyday situations faced by individuals, families, communities, companies and every kind of organisation. It embraces any situation where we meet obstacles in achieving everything we want. Conflict does not always arrive by choice - very often it comes to us. However, we do have choices as to how to deal with it.

In any workplace conflict is inevitable as it is a natural part of communication between people. It is how

we respond to and handle that conflict that makes it a positive or negative experience. Up to 30% of a typical manager's time can be spent dealing with conflict. It is important to offer mediation at an early opportunity so hopefully avoid grievances or other procedures.

Often the issues are too complex to handle internally so our external mediators offer impartiality, confidentiality and advanced skills in order to attempt mediation without potentially causing harm therefore increasing the likelihood of a successful outcome.

CiC's bank of experienced Mediators have all trained in Professional Workplace Mediation, accredited by the Mediators Institute of Ireland. We provide facilitators with wide experience and understanding of the mediation and resolution process both in the public and private sectors, from Universities and Schools, to Law Firms, local councils, care trusts, International News Agencies and International Charities.

CiC is registered with the Civil Mediation Council, thereby ensuring that all our Mediators follow an appropriate code of conduct and are sensitive to diversity, equality and anti-discrimination and confidentiality issues.

We also provide professionally accredited mediation training courses for those interested in becoming a mediator.

Wellbeing Specialists

CiC's Health and Body MOT

Individuals have the chance to book in with the fitness professional who will do a body assessment with them and then discuss their short and long term goals or how to make small changes in their lives to promote healthy living. The information is confidential. Ideally the wellness professional would need somewhere where they have a bit more confidentiality or personal space, a table and two chairs.

Body MOT's consist of:

- Body fat % and muscle mass checks
- Blood pressure
- Visceral fat

- Metabolic age
- Hydration levels
- Bone mass and physic rating
- Sustainable exercise goals
- Healthy eating
- Top tips to improve overall fitness level

Nutrition

A motivational speaker on health and wellbeing and a public health nutritionist, our partner specialist also writes for various periodicals and is seen as a health expert within the media, regularly speaking on public radio, and within health and fitness articles in the press.

As a true Lifestyle consultant, our specialist will unlock the doors that stand in the way to healthier employees. Our specialist is available for wellbeing events, as a trainer or for one to one coaching on the topics of nutrition, weight management and related topics.

Massage and Alternative Therapies

Available through our specialists are such services as somatic work and consultation, massage therapy and touch-based therapy, perfect for wellbeing days or as a treat for the office.

Pricing

Training	
Lunch & Learn / Webinar	£450.00
On Site - Half Day - 3 Hours	£850.00
On Site - Full Day - 6 Hours	£1250.00

Coaching	
2 hour session	Starts at £250.00

Mediation	
Half Day	£850.00
Full Day	£1250.00
Facilitation	Starts at £1250.00

Wellbeing Specialists	
CiC Health & Body MOT - Half Day - 3 Hours	£850.00
CiC Health & Body MOT - Full Day - 6 Hours	£1250.00
CiC Nutritionist - Half Day - 3 Hours	£850.00
CiC Nutritionist - Full Day - 6 Hours	£1250.00
CiC Masseuse - Half Day - 3 Hours	£850.00
CiC Masseuse - Full Day - 6 Hours	£1250.00
CiC Alternative Therapies	Price on Request

Terms and Conditions

- 1) Lunch and Learn sessions only available in London, unless delivered by webinar.
- 2) Custom content and course development charged for at trainer hourly rates.
- 3) The webinar attendee limit is 200, for on site face to face training the attendee limit is generally 15.
- 4) Hard copy handouts provided for all on site sessions, electronically for webinars.
- 5) Feedback and evaluation is provided on half and full day trainings.
- 6) Ongoing resources include signposting to CiC's wellbeing resources and possibly counselling.
- 7) For cancellation terms see order forms at the back of this brochure.
- 8) If you have any question regarding the ordering process or associated timings please get in touch.



Want to know more? If you'd like to proceed with an order or are just curious as to what CiC can do for you then please get in touch with us using the details below.

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