



Online Business Skills Training Courses

Which Business Skills course is right for you?

If you are confused about the levels of Business Skills courses or unsure which course is right for you, please call us on 01482 852292, email info@unityincommunity.org or send us a message via social media.

GDPR

Duration: 1 Hour

This GDPR Training course aims to help businesses and services that handle personal data understand how to comply with the General Data Protection Regulations. The course highlights the changes brought about by the GDPR that businesses are required to adhere to since May 2018.

Data Protection

Duration: 2 hours

This Data Protection training course aims to help learners understand what their responsibilities are under the UK's data protection law, including the GDPR. The course explains how to collect and process data legally, obtain consent where required and ensure data security.

Equality and Diversity Training Course

Duration: 1-2 hours

This Equality and Diversity course helps learners recognise the role that they play in encouraging tolerance and understanding in the workplace. The course explains what the law says, what is meant by discrimination, harassment and victimisation, and how learners can improve their own attitude towards equality and diversity.

Leadership and Management Training

Duration: 6 hours

This course aims to help you adopt an effective leadership and management style, so you can get the most out of yourself and your team. It discusses a variety of techniques that you should use to motivate, coach, and support your team, as well as develop your own capabilities.

Mental Health Awareness Training Course

Duration: 3 hours

This Mental Health Awareness training course has been designed to help employers, managers and supervisors understand more about mental health, including the symptoms and effects, so that more can be done in the workplace to support someone with a mental health problem and promote a healthy, tolerant working environment.

Customer Service Training Course

Duration: 2 hours

This training will benefit anyone wishing to learn and develop customer service skills to assist in the workplace. The course is ideal for those who deal directly with customers, and also those who manage customer service in the business.

Online Cyber Security Course

Duration: 2 hours

This Introduction to Cyber Security course introduces learners to the risks to information security that they may encounter when online. It teaches them about the most common types of cyber attacks, how they can manage security threats and improve information security.

Resilience Training

Duration: 2-3 hours

This course aims to teach learners how to gain a healthier mindset, which helps them bounce back from the difficulties they face in life. In particular, it looks the five pillars of resilience, which you must focus on to develop your resilience.

Minute Taking Training Course

Duration: 2 hours

This course aims to inform learners about what they are responsible for when taking minutes during business meetings, and how to successfully and confidently carry out their job. It clearly outlines how minute takers should prepare, and what to do during and after meetings.

Unconscious Bias Training

Duration: 1-2 hours

This course teaches learners about the different types of unconscious bias and how they present themselves in everyday life and working environments. It explains how to recognise these biases and how to overcome them.

Stress Awareness in the Workplace Training

Duration: 2-3 hours

This online Stress Awareness in the Workplace training course is designed to show how the causes of home and workplace stress can be dealt with successfully, how you can better cope with stressful situations, how employers can adapt the workplace to improve employee welfare and how talking therapies can be used to control the levels of stress experienced. The course introduces a range of practical techniques that can be used to deal with stress and reduce it to a manageable level.

Information Governance Training

Duration: 2 hours

This Information Governance course aims to help those who work in health and social care to understand their data protection responsibilities. The course explains how to keep sensitive data secure, how to share data appropriately and safely, and how to follow good record keeping practices.

Conflict Management Training Course

Duration: 2 hours

This Conflict Management course teaches people how to effectively prevent and handle conflicts in a workplace. It explains what commonly causes conflicts and how to overcome these challenges so people are able to effectively work with colleagues and provide good customer service.

Effective Leadership Training Course

Duration: 3-4 hours

This Effective Leadership training course is designed to enrich leadership competencies. It focuses on advancing leadership proficiencies such as strategic and operational decision-making and leveraging them for measurable, sustained impact in a range of business environments.

Communication Skills Training

Duration: 2-3 hours

This online Communication Skills training course has been designed by business professionals to help managers and supervisors improve their communication skills at work. Covering everything from appraisals, feedback, constructive criticism to coaching, motivating, and negotiation.

Employment Law

Duration: 2-3 hours

This Employment Law online training course is designed for HR staff, employers, and managers who must know the essential areas of employment law to avoid disputes and legal action. The course takes learners through an employment journey focusing on how to remain demonstrably fair throughout.

Performance Appraisal Training

Duration: 3-4 hours

This online course has been developed to help managers amp up their appraisal process. From rating performance to disciplinarys and calibration meetings this course will help managers up their appraisal game and reap the benefits of a great appraisal system.

Project Management Training

Duration: 3-4 hours

Using tips, guidance and downloadable worksheets, this Project Management training course aims to provide learners with an understanding of the basics of project management so that they can successfully and confidently bring their own project through from initiation to completion.

Time Management Training Course

Duration: 3 hours

This course teaches learners about various techniques that help them manage their time more efficiently. It gives them the knowledge they need to analyse how they're currently working and make meaningful changes to the way they use their time - both at work and at home.

Disability Awareness for Employers Training

Duration: 2 hours

This Disability Awareness for Employers training course aims to help those at management level understand more about the different types of disabilities, how these may impact a person's work, how to ensure the recruitment process is accessible to everyone, and how to promote an inclusive and equal working environment.

Sexual Harassment Training For Employees

Duration: 1-2 hours

The Sexual Harassment Training for Employees course outlines what sexual harassment is and signs that may indicate its occurrence. It also explains how to make complaints and external support agencies that can help if they are victims.

Sexual Harassment Training For Managers & Supervisors

Duration: 2 hours

This course outlines what sexual harassment is and signs that you, as a manager or supervisor, should look out for. It also explains how to develop and implement an anti-harassment policy and how you should handle complaints.

Disciplinary & Grievance Procedures Training

Duration: 1-2 hours

This Disciplinary Procedures training course aims to help managers and employers understand how to establish an effective disciplinary procedure in the workplace, from investigating allegations through to holding disciplinary hearings and enforcing the appropriate penalties.

Complaint Handling Training

Duration: 2 hours

This Complaint Handling course is designed to train people who are in a customer service or specific complaint handling role to properly deal with complaints that their business may receive.

Online Bookkeeping Course

Duration: 4 hours

This course helps small businesses to develop an effective bookkeeping system, explaining which records to keep and how to record them, plus information on cashflow, petty cash and invoicing procedures.

Cellar Management Course

Duration: 2 hours

This Cellar Management course has been designed to provide learners with an understanding of the various types and styles of beer, how to maintain high hygiene standards across the establishment and how to properly store, prepare and serve beers to produce high-quality pints.

Licensing Law Awareness Training Course

Duration: 3 hours

This Licensing Law course aims to raise awareness of your responsibilities under the Licensing Act 2003. The course is suitable for premises that sell or supply alcohol in England and Wales, and explains the key objectives of the law that are in place to ensure premises sell alcohol responsibly.

PA and Secretarial Skills

Duration: 4-5 hours

This PA and Secretarial Skills training course has been designed to help assistants understand their role further so that they can perform more efficiently and confidently at work. Being a great assistant is much more than just being able to answer the phone and this course aims to help provide the skills needed to learn how to communicate and write better, manage relationships, be more organised and ensure meetings and minutes can be prepared effectively.

Patient Customer Service Course

Duration: 2 hours

This online Patient Customer Service Skills course is designed to help those who work in the health and social care sectors improve their patient care skills, including listening, body language and communication, in order to give patients the best possible service every time. The course also looks at the NHS standards and compassion drive to ensure learners always exceed their patients' expectations.

Business Writing Skills Training Course

Duration: 1-2 hours

This Business Writing Skills Training course aims to enrich writing abilities for professional contexts. The course focuses on developing editing, presentation, and writing skills for a range of business purposes, such as email, reports, social media, blog posts, and more.

Retail Customer Service Course

Duration: 2 hours

This Retail Customer Service course will help learners develop strategies to effectively handle complaints as well as understand

Interviewing Skills

Duration: 3 hours

This Interviewing Skills training course has been designed to help all employees involved in the recruitment process to comply with their legal responsibilities. It also outlines how to write a job description, tailor job advertisements, and develop insightful interview questions.

Health and Wellbeing

Duration: 3-4 hours

This Health and Wellbeing training course is designed to help managers and supervisors understand what comprises an effective workplace wellbeing strategy. The course provides practical tips and ideas that managers can use to improve the overall health, safety and wellbeing of employees.

Starting a Business Course

Duration: 4 hours

This Starting a Business course familiarises learners with the process required to start a successful business. It covers how to write a comprehensive business plan, how to set up the business in good standing with the law, and ways to access professional advice or funding.

Restaurant Hospitality Training

Duration: 2-3 hours

This Restaurant Hospitality course teaches front of house staff how to deliver good service to guests that visit their restaurant. It explains how to make a good impression, what to do during service, the importance of knowing the food and drinks menus, and how to comply with the law.

Presentation Skills Training

Duration: 1-2 hours

This course aims to help learners develop good presentation skills. It guides learners through the various stages of a presentation, from writing to practising and presenting, in order to give learners the skills needed to present concisely and effectively.

Bullying and Harassment

Duration: 1-2 hours

This Bullying and Harassment online training course has been designed for HR staff, employers, and managers who need to be able to tackle bullying and harassment at work effectively. The course teaches learners how to undertake a risk assessment to prevent bullying at work and the laws relating to bullying and harassment.

Equality and Diversity in Health and Social Care Training Course

Duration: 1-2 hours

This Equality and Diversity in Health and Social Care course helps workers recognise the role that they play in encouraging tolerance and understanding in their organisation. The course explains the Equality Act 2010, what is meant by discrimination, harassment and victimisation, and helps learners to offer a fair and equal service to everyone.

Networking Skills

Duration: 1-2 hours

This Networking Skills course provides learners with the knowledge they need to be confident about networking, prepare well for a networking event, successfully start and hold a conversation and maintain a mutually beneficial network of contacts.

Cross-Cultural Awareness Training Course

Duration: 3 hours

This Cross-Cultural Awareness training helps learners understand the importance of cultural awareness and how to manage cross-cultural teams in the workplace. The course will help businesses increase their levels of cultural fluency and encourage a tolerant and cooperative workplace.

Corporate Manslaughter Training

Duration: 1-2 hours

The Corporate Manslaughter Training course has been designed to offer those in charge of a company's health and safety policies an understanding of their responsibilities. This includes how to effectively train members of staff, the importance of compliance, the corporate manslaughter investigation procedure, and how to conduct a risk assessment.

Corporate Social Responsibility

Duration: 2 hours

An online course designed to help businesses understand how they can be more environmentally, socially and economically responsible and work in ways that are resourceful, ethical and sustainable.

Introduction to Housing Management

Duration: 2-3 hours

This Introduction to Housing Management course has been designed to provide learners with an understanding of the social housing sector. This includes challenges facing the sector, housing allocations, rental income, resident involvement, and anti-social behaviour.

Social Media Marketing Training

Duration: 2-3 hours

The Social Media Marketing course has been designed to provide learners with an understanding of different social media platforms, how to use social media for marketing, the benefits of social media marketing, the importance of personal branding, and how to interact on social media.



**For more information on our Business Skills courses
please call us on 01482 852292,
email info@unityincommunity.org
or search for Unity in Community on social media.**



If you are currently unemployed or facing redundancy, applying for our Flying Start programme is the next step to help you find the job you want.

To be eligible, you must be a resident of Hull living in HU1-HU9 postcode areas.