



# Bite Size Courses

**LEADERSHIP AND MANAGEMENT  
BUSINESS SOLUTIONS**

**[www.cambria.ac.uk](http://www.cambria.ac.uk)**

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# Bite Size Courses

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# Bite Size Courses

## LEADERSHIP AND MANAGEMENT BUSINESS SOLUTIONS

**Need some specialist tips on key leadership/management or HR issues? Or do you want some quick business solutions that are easy to understand and implement?**

Practical action planning is part of our workshops so you will gain the knowledge, skills and confidence to make positive changes as soon as you return to your workplace.



Cambria Business School

### WHO?

These workshops are aimed at those with little or no formal training in leadership, management, HR matters, or those with limited experience. Further detail on session content is shown in the following pages.

### WHERE?

Cambria Business School, Northop, CH7 6AA.  
Some courses can be delivered online.  
Please get in touch for further details.

### BOOKING & ENQUIRIES

Email [employers@cambria.ac.uk](mailto:employers@cambria.ac.uk) or call **0300 30 30 006**  
Places are limited so please book early.

## IN-HOUSE PROGRAMMES

**In addition to running open programmes, we can run any of these programmes in-house for your organisation.** Costs include planning and development of the session, and delivery at a site of your choice. If you want an in-house programme that isn't listed, please ask as we can develop a programme specifically for your needs. Contact us for a quote.

# Bite Size Courses

## BUSINESS COMMUNICATION

### Chairing Meetings Effectively 3 Hours

Learn how to organise and chair meetings effectively, making the best use of everyone's time. It will also cover how to deal with common issues that can arise.

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### Developing a Business Case, Managing Scope and Quality 1 Day

Master the foundations of successful projects by learning to create compelling business cases, manage scope effectively, and ensure high-quality deliverables. This course covers; defining and building strong business cases, securing stakeholder buy-in, essential scope management tools and strategies, and key principles of quality planning, assurance, and control.

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### How to Communicate Effectively 3 Hours

This course will cover the importance of effective communication at work, stages in the communication process, barriers to communication and overcoming them. It will also include active listening skills, non-verbal communication and body language, and how to use feedback to check the effectiveness of communication.

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### Introduction to Workplace Trainer Skills

1 Day

This full day course is designed for those delivering training within the workplace. It explores the concept of a systematic approach to training, covering: setting ground rules, use of icebreakers, the learning environment, training resources, gaining and maintaining attention, motivation, assessment and self-evaluation.

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### Storytelling in Business 3 Hours

Learn to use storytelling to engage, inspire, and persuade stakeholders. This session equips participants with techniques to craft and deliver impactful business stories by exploring: the power of storytelling, persuasive story structure, audience tailoring, and impactful delivery.



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## LEADERSHIP AND MANAGING TEAMS

### Basics for Team Leading

**1 Day**

Ideal for aspiring team leaders or team leaders with no formal training, this course provides a foundation of core skills and knowledge needed for team leaders. Content includes:

- What is Leadership and the role of Team Leader
  - Leadership Styles
  - Stages of Team Development
  - Managing Conflict
  - Managing Workflow
  - Managing Change
  - Team Motivation
  - Dealing with Performance Issues
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### Building High-Performance Teams

**1 Day**

Learn techniques for fostering collaboration, trust, and accountability in teams and leadership. Equip participants with practical tools and strategies to build stronger, more cohesive teams by enhancing collaboration, trust, and accountability among team members and leaders. This will be done through understanding the foundations of collaboration, building trust within teams and driving accountability.

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### Conducting Effective Appraisals

**3 Hours**

This course covers the first line manager's responsibility for managing team and individual achievement of objectives. Topics covered include the purpose and value of the appraisal process, ways to ensure fair and objective assessment and preparing to conduct the appraisal. Also, how to conduct formal appraisals, and principles for giving effective feedback on performance.

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### Effective Delegation

**3 Hours**

Planning the team's work to achieve objectives and techniques for deciding the most appropriate individual to undertake the activity. Also, the importance of making effective and efficient use of people's knowledge and skills, and how to achieve this.

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### Equality, Diversity and Inclusion in Today's World

**3 Hours**

In an era of deep political and social divides, fostering Equality, Diversity and Inclusion (EDI) in the workplace is more critical than ever. This interactive, three-hour session cuts through outdated rhetoric to focus on real-world challenges and solutions that drive meaningful change.

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## LEADERSHIP AND MANAGING TEAMS

### Introduction to Compassionate Leadership

**3 Hours**

This short course is ideal for any leaders wanting to reflect on their own leadership behaviour and understand more about the benefits of compassionate leadership. Content includes:

- The history and drivers of compassionate leadership
  - Defining compassion and compassionate leadership
  - Psychological safety, inclusion, and motivation
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### Leading a Multi-generational Workforce

**3 Hours**

Gain practical strategies for managing and integrating multi-generational teams to boost collaboration, respect, and performance. This session covers: understanding generational differences, fostering inclusive teamwork, adapting communication styles, managing conflict, and leveraging diversity for innovation.

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### Negotiation Skills

**3 Hours**

This course will cover formal and informal negotiation, negotiation strategy, tactics and behaviour, non-verbal communication and social skills, and techniques for influencing others. Also, conflict and its resolution to achieve a win-win situation.

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### Leading and Motivating a Hybrid Team

**3 Hours**

This course will build on real world experiences of managing hybrid teams and present practical solutions to support effective team work. The course will cover: Understanding hybrid work, communication strategies, building trust and relationships, performance management, technology and tools, diversity and inclusion, well-being and mental health and conflict resolution.

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### Managing Difficult Conversations and Situations

**3 Hours**

Examine the interpersonal skills required to anticipate and effectively deal with difficult conversations with staff. Whether it's a recruitment interview, a disciplinary investigation or an appraisal, managers need to develop their interpersonal skills. This course focuses on the skills required to efficiently deal with the difficult conversations.

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### Managing Poor Performance

**3 Hours**

This course is perfect for management to learn how to collect data related to performance issues and to gather facts. Approaches for informal and formal meetings relating to performance. Confidence to approach difficult conversations with staff members.



# Bite Size Courses

## HUMAN RESOURCES

### **Action Learning Sets: Harnessing Collaborative Problem-Solving for Organisational Success**

**3 Hours**

Provides managers, team leaders and people professionals with the knowledge and tools to create Action Learning Sets within their teams and organisations. Participants will learn the benefits of Action Learning and how 'sets' work collaboratively and practically in a supportive environment to solve real issues and challenges whilst developing participants' leadership skills.

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### **Approaching Workforce Development: Building a Skilled and Engaged Workforce**

**3 Hours**

Designed for organisational leaders, senior managers and people professionals to understand how to build and sustain a skilled and engaged workforce. Participants will explore key strategies for assessing the current workforce, identifying skills gaps, and planning for future workforce needs that align with the delivery of organisational strategies and goals.

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### **Basics for Managing Lawfully**

**3 Hours**

Key areas of employment law to manage staff lawfully. Raise awareness of statutory rights and best practice. Handle complaints, remedies and protection against employment claims taking into consideration recent changes in legislation.

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### **Investigating and Managing Discipline and Grievance**

**3 Hours**

Organisational employment policies, legal aspects of disciplinary and grievance processes, behaviour and skills to maintain discipline and harmony at work, records to support and monitor the disciplinary and grievance processes.

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### **Preparing for and Conducting Selection Interviews**

**3 Hours**

The preparation required before interviewing. The types and structure of interviews we may conduct. Questioning in interviews to ensure you identify and select the most suitable candidate. Consideration of legislation throughout the process.

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### **Succession Planning: Developing Future Leaders for Organisational Success**

**3 Hours**

Equip organisational leaders and people professionals with the tools to develop and implement effective succession plans for the future. Participants will learn how to identify key roles, assess potential leaders, and create development paths in order to deliver organisational goals and aspirations.

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# Bite Size Courses

## HUMAN RESOURCES

### **Talent Management: Strategies for Attracting, Developing, and Retaining Top Talent**

**3 Hours**

Provide leaders and people professionals with essential strategies for attracting, developing, and retaining top talent. Participants will explore effective recruitment techniques, employee development programmes, and retention strategies and look at best practice in building a strong talent pipeline, fostering employee engagement, and creating growth opportunities for high-potential individuals.



## FINANCE

### **Finance for Non-Finance Managers**

**2 Days**

Understanding the finance function in a business. The course covers:

- Interpretation of financial reports and profitability and liquidity
- Costing techniques
- Budgets
- Forecasting and variance analysis
- Investment appraisal and risk analysis

### **Personal Finance and Budgeting**

**1 Day**

This course is aimed at young people and apprentices. You will learn to:

- Demonstrate the ability to prepare personal budgets to make informed financial decisions.
- Apply and discuss debt management and expenses control techniques
- Develop and summarise the ability to assess financial risk in everyday situations and plan for the future.



# Bite Size Courses

## PERSONAL DEVELOPMENT

### Being Assertive and Confident 3 Hours

Defining assertiveness and confidence and some practical, physical and cognitive techniques to develop it. How we can change our beliefs about our own level of confidence.

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### Personal Branding for Career Success 3 Hours

This course provides professionals with tools to define and communicate a strong personal brand that enhances visibility, credibility, and career growth. Topics include; identifying your value proposition, crafting a brand statement, building a consistent presence, effective communication, and boosting visibility through networking.

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### Public Speaking and Presentation Skills 3 Hours

Gain confidence and practical techniques to deliver compelling presentations with clarity and impact. This session covers managing presentation anxiety, structuring persuasive content, mastering delivery skills, and handling challenges while building authentic audience connection.

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### Time Management 1 Day

Learn a wide range of techniques for managing your time effectively, including prioritising, planning, and dealing with common time thieves.



# Bite Size Courses

## INNOVATION AND CHANGE

### **The Future of Work – Mega Trends, Disruptive Forces & Future Proofing**

**3 Hours**

Leaders will gain insights into the rise of AI, automation, and the gig economy, alongside the evolving expectations of Gen Z and Millennials in leadership. With real-world case studies and practical tools, this session equips managers with future-proofing strategies to navigate uncertainty and drive innovation.

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### **Innovation and Change - Models and Tools Part 1**

**3 Hours**

Innovation isn't just about new ideas—it's about structured thinking and execution. In this session, discover the most effective innovation frameworks, including Tidd & Bessant's 4Ps, the Innovation Triangle, and the Diffusion of Innovation. Learn how to drive change, encourage creativity, and foster a culture of innovation within your team. Practical, powerful, and ready to implement.

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### **Innovation and Change - Models and Tools Part 2**

**3 Hours**

Building on Part 1, this session explores change management models like Kotter's 8 Steps, Lewin's Change Theory, and Den Hertog's Service Innovation Model. Learn to apply these frameworks, overcome resistance, and create a clear roadmap for successful transformation.

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### **Complex Systems Analysis - TQM Part 1**

**3 Hours**

Decoding Complex Systems for Smarter Decisions! In an increasingly interconnected world, understanding complexity is key to strategic success. This session introduces Systems Thinking, Total Quality Management (TQM), and methodologies to diagnose and optimise business operations. Learn how to break down complex problems, uncover root causes, and make informed decisions that drive long-term success.

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### **Complex Systems Analysis - TQM Part 2**

**3 Hours**

Boost performance with practical tools! This session, building on Part 1, explores the House of Quality, Kaizen, and Theory of Constraints. Learn to streamline processes and improve decisions through case studies and exercises, gaining a strategic toolkit without Six Sigma's complexity.

# Bite Size Courses

## SUSTAINABILITY AND RISK ASSESSMENT

### Risk Management and Crisis Planning

**1 Day**

Gain the knowledge and tools to proactively manage business risks, from identification and assessment to effective mitigation. Enhance business resilience by understanding risk types, utilising identification techniques like SWOT and process mapping, and applying assessment tools for prioritisation and strategic mitigation.

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### Workplace Hazard & Risk Awareness

**3 Hours**

Learn how to provide a foundational understanding of workplace hazards, risk assessment, and practical steps individuals can take to ensure their safety and the safety of others. The course covers: what are workplace hazards, basic risk assessment, defining risk, a risk assessment process and control measures.

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### Workplace Sustainability Awareness

**3 Hours**

This bite size course provides a foundational understanding of workplace sustainability, its importance, and practical ways individuals can contribute. The course covers: What is workplace sustainability, environmental, social and economic pillars, practical steps for individuals and design challenge.

# Bite Size Courses

## PROJECT MANAGEMENT

### AGILE Basics

**3 Hours**

This course is perfect for professionals seeking to understand the core principles, values and practices of Agile methodologies. This course covers:

- Introduction to AGILE - the Agile Manifesto, comparing agile to traditional project management approaches, introduction to popular frameworks.
- Agile practice and roles, including iterative development, sprints, stand-ups, key roles to support and Agile planning.
- Delivery- including backlog creation and prioritisation.

### Building Project Management and Project Management Office in the Business

**2 Days**

Learn to practically implement Project Management (PM) or Project Management Office (PMO) principles and support teams for successful project execution. Day 1 covers foundations, strategic alignment, team building, and implementation tools. Day 2 focuses on execution, monitoring, risk management, stakeholder communication, and continuous improvement.

### Fundamentals of Project Management

**1 Day**

This course is designed for individuals with no project management experience at all, and new to the discipline, providing an introduction to essential concepts and best practices. On this course you will learn; what a project is, project lifecycle choices, how to plan, execute and close a project, managing risks, resources and communication.

### Practical Project Management

**2 Days**

Transform your project leadership and implementation with this intensive two-day course. Gain hands-on, actionable skills in project management essentials, objective definition, planning, scheduling, risk management, execution, monitoring (KPIs, baseline changes, issues), stakeholder management, communication, and quality assurance. Includes practical application.

### Project Leadership & Communication

**1 Day**

Elevate your project leadership and communication skills. This dynamic session covers engaging stakeholders, navigating challenges, and inspiring teams. Explore leadership foundations, master stakeholder communication (identification, engagement, analysis), utilize advanced techniques (active listening, conflict management, presentations, emotional intelligence), and apply these skills to real-world project challenges.

# Bite Size Courses

## COACHING AND MENTORING

### **An Introduction to Coaching and Mentoring**

**1 Day**

Discover the benefits of coaching and mentoring for organisations in this bite-sized course. Learn fundamental principles, explore growth acceleration, participate in interactive activities, understand coach/mentor roles, and develop key communication, listening, and questioning skills.

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### **Coaching Skills for Managers**

**3 Hours**

Designed to equip managers and leaders with essential coaching techniques to enhance individual and team performance and development. Participants will learn about coaching models and coaching skills such as active listening, questioning, goal setting, and building trust. Coaching skills enable managers to create a positive and productive work environment where employees feel valued, supported, and empowered to reach their full potential.

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### **Effective Mentoring: Building Meaningful Connections**

**3 Hours**

Designed for managers and people professionals to explore how to build meaningful mentor-mentee relationships that foster personal and professional growth. Participants will learn the key principles and benefits of successful mentoring and the roles and responsibilities of both mentors and mentees in a mentoring relationship.

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### **Executive and Business Coaching**

**6 x 3 Hours**

Our 1-2-1 Coaching and Executive Coaching helps business leaders, directors, senior managers, and managers flourish, overcome challenges, and perform at their best. This approach drives transformative, lasting change for all levels, including aspiring leaders navigating their careers. It's also ideal for talent management, succession planning, and post-360 feedback development. It is also suited to aspiring managers/leaders to help them navigate their career to help them achieve their aspirations and reach their full potential.

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### **Introduction to Executive Coaching: A Tool for Developing Senior Leaders**

**3 Hours**

People professionals who are considering executive coaching as a highly effective development tool for senior leaders. Participants will learn the principles, process, and benefits of executive coaching and how to integrate executive coaching into their leadership development strategies, enhancing senior leader effectiveness and organisational performance.





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**CAMBRIA**  
FOR BUSINESS

# Are you looking for a more in depth qualification?

We offer a huge range of courses for all types of professions to help upskill, reinforce and grow your knowledge.

## PROFESSIONAL DEVELOPMENT COURSES

Develop the knowledge and skills your workforce needs.

**Many professional development courses are taught at our facility in Northop - Cambria Business School.**

The Business School is a modern, interactive learning environment set in a stunning location, delivering all levels of professional development training.

Our staff have an extensive range of expertise and experience within the commercial and public sector and we have a strong reputation for delivering academic excellence on many of our courses.

We deliver innovative, interactive, blended (on and off site) training sessions which are designed to fully engage and motivate delegates and to develop them to their full potential, whilst also allowing learning to be agile and inclusive in an ever changing learning landscape.

**Cambria is one of the largest professional development providers in the region, partnered with well known accreditors such as ILM, AAT, CIPD, PRINCE2, NEBOSH and IOSH.**



**aat**



**ilm**



**CIM**  
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Championing better  
work and working lives



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Or visit our website: **www.cambria.ac.uk**