



# Taking care of **business**

Short e-learning courses to help you  
improve your commercial skills

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# Online expertise to help your business thrive

SELECT is continually looking to improve its non-technical training for Members to help their business grow and flourish.

That's why we're delighted to have teamed up with **Training First Safety Ltd** to offer a range of short e-learning business skills courses.

With more than 30 topics to choose from, the Business Skills suite offers a selection of practical learning to enhance professional development and productivity for you and your employees.

Courses cost from £35 to £149 and last between 30 minutes and two hours, based on the amount of video content shown.

A full list of courses is listed on the following pages, with a short description to give you an idea of how they could help you and your business.

## Advantages of e-learning

As the industry constantly strives to pivot and adapt to situations, e-learning is a fantastic way to help keep your business on track with its training needs. Online training offers:

- **Flexibility** – online training courses can be taken anytime and anywhere. The only requirement is an internet connection.
- **Mobility** – courses are configured for all types of devices, so can be used on phones, tablets, laptops and desktops.
- **Affordability** – courses are extremely cost-effective and can be utilised efficiently.
- **Impartiality** – assessments can be retaken and reconsidered if you don't pass first time, with a fair scoring system to help you evaluate your understanding.

## How to book

For further information and a list of courses, please visit the Training First Safety website at [trainingfirstsafety.co.uk](https://trainingfirstsafety.co.uk). To book a place on a course, please e-mail [training@select.org.uk](mailto:training@select.org.uk) or call the SELECT Training team on **0131 445 5577**.



## Anti-bribery and corruption



This course examines some of the reasons why bribery and corruption occur as well as providing an overview of how common these practices are believed to be, before discussing how normal business activities, such as gifts, hospitality, sponsorship and donations, can be manipulated to become bribes.

**Approved by CPD / 50 mins\* / £35**

## Anti-harassment and bullying



This course covers the commitments that should be laid out in your company's anti-harassment and bullying policy so as to comply with UK law. It explains the differences between harassment and bullying, the steps that can be taken if either of these occur in or out of work, and some case studies to illustrate the points covered throughout the course.

**Approved by CPD / 32 mins\* / £35**

## Anti-money laundering



This course discusses a number of money-laundering offences, including tax evasion, theft, fraud, bribery and the financing of terrorism. You'll learn about some of the 'red flags' which could indicate illegal activity, and the connections between money-laundering and certain financial institutions.

**Approved by CPD / 50 mins\* / £35**

## Conflict resolution in the workplace



This course will consider what conflict is as well as its impact and role in the workplace. We will consider some of the triggers for workplace conflict and how it develops before looking at a number of different ways of managing it.

**Approved by CPD / 45 mins\* / £35**

## Customer service



This course will start by making it very clear exactly what we mean by customer service, and why it's so vital and then go into detail about some of the ways you can improve the customer service provided by your organisation.

**Approved by CPD / 75 mins\* / £35**

## Cyber security



Employees, managers and directors should all have a good understanding of the threat posed by cyber-attacks and the importance of guarding against data breaches. This short course will explain why cyber attacks and data breaches happen and provide practical advice on how to set up effective defences.

**Approved by CPD / 35 mins\* / £35**





## Developing good employee relations



This course covers the many benefits of good employee relations. It explains how to share the company vision, build strong teams and listen to any feedback. It also covers how to build a proactive HR presence, the employee handbook, performance management, motivating employees and dealing with complaints, discipline and negativity.

**Approved by CPD / 45 mins\* / £35**

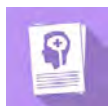
## Developing teamwork



This course will start explain what teamworking is and cover the basic principles of creating a group of people who'll work well together. It will also cover conflict in teams, explain some of the reasons conflict occurs and strategies for managing it. It will finish off by exploring some of the different styles of management behaviour and how to develop a resilient team.

**Approved by CPD / 30 mins\* / £35**

## Developing a workplace mental health policy



When people have good mental health, they are more likely to fulfil their potential. That means they enjoy work and cope easily with work situations. They have a happy family life and good social relationships. Organisations are required by law to promote and protect the mental well-being of their workforce.

**Approved by CPD / 20 mins\* / £35**

## Disciplinary procedures



This course covers the aims of the disciplinary procedure, covers penalties including investigations, allegations and suspensions, plus procedures for carrying out hearings and appeals.

**Approved by CPD / 45 mins\* / £35**

## Drug and alcohol awareness



This course is intended to provide the information you need to understand and spot the signs of drug and alcohol misuse. It covers the legal and social implications if an employee is misusing drugs and also discusses the law and the different types of drugs, and policies that can be put in place to protect yourself, your business and your employees.

**80 mins\* / £35**

## Effective delegation



This course will start with the essentials, defining exactly what we mean by delegation and why it's so important. It then goes into details about the elements of delegation, overcoming the barriers to delegation, how you can choose which tasks to delegate and who to, the process of delegation and much more.

**Approved by CPD / 110 mins\* / £35**



## Equality, diversity and discrimination



In this course we're going to be discussing two topics, 'equality' and 'diversity' and how they relate to one another. Understanding this will help us to identify and address issues of unfairness and discrimination in the workplace.

**Approved by CPD / 70 mins\* / £35**

## Facebook for business



Facebook is the world's largest social network. With over a billion users it's very likely that a proportion of your target customer audience will have a Facebook account. This course will look in detail at the use of Facebook as part of your marketing activity.

**Approved by CPD / 80 mins\* / £90**

## Introducing General Data Protection Regulation



This course gives a clear introduction to GDPR, including compliance and the consequences of non-compliance. It covers the categories of personal data and lawful basis for data processing, principles of GDPR and rights for individuals, privacy policies and how to avoid and deal with data breaches, including breach reports.

**Approved by CPD / 60 mins\* / £35**

## Introduction to emotional intelligence



This course will introduce the concept of emotional intelligence and how to use it in effective and meaningful ways, examining the difference between emotional intelligence and IQ, dispelling common myths and exploring the pros and cons of using emotional intelligence, the biological purpose for emotions, and how to manage them.

**Approved by CPD / 50 mins\* / £65**

## Leadership skills



A leader doesn't necessarily have to be a 'manager', but it's difficult to see how a manager could be truly effective without having at least some leadership skills. This course will introduce you to some of the important techniques and theories that can help you to improve your leadership skills and be more effective in your role.

**Approved by CPD / 90 mins\* / £35**

## LinkedIn for business



LinkedIn is a very valuable tool to find the key decision makers within certain companies. It's used for finding the best point of contact, gaining familiarity with their background before a call or sales pitch and a lot more. Find out how it can be used to enhance your business.

**Approved by CPD / 45 mins\* / £90**





## Managing meetings



This course starts with some definitions and statistics that outline how important it is to run meetings effectively. It examines factors that make meetings great and practical steps to ensure things run smoothly, covers ways to handle any problems and different decision-making approaches, and notes on keeping a log to become a confident participant.

**Approved by CPD / 60 mins\* / £35**

## Negotiation



This course covers the basics of what constitutes a negotiation, the key stages of a negotiation, skills you can apply to your negotiations and some practical advice so you can bring all of this together and become a more effective negotiator.

**Approved by CPD / 46 mins\* / £35**

## Presentation skills



Giving a successful presentation can be one of the hardest parts of any job. This course covers the common mistakes people make when preparing for and giving a presentation so you can avoid them, as well as going over good practice and providing some practical advice that you can put to good use the next time you have a big presentation to make.

**Approved by CPD / 55 mins\* / £35**

## Managing sickness and absence



This course will help you understand the different types of absence and identify ways of measuring absence. It covers why you should complete return-to-work forms and how to conduct effective return-to-work meetings. The course finishes off by explaining the formal processes involved in managing absence and how to apply appropriate policies.

**Approved by CPD / 30 mins\* / £35**

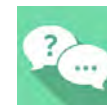
## Objective setting



This course aims to help you write effective objectives that deliver results. It covers the importance of goals and objectives and why we need them, the barriers to achieving your objectives and how to overcome them, what SMART objectives are and how to write and identify them, and some handy tips for successful objective setting.

**Approved by CPD / 30 mins\* / £35**

## Preparing for a job interview



This course is aimed at people who are starting out in their careers or who might need to refresh their skills after being out of work for a long time. Interviews are two-way processes, where the employer and the interviewee can both decide if they are a good fit. This short course will provide you with some useful tips for how to prepare for an interview including preparing answers to common questions.

**Approved by CPD / 20 mins\* / £35**



## Project management



This course covers the basic principles of project management and covers some of the tools and techniques you can employ to improve your project management skills.

**Approved by CPD / 90 mins\* / £35**

## Sales skills



The course starts with the basic rules for sales people. It covers cold calling, how to deal with gatekeepers and takes you through a typical face-to-face meeting. It then discusses how you can sell by stressing the results prospects can expect if they buy, and how best to play to their emotions. It then finishes off by covering negotiations and how to avoid them and includes some methods for closing a sale.

**Approved by CPD / 120 mins\* / £35**

## Search engine optimisation for business



This course focuses on the anchor point of your digital marketing strategy which is your website or micro-site. Here we'll explore search engine optimisation (SEO) and how you can use it to drive traffic to your website.

**Approved by CPD / 80 mins\* / £149**

## Sexual harassment in the workplace



This course will define sexual harassment, explain how protection comes from both employment and criminal law, how widespread the issue is and how management response is often poor. It also addresses how allegations should be handled, explains the importance of clear and robust policies and the role line managers take in such situations.

**Approved by CPD / 55 mins\* / £35**

## Social media for business



This course is all about how to get the best out of social media in a business, looking at business strategy, business development and the practicalities of employing people and agencies to support your social media activity.

**Approved by CPD / 100 mins\* / £149**

## Stress management



Stress is a real problem for organisations and employees and accounts for a significant proportion of work-related illness each year. Being aware of the signs and triggers of stress and how to manage them can make a real difference to your wellbeing and that of people around you. This course will cover an introduction to stress, why it's a problem, some of the causes and ways to minimise the risk.

**Approved by CPD / 30 mins\* / £35**

## Supervising mental health at work



This course is aimed at supervisors and line managers who are interested in getting a basic awareness of mental health at work and want to use this knowledge to create a positive mental health culture in their workplace.

**Approved by CPD / 25 mins\* / £35**

## The principles of performance management



In any organisation, the traditional model of strict command and control wastes a significant amount of time and money. Mutual trust, employee motivation and readiness to perform can easily be undermined. Performance management, on the other hand, offers a different, much more effective approach. In formal terms, performance management involves the achievement of performance targets through the effective management of people and the environment in which they operate. It's about setting achievable goals for the organisation and targets for individuals and teams.

**Approved by CPD / 55 mins\* / £35**

## Time management



More often than not, the people who excel in their job or are high achievers manage their time effectively, in a way that makes them work in a more efficient manner. This course has been designed to ensure you have the techniques to improve your efficiency, output and ability to function more effectively – whether in your ordinary day or when deadlines loom and the pressure is building.

**Approved by CPD / 105 mins\* / £35**

## Twitter/X for business



Rebranded in mid-2023 as 'X', Twitter is a social media platform that is used by a wide range of people, from celebrities, who use it to communicate with their fans to companies and brands who can use it to engage their customers and attract new ones. This courses will look in detail at the use of Twitter/X as part of your marketing activity.

**Approved by CPD / 55 mins\* / £90**

*\*The course duration is based on the amount of video content shown and is rounded off. It does not account in any way for loading time or thinking time on the questions. All prices are exclusive of VAT.*





Founded in 1900, SELECT is Scotland's largest construction trade association.

It has nearly 1,250 member businesses who collectively have an annual turnover of around £1 billion and employ over 15,000 people and 3,500 apprentices.

SELECT also delivers training courses to more than 3,500 electricians each year and is committed to regulation of the industry for a safer Scotland.

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