

MANAGEMENT AND LEADERSHIP AND PERSONAL DEVELOPMENT

OPEN COURSES

APPRENTICESHIPS

SUPPORT SERVICES

ISSUE: 22/04/2024

PETA[®] 

ASPIRE TO LEARN ▶ APPLY TO ADVANCE



Welcome...



PETA offers over 200 courses and apprenticeship programmes in the most sought-after professional, digital and technical skillsets – from management training to health and safety qualifications, IT skills and engineering.

Today, PETA is one of the largest and most respected training providers on the south coast and we will continue to build on this reputation, transforming careers and building the next generation of business leaders and technical experts.

Our directory reflects a wide and increasingly flexible range of training, learning and development solutions. From short courses, tailored or bespoke training, webinars through to qualification-led outcomes including apprenticeships and advisory and consultancy services, we can offer a tailored service that aligns to the needs and requirements of your business. These can be delivered at customer's locations or in our dedicated training centres which are designed to create a quality environment for learning.

On behalf of all the team at PETA, we look forward to supporting your people development experience which we hope will lead to enhanced performance and you can join us in our belief of Aspiring to Learn and Applying to Advance yourself and your business.

Fiona Stilwell

CEO



Why Partner with PETA?

OUR PURPOSE

Our purpose is to create fair opportunities for young people to advance from education to employment and help local businesses champion personal development as a means of driving commercial growth.

We invest in people and support them in their aspiration to be the very best they can be, for themselves, their careers and for the businesses they work in.

Our Vision is to build the next generation of engineers, technical experts and business leaders and create a world where people training is at the forefront of business strategy.

OUR VALUES

ASPIRE - We whole-heartedly support our customers in their aspirations to grow by developing the skills they need to get there

LEARN - We always listen, learn and question the norm to create new best practices and encourage a lifelong passion for learning

APPLY - We champion the application of learning and its impact on business prosperity and personal growth

ADVANCE - We give local businesses and people a voice in how adult education and training should advance to best meet their personal and commercial needs

AGILE LEARNING SOLUTIONS

Our learning and development solutions offer a range of agile, adaptable and impactful courses. Training is flexible, so it works in harmony with busy work across a wide range of topics and delivery options:

- Short taught courses combined with pre- and post-course eLearning modules
- eLearning solutions covering Corporate and Apprenticeship programmes
- Qualification and endorsed programmes from respected organisations
- Tailored corporate courses aligned to your specific needs, business context and goals including blended learning options
- Coaching options, facilitating insights and perspective in establishing the conditions for behavioural and skills development
- Mentoring through advisory services in Safety, HR, Training, Lean and IT initiatives

Programmes can be delivered at our Portsmouth Training Centre or at your business premises on a date and time to suit you. Many of our courses offer multiple bookings discounts, enabling you to get the best from your learning and development budget.

Our team are on hand to help you to select the right training, learning and development for your business – all part of our service and commitment to you.

ADVISORY SERVICES

Tailored support from a trained professional to help you tackle key projects or day-to-day essentials in Safety, HR, Training and Business Improvement.

MEMBERSHIP

Enjoy discounts of 15% or more, the opportunity to attend key events for free and a whole host of other benefits as part of the PETA business community.

APPRENTICESHIP AND MANAGED SERVICES

Our Apprentice recruitment and Managed Service solutions help you to get the very best from your levy and access co-investment funds where applicable.

VENUE HIRE - BOOK OUR FACILITIES

Our amazing venue at Access Point is equipped with a range of conference rooms and our renowned Conference Room, perfect for awards ceremonies and prestigious events. Members get a 20% discount on our standard room hire rates.

Keep in contact with us at:

- www.peta.co.uk
- www.facebook.com/PETA.Training
- www.linkedin.com/company/peta-ltd
- www.twitter.com/PETA_training



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Professional Skills

Management and Leadership

CMI Level 3 Certificate in The Principles of Management and Leadership

Gain the skills and knowledge to lead, organise and motivate teams

Duration	6.5 days	
Fees (+ VAT)	Member	£2,074.00
	Non-Member	£2,440.00
Start Date(s)	2024	2025
	20 September	

BOOK ONLINE »

WHO IS IT FOR?

A modular programme that delivers sustained learning in the foundations for developing first line managers to be inspirational, resilient, and valued leaders. Delivering essential learning in what it takes to be a great leader, how to deploy effective and consistent people management and how to motivate teams to achieve personal and professional success leading to successful leadership.

PLEASE NOTE

The assessment methods may be subject to change by the CMI

COURSE OVERVIEW

The Certificate comprises three modules listed below:

- Module 1: Principles of Management and Leadership
- Module 2: Managing a Team to Achieve Results
- Module 3: Managing Daily Activities to Achieve Results

CMI Level 5 Certificate in Management and Leadership

Develop your leadership skills and awareness to get better results

Duration	6.5 days	
Fees (+ VAT)	Member	£2,305.00
	Non-Member	£2,712.00
Start Date(s)	2024	2025
	10 May	

BOOK ONLINE »

WHO IS IT FOR?

This is the ideal programme for new or practicing middle managers, delivering learning to further develop their knowledge and skills, leading them to improved personal leadership performance and preparing them for senior management responsibilities. Through tutor led peer learning modules, combined with practical assignments, leaders will analyse their own strengths and development needs, explore how working with people, providing direction, using resources, facilitating innovation and change, will lead to positive business performance results

PLEASE NOTE

The assessment methods may be subject to change by the CMI.

COURSE OVERVIEW

The Certificate comprises three modules listed below:

- Module 1: Principles of Operational Leadership and Management in an Organisational Context
- Module 2: Managing Stakeholder Relationships
- Module 3: Managing Change

Management Essentials

Develop the essential skills to succeed in management

Duration **6 day - once per week**

Fees (+ VAT)	Member	£1,528.00
	Non-Member	£1,798.00

Start Date(s)	2024	2025
	23 April	
	1 July	

RELATED COURSES

- [CMI Level 3 Certificate in The Principles of Management and Leadership](#)
- [CMI Level 5 Certificate in Management and Leadership](#)
- [IOSH Managing Safely](#)

BOOK ONLINE »

WHO IS IT FOR?

This course is perfect for newly promoted or emerging managers delivering essential learning in the key concepts, practicalities and application of management and leadership skills.

COURSE OVERVIEW

Effective Leadership

- Management or Leadership; the subtle differences
- When to manage, when to lead
- Inspirational leadership – harnessing the power

Communication Skills

- Communication models and language patterns
- Reframing and problem solving – thinking differently
- Pure listening

High Performing Teams

- Team dynamics in action
- Team roles and the traits of a high performing team
- Developing positive team attitudes to increase motivation and productivity

Time Management

- Work drivers and influencers
- Taking control of the working day
- Delegation as a time management tool

Finance

- The main financial instruments of business
- How daily actions impact business results
- Profit and Loss, Balance Sheet, Working Capital, Cash Flow

Employment Law for Managers

- The framework of employment law
- Recruitment; selection, interview, induction
- Managing discipline, grievance and dismissal

Leading with Impact

Learn the secrets of successful team leadership

Duration	3 days	
Fees (+ VAT)	Member	£936.00
	Non-Member	£1,102.00
Start Date(s)	2024	2025
	7 May	

RELATED COURSES

- [Management Essentials](#)
- [Employment Law for Managers](#)

BOOK ONLINE »

WHO IS IT FOR?

This three-day course is for new or existing team leaders who need to develop the skills to deal with the challenges, influence the workforce and achieve business goals.

COURSE OVERVIEW

- What type of Team Leader are you; understand the expectations of the Team
- Why people think, act and feel the way they do
- Communicating to achieve excellent not average results
- Working with Hybrid Teams
- Creating resilience
- Managing performance – good and bad
- Managing change – it's inevitable
- Motivation and engagement – sustaining and moving forward
- Creating a coaching culture and becoming a coach
- Action planning of how you will put this into practice practically back in the workplace

Mate to Manager – Making the Transition

Make the move from team member to team leader

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	22 April	
	3 June	
	17 July	
	29 August	

RELATED COURSES

- [Leading with Impact](#)
- [Management Essentials](#)

BOOK ONLINE »

WHO IS IT FOR?

This is an ideal course for new and emerging managers, team leaders and supervisors who have been promoted and need to make the transition into a leadership role.

COURSE OVERVIEW

- Moving from being one of the many to becoming one of the few
- Establishing yourself in the role and managing working relationships and friendships
 - Understanding why there is a change in relationships
 - Overcoming personal barriers and beliefs
- Understand the transition process to becoming a world-class supervisor / manager
- Understanding the needs of the team now that you are no longer one of them
 - Creating an understanding of where to draw the line
 - Knowing how to best react to former colleagues crossing that line
 - Techniques for dealing with staff in a calm and collected manner
- Delegating to others and gaining commitment to deliver – getting excellence back every time
 - The skills and experience that can transition with you
- Planning and prioritising tasks and

Finance for Non - Financial Managers

De-mystify the language of finance

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	25 July	

RELATED COURSES

- [Microsoft Excel Introduction](#)
- [Management Essentials](#)

BOOK ONLINE »

WHO IS IT FOR?

This one-day course is for the new or existing managers who need to gain practical working knowledge of financial management principles and concepts and how they are put to use in business.

COURSE OVERVIEW

- The three main financial instruments of business
 - The balance sheet
 - The cash flow forecast
 - The profit and loss report
- Long term investment comparisons and decisions
- Finance terminology – what do all those terms mean?
- Using budget performance to enhance business responsiveness
- Ratio analysis to see and understand what lies beneath the numbers
- Fixed and variable costs and the importance of the break-even point

High Performing Teams

Motivate your team to be the best

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	7 May 15 July	

RELATED COURSES

- [Mate to Manager – Making the Transition](#)
- [Management Essentials](#)

BOOK ONLINE »

WHO IS IT FOR?

This interactive one day course is aimed at all leaders responsible for team performance who need to create a culture of productivity and motivation.

COURSE OVERVIEW

- What makes a high performing team – Bruce Tuckman style
- Delving into Belbin – team roles
- People's perceptions and thoughts and the impact it has on the team
- How to manage conflict constructively – tools and techniques that work
- Developing positive team attitudes to increase motivation and productivity

Manager to Leader

The Next Step to Unlocking Your Leadership Potential

Duration	1 day	
Fees (+ VAT)	Member	£665.00
	Non-Member	£783.00
Start Date(s)	2024	2025
	20 May	
	12 August	

RELATED COURSES

- [Management Essentials](#)
- [CMI Level 3 Certificate in The Principles of Management and Leadership](#)
- [CMI Level 5 Certificate in Management and Leadership](#)

BOOK ONLINE »

WHO IS IT FOR?

Our 'Mate to Manager' course has been highly popular as a great first step in supporting new managers as they step into their first management position. We are now pleased to offer the next step on the Management and Leadership journey, the 'Manager to Leader' course. Combining a one day high impact content with two personalised coaching sessions, this takes the manager further in exploring how to become a performance leader and how to create high performing teams using inspirational leadership principles.

PLEASE NOTE

This is a one day classroom based course plus two x 1 hour virtual coaching sessions held at weeks 2 and 4 following the course.

COURSE OVERVIEW

- Impactful Leadership
 - Leadership; its impact on organisational success
 - Impactful leadership styles and their applications
 - Integrity, values, ethics, and vision in leadership
- Leading a High Performing Team
 - The critical power of team dynamics
 - Leading high performance and organisational success
 - Developing a positive team working culture
- Leading Change
 - Change management as a future strategy
 - Techniques for reducing resistance to change
 - Supporting the team in future vision and working structures
- Leading a Culture of Continuous Improvement
 - Engendering employee engagement and ownership
 - Implementing efficiencies for long-term success
 - Implementing a coaching culture within the organisation
- Action Planning
 - Develop a high level action plan that will then drive your 1-2-1 coaching sessions

Effective Virtual Communication

Using Technology to become a Confident, Dynamic and Engaging Speaker

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

BOOK ONLINE »

WHO IS IT FOR?

Presenting and engaging an audience online can be daunting. How do you create a message that people feel is authentic, overcome nerves, project with confidence and at the same time master the technology needed to be successful? You have the power to change this. Join our online 7-module programme designed for any individual within a business who delivers virtual speaking, whether that be, meetings, presentations or learning sessions. It will share techniques that enable individuals to speak with confidence on camera for videos, webinars, meetings, and virtual events and will enable you to show the personality behind your business.

COURSE OVERVIEW

- Module 1: Confidence - Overcoming the barriers to successful delivery
- Module 2: Tech Set Up - Explore the technical elements of delivering virtually
- Module 3: Content - How to build the right message
- Module 4: Delivery - How to get the best out of your session
- Module 5: Engagement - Building rapport with your audience
- Module 6: Impact - Measuring and evaluating the impact of your virtual delivery
- Module 7: Action - Putting the skills you have learnt into practice

Managing a Multi Generation Workforce

Harness the benefits from every generation

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

RELATED COURSES

- [Employment Law for Managers](#)
- [Dealing with Difficult People and Situations](#)

BOOK ONLINE »

WHO IS IT FOR?

Today's workforce contains 5 generations, each bringing its own set of behaviours, expectation and values. A 'one size fits all' management approach can never apply. One of the key management challenges in 2020 is how to better understand all the individuals in your team, to retain and motivate them, creating high performing teams and improved business performance.

COURSE OVERVIEW

- The workplace in 2020 and what shapes each generation.
- Understand the needs, strengths, the challenges each generation can present.
- What motivates Baby Boomers, Generation X, Y (Millennials) and Z?
- Develop approaches to lead generations effectively.
- Explore the benefits of a multi-generational workforce
- Tailor recruitment activity to take account of the different generations.
- Improve retention for generations most prone to 'job hop', generations Z and Y (Millennials)
- Finding 'common' ground between generations
- Drive performance by creating multi-generational teams.
- Creating cross-generational mentoring

First Line Leadership in Engineering

Gain the skills and knowledge to lead, organise and motivate teams

Duration	11 days	
Fees (+ VAT)	Member	£2,625.00
	Non-Member	£3,089.00
Start Date(s)	2024	2025
	30 April	

BOOK ONLINE »

WHO IS IT FOR?

A modular programme that delivers sustained learning in the foundations for developing first line leaders within the engineering sector, enabling them to be inspirational, resilient, and valued leaders. Delivering essential learning in what it takes to be a great leader, specifically linked to the sector, how to deploy effective and consistent people management and how to motivate teams to achieve personal and professional success leading to successful leadership.

COURSE OVERVIEW

Delegates attending the course will learn:

- Management and leadership in theory and practice
- How to manage team performance and tasks to achieve results
- Techniques to support staff development and achievement
- Problem solving and decision-making techniques
- Commercial Awareness and Business Acumen
- Deliver effective presentations to internal and external stakeholders

Module detail

- Module 1: Communication – The Springboard to Success
- Module 2: People Leadership – Today and for the Future
- Module 3: Managing Tasks and Sustaining High Performance
- Module 4: Staff Development – Creating a Support Culture
- Module 5: Commercial Awareness – Understanding Business
- Module 6: Presenting Effectively
- Coaching Sessions
- Project Presentation

E00=4

E00=6

E00=8

E00=1

11

Professional Skills

Personal Development

Coaching Skills

Inspire, develop and motivate others to achieve

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

RELATED COURSES

- [Communication Skills](#)
- [Management Essentials](#)

BOOK ONLINE »

WHO IS IT FOR?

This course will equip managers, team leaders and supervisors with the skills required to coach people to develop or improve performance whilst learning on the job.

COURSE OVERVIEW

- The definitions of mentoring and coaching and the difference between them
- The skills and qualities of a good coach
- Recognising the value of a coaching system
- Structuring a plan, creating a programme:
 - Creating trust and rapport
 - Questioning and listening skills
 - Setting goals and targets – creating empowerment
 - Giving feedback and support
 - Building and maintaining motivation
 - Potential pitfalls and handling setbacks

Train the Trainer

Outstanding training skills to deliver powerful and effective training

Duration 2 days

Fees (+ VAT)	Member	£746.00
	Non-Member	£878.00
Start Date(s)	2024	2025
	10 July	

RELATED COURSES

- [Presentation Skills](#)
- [Microsoft PowerPoint](#)

BOOK ONLINE »

WHO IS IT FOR?

Training others requires skill, the confidence and professionalism to deliver training that results in a positive performance impact. This course is ideal for those responsible for the design and delivery of training to others; from short sessions through to full day activities.

COURSE OVERVIEW

- Learning styles and impact on success
- Importance of objectives; business and/or individuals
 - Understanding the training cycle;
- Identify need, set objectives, design, delivery, evaluation
- Building self-confidence
- Keeping people engaged; enthusiasm, patience, body language
- Structuring and delivering training:
 - The basics; timing, location, environment
 - Structure the learning in steps
 - Engaging the learner from the start
 - Maintaining engagement; overcoming challenges
 - The art of communications; voice, listening skills and questioning
 - Mentoring and coaching techniques
 - Validating learning
- Evaluation of impact

Presentation Skills

Deliver confident and professional presentations

Duration	2 days	
Fees (+ VAT)	Member	£746.00
	Non-Member	£878.00
Start Date(s)	2024	2025
	17 June	

RELATED COURSES

- [Microsoft PowerPoint](#)
- [Communication Skills](#)

BOOK ONLINE »

WHO IS IT FOR?

This course is for anyone who needs to develop the skills to deliver effective presentations to a range of audiences and applications such as delivering a sales pitch, rolling out a new product line, pitching for new business or engaging with internal or external stakeholders.

COURSE OVERVIEW

- The shape and form of effective presentations
- Defining the presentation objectives
- How to select, structure and prepare the most effective materials and visual aids
- Allocating time to ensure commitment
- Preparing and using notes effectively
- Contingency plans – the benefits and pitfalls of new technology
- Calming nerves and learning to relax
- Effective use of voice and body, including controlling potentially distracting mannerisms
- Attracting and maintaining interest by ensuring audience commitment
- Handling questions and objections to ensure a positive outcome
- Contingency plans

Communication Skills

Effective communication improves business productivity

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	30 April 8 July	

RELATED COURSES

- [Dealing with Difficult People and Situations](#)
- [Assertiveness Skills](#)

BOOK ONLINE »

WHO IS IT FOR?

For any individuals who need to understand the art of communication, ensuring effective delivery of a message at all levels reducing the time and energy wasted by trying to clarify ambiguous messages, or unclear instructions.

COURSE OVERVIEW

- What effective communication means
- The communication process
- Different types of communication and when to use them
- Positive and negative language
- Assertive, submissive, aggressive
- The relevance of body language
- How to control difficult conversations
- Reframing and problem solving

Assertiveness Skills

Communicate with confidence and positivity

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	2 May	
	30 August	

RELATED COURSES

- [Communication Skills](#)
- [Sales and Negotiation Skills](#)

BOOK ONLINE »

WHO IS IT FOR?

Assertiveness is an essential quality in business and has a strong crossover in our personal lives. This course is for individuals who need to manage relationships effectively in a confident, self-assured manner.

COURSE OVERVIEW

- Defining assertive, submissive, passive and aggressive behaviour
- Communication preferences
- The basic steps to developing an assertive approach
- Managing relationships – the ability to disagree constructively and with confidence
- Establishing and maintaining an assertive manner

Dealing with Difficult People and Situations

Neutralise problem situations in the workplace

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

RELATED COURSES

- [Assertiveness Skills](#)
- [Exceptional Customer Service](#)

BOOK ONLINE »

WHO IS IT FOR?

This course is perfect for those who are experiencing difficult, problematic situations involving people and need to equip themselves with the skills to manage them in a proactive and confident manner.

COURSE OVERVIEW

- Identifying 'difficult' people
- Why are people difficult?
- Why do we do what we do?
- Taking responsibility
- Identifying the difficult behaviour
- Negotiating in difficult situations
- Handling emotions to reduce conflict
- Being assertive
- Handling challenging conversations
- Solving people problems

Time Management

Take time to make time

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	29 April	
	17 July	

RELATED COURSES

- [Assertiveness Skills](#)
- [Communication Skills](#)

BOOK ONLINE »

WHO IS IT FOR?

This one-day course will introduce a broad range of time management techniques and is perfect for those who are finding it difficult to manage their time to complete work within the working day.

COURSE OVERVIEW

- Work drivers and influencers
- Taking control of the working day: developing clear priorities
- Delegation as a time management tool
- Dealing with interruptions – telephone, colleagues, visitors, email and meetings
- Time wasters – alleviate or eliminate
- Setting realistic and achievable objectives, dealing with deadlines and learning to say “No”

Building Personal Resilience and Wellbeing

Perform at your best by building resilience

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	3 July	

RELATED COURSES

- [Employment Law for Managers](#)
- [Mental Health First Aid](#)

BOOK ONLINE »

WHO IS IT FOR?

This one day course is ideal for all individuals who want a completely fresh approach to recognising, understanding and tackling stress and pressure in themselves.

COURSE OVERVIEW

- What is personal resilience?
- What is the difference between stress and pressure
- What causes you stress?
- Attributes to being personally resilient
- Personal resilience at work
- Managing your stress in general

ISO 9001 - Compliance Auditing

Understand the auditing role to help shape tomorrow

Duration	2 days	
Fees (+ VAT)	Member	£746.00
	Non-Member	£878.00
Start Date(s)	2024	2025
	10 June	

BOOK ONLINE »

WHO IS IT FOR?

This two-day course is for any individual tasked with the responsibility for conducting audits to the ISO 9001:2015 standard and needing to develop the knowledge and practical skills to conduct a full audit of an organisations quality management system.

PLEASE NOTE

Attendees will require a good basic understanding of ISO 9001:2015 and quality management to benefit from attending this course.

COURSE OVERVIEW

Day 1

- ISO 9001: Recap of the 2008 version and introducing changes in the 2015 standard
- The role of the auditor
- The attributes of the auditor
- Definitions of first, second and third party assessments
- Presenting the audit findings
- The importance of corrective action

Day 2

- Case study on conducting a company quality system audit
- Peer group review of the case study activity
- Categorising non-compliance against the system standard

Change Management

Maintain your competitive edge to meet the ever-changing needs of customers

Duration		
Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

BOOK ONLINE »

WHO IS IT FOR?

Change is the constant in today's business world and agile organisations regularly recognise, plan and implement change in order to stay ahead. If change programmes fail to achieve their intended outcomes, the consequences can be costly and devastating to a business. This course will equip people with the knowledge and skills to plan, manage and implement a programme of change.

COURSE OVERVIEW

- Change Management case studies
- The psychology of change and how it impacts people
- Gain staff 'buy-in' to change
- Develop skills for effectively communicating change
- Identify and overcome obstacles to changes
- Plan, communicate and manage change through an 8-step process

Project Management

Demonstrate a disciplined and structured approach to managing projects

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	13 June	

RELATED COURSES

- [ISO 9001 - Compliance Auditing](#)
- [Microsoft Project](#)

BOOK ONLINE »

WHO IS IT FOR?

Ideal for individuals tasked with leading large or small projects, to learn the tools and techniques of successful project management, enable a structured approach to the deployment of resources leading projects to a successful conclusion.

COURSE OVERVIEW

- Setting project aims and objectives
- Project definition
- Work scope, assumptions and risks
- Organisation and the power of the team
- Project planning using PERT, critical path analysis and Gantt charts
- Resource planning

Sales and Negotiation Skills

Learn the art of sales and negotiation to differentiate yourself from the competition

Duration	2 days	
Fees (+ VAT)	Member	£746.00
	Non-Member	£878.00
Start Date(s)	2024	2025
	5 June	

BOOK ONLINE »

WHO IS IT FOR?

Individuals who build relationships with customers and persuade them to make purchases through the art of negotiation, generate a culture of repeat business which is at the heart of all sales activities. This course is primarily for individuals who are new to the sales process and need to develop face-to-face sales and negotiation skills.

COURSE OVERVIEW

- Understanding the sales process and effective selling
- Skills and behaviours of a great salesperson
- The principles and stages of negotiation
- Strategies for negotiating
- Effective communication behaviours
 - Using questions
 - Active listening skills
 - Using silence
 - Recognising signals
- Your product/service and how it benefits the customer
- Features and benefits and how to present these in the most powerful way
- Developing your own negotiation style
- How to handle customer objections
- Knowing when to close a sale

Exceptional Customer Service

Provide first class customer satisfaction

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

BOOK ONLINE »

WHO IS IT FOR?

This course is essential for all staff dealing with customers who are required to ensure every interaction with a client is maximised by adding a truly exceptional customer service.

COURSE OVERVIEW

- What does “Exceptional Customer Service” look like?
- The definition of the customer relationship and the approaches you can use
- Utilising questioning and listening skills to really understand the customer
- Recognising how effective communication and service impact the customer experience
- Selecting the right method of communication
- Adding value to the customer interaction by creating the “wow” factor
- Managing and reducing customer complaints

Employment Law for Managers

Act in confidence when dealing with key employment laws

Duration	1 day	
Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00
Start Date(s)	2024	2025
	21 May	
	5 August	

BOOK ONLINE »

WHO IS IT FOR?

This is an excellent starter course for managers who need to ensure they are applying best practice employment legislation, boundaries and policy when dealing with people-related issues.

COURSE OVERVIEW

- An introduction to the scope of human resources responsibilities
- Different types of workers in the business and their specific contract requirements
- Salary and benefits
- Disciplinary, grievance and dismissal
- Appraisals
- Sickness absence
- Equality and diversity

Performance Reviews

Drive performance and motivation through effective appraisals

Duration

Fees (+ VAT)	Member	£
	Non-Member	£

Start Date(s)	2024	2025
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RELATED COURSES

- [Managing Performance – Discipline, Capability and Grievance](#)
- [Employment Law for Managers](#)

BOOK ONLINE »

WHO IS IT FOR?

This course is suitable for individuals involved in the appraisal review process who need to deliver appraisals that are aligned to the business objectives, are engaging for employees and reflect a fair and true account of an individual.

COURSE OVERVIEW

- The purpose and benefits of appraisals/ performance and development reviews for the organisation, the employee and the manager
- The link between appraisals/ performance & development reviews and motivation and performance
- The importance of regular 1-2-1's to keep the objectives and development plan alive and generate success
- Crafting SMART objectives and aligning objectives to business goals
- Preparing and creating the right environment for the review
- Managing the conversation - agenda and flow
- Using powerful questions to explore issues and open up discussion
- Listening skills to increase effectiveness of discussion and build the relationship
- How to confidently give effective feedback that genuinely improves performance
- Identifying a range of training and development needs

Recruitment and Interviewing Skills

Attract and retain top talent

Duration **1 day**

Fees (+ VAT)	Member	£362.00
	Non-Member	£426.00

Start Date(s)	2024	2025
	23 May	

RELATED COURSES

- [Employment Law for Managers](#)
- [Communication Skills](#)

BOOK ONLINE »

WHO IS IT FOR?

This course delivers clarity and insights into good practice in planning for and conducting recruitment campaigns.

COURSE OVERVIEW

- Why getting recruitment right is so important
- The importance of an employer brand
- Defining the requirements of a vacancy and understanding the options available
- The do's and don'ts of a recruitment advert, including the legal framework
- Understanding the importance of a good candidate experience
- Sifting and shortlisting candidates
- Preparation for interviewing process
 - Optimum questioning techniques
 - Using different selection methods
 - Note taking and assessing each candidate

Equality, Diversity and Inclusion

Embrace the uniqueness of your staff

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

RELATED COURSES

- [Employment Law for Managers](#)
- [Data Protection and GDPR](#)

BOOK ONLINE »

WHO IS IT FOR?

Embracing equality, diversity and inclusion will enrich the talent within a business. Implementing a strategy requires an appreciation of the legal requirements of the Equality Act 2010, and this course is perfect for providing the foundation for those developing policies and practices.

COURSE OVERVIEW

- The Equality Act 2010 and responsibilities under the Act
- Understanding the nine protected characteristics
- The different types of discrimination and where to look for risk
- The ever-changing entitlement to flexible working / family friendly rights
- Handling complaints fairly and reasonably at work through the review of relevant case law
- Review of own policies and procedures

Data Protection and GDPR

Protect data and privacy to safeguard your business

Duration

Fees (+ VAT)	Member	£
	Non-Member	£
Start Date(s)	2024	2025

RELATED COURSES

- [Equality, Diversity and Inclusion](#)
- [Employment Law for Managers](#)

BOOK ONLINE »

WHO IS IT FOR?

This one-day course is for staff designated with handling data who need to improve or instigate data protection policies and procedures in line with the requirements of the General Data Protection Regulations (GDPR).

COURSE OVERVIEW

- GDPR Overview
- Key terms
- Responsibilities of a Data Protection Officer, Data Controller and Processor
- 6 privacy principles
- 12 steps to compliance
- Data discovery
- Data categorising
- Lawful basis for processing
- Automated decision-making and retention periods
- Security measures and managing third parties
- Principles of a Privacy Notice and what should be included
- Managing a Data Subject Access Request (SAR)
- Dealing with a data breach
- International data transfers
- Data Privacy Impact Assessments (DPIA) and when they should be used
- Policies and procedures
- Action planning and next steps

A photograph of a woman with long dreadlocks, smiling warmly. She is wearing a red and white patterned scarf. In the background, a man is looking at a whiteboard with some diagrams. The setting appears to be a professional meeting or workshop. A dark blue diagonal shape is overlaid on the bottom left of the image.

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Professional Skills

Professional Advisory and Coaching Services

Psychometric Profiling and Behavioural Models

WHO IS IT FOR?

Developing an understanding of how people think and the reasons behind their behaviour can be invaluable to an organisation. Here is a guide to a few of the most popular tools and techniques which can be incorporated into company sponsored learning and development packages to support team and individual development.

MYERS BRIGGS THEORY AND THE MBTI MODEL

The Myers Briggs MBTI system is personality profiling using four-scale structure for identifying and categorising an individual's behavioural preferences, based almost entirely on Carl Jung's theories and his (translated) descriptive words.

Awareness of differences between psychological types can help people understand the values of other people who think and act differently, thus understanding and appreciating the differences between people. It is important to understand that, as all types are equal, there is not best type.

STRENGTH DEPLOYMENT INVENTORY (SDI)

Have you ever wondered why you get on with an individual better than someone else, or why you are able to communicate clearly with one person but not with another? The Strength Deployment Inventory Questionnaire helps individuals understand their personal values and in turn their colleagues' values.

This insightful analysis can help resolve communication issues, avoid costly personality conflicts, and identify how to give and receive motivational feedback. As a result, the SDI will increase the skill to provide improved leadership through better understanding of self and others.

VOICEPRINT

Do you ever come away from a conversation thinking, well, that wasn't the response I was expecting? Do you every find yourself listening to someone, summarising what they've said only to see a confused look on their face that clearly tells you that wasn't what they meant at all?

VoicePrint is a personal profiling tool that helps you visualise and understand the way in which you talk, how you're heard by others, the impact that you have and your ability to communicate, engage and influence. This helps you to understand how the 'voice' you use affects your ability to engage others and how this then translates to both individual and organisational performance.

INSIGHTS DISCOVERY

Which of the eight personality types are you? Insights Discovery is a psychometric tool based on Jungian psychology, which utilizes a four-colour model; Cool Blue, Fiery Red, Sunshine Yellow and Earth Green and each has its own unique key personality traits, preferences and associated behaviours.

Whether you use this hugely popular tool for individual performance or wider team development, this will increase self-awareness, communication, decision making and ultimately performance.

TO EXPLORE THESE OPTIONS

Please contact your Account Manager or a member of the Management and Business Training team to discuss in further detail.

PETA Coaching Services

Our team of experienced and professional Business Coaches will work with you to tailor and bespoke a coaching package that is delivered to meet your requirements and those of your employees, ensuring that it provides you with the highest quality support and greatest return on investment.

This service can help support those employees faced with a variety of concerns and often stressful situations; empowering them to achieve a more positive outlook and overcome their individual challenges on both a personal and professional level e.g. Leadership development.

An initial consultation meeting with your dedicated Business Coach will enable us to recommend and match your needs to the most appropriate service.

SERVICE OPTIONS:

Bronze Service

6 Month Contract, includes (For one individual only)

- Initial Consultation (1 hour)
- 3 x 2-hour sessions (either onsite or at PETA Ltd)
- Up to a total of 1-hour telephone/email support between sessions
- Personalised action plan, promoting ongoing development

MEMBER £1,935 + VAT

NON-MEMBER £2,276 + VAT

Silver Service

9 Month Contract Period, includes (Can be used for multiple people)

- Initial Consultation (1 hour)
- 6 x 2-hour sessions (either onsite or at PETA Ltd)
- Up to a total of 2-hours of telephone/email support between sessions
- 1 x 50% discount voucher to be used on an open course during the contract (excludes qualifications)
- Personalised action plan, promoting ongoing development

MEMBER £3,460 + VAT

NON-MEMBER £4,070 + VAT

Gold Service

- Initial Consultation (1 Hour)
- 9 x 2 hour sessions (either onsite or at PETA Ltd)
- Up to a total of 3-hours telephone/email support between sessions
- 2 x 50% discount voucher to be used on an open course during the contract (excludes qualifications)
- Personalised action plan, promoting ongoing development

MEMBER £4,960 + VAT

NON-MEMBER £5,836 + VAT

Please note – all the above package prices exclude tutor travel and accommodation where applicable.

To Book – telephone [023 9253 8700](tel:02392538700) or email enquire@peta.co.uk

HR Advisory Services

Our first-class HR Professionals will work with you to tailor a bespoke package of support that is delivered to meet your requirements ensuring that it provides you with the greatest return on investment.

This service can cover a wide scope of HR activities from developing new policies and procedures, updating with new legislation, dealing with contracts and performance management.

An initial consultation meeting with your dedicated HR professional will allow them the opportunity to recommend and match your needs to the most appropriate service listed below.

SERVICE OPTIONS:

Bronze Service

12 Month Contract Period, Includes:

- Initial Consultation
- Documentation Review
- 3 x half day onsite visits
- 2 hours of telephone/email support

MEMBER £2,692 + VAT
NON-MEMBER £3,167 + VAT

Silver Service

- Initial Consultation
- Documentation Review
- 6 x half day onsite visits
- 4 hours of telephone/email support
- Organisational Needs Analysis

MEMBER £4,945 + VAT
NON-MEMBER £5,825 + VAT

Gold Service

- Initial Consultation
- Documentation Review
- 6 x half day onsite visits
- 4 hours of telephone/email support
- Organisational Needs Analysis
- 2 x 25% discount vouchers to be used on two open courses during the 12 month contract period
- 1 x half day Health and Safety Review

MEMBER £6,963 + VAT
NON-MEMBER £8,194 + VAT

Please note – all the above package prices exclude tutor travel and accommodation where applicable.
To Book – telephone [023 9253 8700](tel:02392538700) or email enquire@peta.co.uk



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Apprenticeships

Business Apprenticeships

Business Administrator Level 3

Taking administration to the next level and deliver a comprehensive support service

QUALIFICATIONS

- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	15 Months
Off-the-job-training	10 days
Start date	Flexible to suit

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- IT packages and systems
- Record and document production
- Decision making
- Interpersonal skills
- Communications
- Quality
- Planning and organisation
- Project management
- Understanding the organisation
- Value of own skills
- Stakeholders
- Relevant regulation
- Policies
- Business fundamentals
- Processes
- External environment factors
- Professionalism
- Personal qualities
- Managing performance
- Adaptability
- Responsibility

NEXT STEPS

- [Team Leader / Supervisor Level 3](#)



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Apprenticeships

Management Apprenticeships

Team Leader / Supervisor Level 3

Develop the essential skills to succeed as a first line manager

QUALIFICATIONS

- Team Leader / Supervisor Level 3 Apprenticeship
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	20 Months
Off-the-job-training	12 days
Start date	Fixed start dates

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Leading People
- Managing people
- People and team management models
- HR systems and legal requirements
- Performance management techniques
- Communication
- Operational management
- Understand how organisational strategy is developed
- Implementation of operational/team plans
- Project management
- Finance and organisational governance
- Awareness of self
- Management of self
- Operational management approaches and models
- Business development tools

NEXT STEPS

- [Operations / Department Manager Level 5](#)

Operations / Department Manager Level 5

QUALIFICATIONS

- Operations / Department Manager Level 5 Apprenticeship
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration	24 Months
Off-the-job-training	13 days
Start date	Fixed start dates

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Operational management approaches and models
- Business development tools and approaches to continuous improvement
- Operational business planning techniques
- Management systems, processes and contingency planning
- Project management
- Finance/commercial awareness
- Identify and shape new business opportunities
- Setting KPIs and monitoring performance against plans
- Producing reports
- Different leadership styles
- Motivate and improve performance
- Organisational cultures and diversity
- Managing multiple teams and develop high performing teams
- Performance management techniques
- Building relationships
- Working collaboratively with others
- Communication

Associate Project Manager Level 4

QUALIFICATIONS

- APM Project Management Qualification
- English Functional Skills Level 2 (If required)
- Maths Functional Skills Level 2 (If required)

Duration **18 Months**

Off-the-job-training

Start date **Fixed start dates**

APPRENTICESHIP OVERVIEW

This apprenticeship develops the knowledge, skills, behaviours and attitudes of staff in the following areas:

- Project governance
- Project stakeholder management
- Project communication and leadership
- Consolidated planning
- Budgeting and cost control
- Business case and benefits management
- Project scope and schedule
- Resource management
- Project risk and issue management
- Contract management and procurement
- Project quality, context and governance
- Stakeholder and communications management
- Budgeting and cost control
- Business case
- Scope management
- Consolidated planning
- Schedule management
- Risk and issue management
- Quality and resource management
- Collaboration and teamwork
- Effective and appropriate communication
- Integrity, ethics, compliance and professionalism



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Essential Information

Essential Information

PETA Course Booking Terms and Conditions

Our aim is to make your training experience with us as comfortable and pleasant as possible. Call 023 9253 8700 or email enquire@peta.co.uk for help with booking your courses.

Here is some key information to guide you.

WHEN DO THE COURSES START AND FINISH?

Most courses commence at 9.15 am and coffee and registration take place from 8.45 am. Typically, courses finish at 4.30 pm. Lunch is usually between 12.30 pm and 1.30 pm. Refreshments are provided mid-morning, lunch time and mid-afternoon.

WHAT IF I AM DISABLED OR HAVE SPECIAL NEEDS?

We are committed to offering courses and facilities that respect differing needs and are accessible to all. If you do have a requirement, please contact us and we will explore with you how best to support your specific needs.

WHAT DO I NEED TO BRING WITH ME?

Your joining instructions (sent approximately two weeks prior to the course), will explain details of venue, start time, car parking facilities and information about what you need to bring with you. We do encourage individuals to consider their traveling arrangements to minimise the impact on the environment.

FEES

All fees listed in the Directory are subject to VAT and (unless otherwise stated) include refreshments, lunch (for courses of one day or more) and all training materials. When booking your course, please be sure to familiarise yourself with our terms which are detailed on the reverse of the booking forms.

HOW TO PAY

You can book and pay online at www.peta.co.uk. Members will be invoiced on commencement of a service unless otherwise agreed. Payment is required 28 days from date of the invoice.

Non-Members are required to pay at the time of booking and can pay online or by cash, cheque or credit card. However, payment must be received PRIOR to service commencement. If a purchase order is required, please quote the number on your booking form.

HOW TO MAKE A COURSE BOOKING

- Online: www.peta.co.uk
- Telephone: [023 9253 8700](tel:02392538700)
- Email: enquire@peta.co.uk

REGISTRATION FEES

Registration fees for accredited programmes are not refundable or transferable.

TRANSFERS AND CANCELLATIONS ESSENTIALS

First transfer and cancellation fees

Substitutions may be made at any time up to the start of the course. Transfers and late cancellations will, however, incur the following charges based upon the time of receipt of written notification prior to the course commencement date.

Working Days	Substitutions	Transfers	Cancellations
11-15	Free	Free	25% Fee
6-10	Free	25% Fee	50% Fee
Less than 6	Free	50% Fee	Full Fee

Delegates who fail to attend will be charged the full fee.

PETA CANCELLATION

In the event of cancellation for any reasons whatsoever or howsoever by PETA Ltd, the limit of PETA's liability shall be to use its best endeavours to give notice of such cancellation and no further.

CONTACT US

Any questions you would still like to ask PETA?

Call us on [023 9253 8700](tel:02392538700) or e-mail enquire@peta.co.uk

SUPPORT SERVICES

- Safety, health and Environment
- Training and HR
- ICT Applications Support
- Business Improvement
- Coaching Services

Book your training online at:

- www.peta.co.uk
- enquire@peta.co.uk
- **023 9253 8700**

PETA Limited is an equal opportunities provider of training and welcomes all sections of the community.

PETA Management and Training
Conference Centre
One Access Point, Northarbour Road
Portsmouth, Hampshire, UK PO6 3TE

APPRENTICESHIPS

- Apprenticeship Levy Managed Service
- Business
- Management
- IT and Digital
- Engineering

OPEN COURSES

- Management and Leadership
- Personal Development
- Business Improvement and Quality Management
- Customer Service and Sales
- HR Training
- Computer Applications, Software and Infrastructure
- Safety, Health and Environment
- Lift Truck and Mechanical Handling
- Engineering Skills

