

# Employability Skills Courses



At Future Creative we offer high quality, high impact training courses that develop participant's employability skills for the work-place. Our team of professional facilitators use creative approaches to engage and inspire sustainable learning that will equip participants with the knowledge and confidence they need to secure themselves a meaningful employment.

## 1. Self-Management

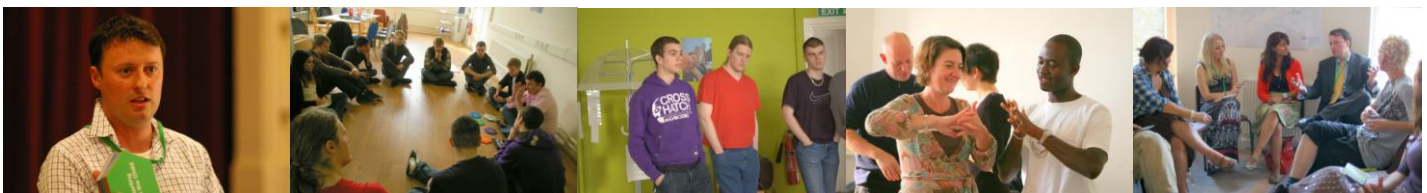
### On this course participants will:

- Understand the responsibilities of starting work.
- Develop flexibility, resilience and appropriate assertiveness.
- Learn how to manage time in the workplace and develop the skills and confidence necessary to become a self-starter.
- Develop reflective capacities; how to accept feedback and how to use it constructively to consistently improve performance in the workplace.

## 2. Team Working

### On this course participants will:

- Learn to respect others, listen, contribute and co-operate.
- Develop negotiating and persuading skills necessary to contribute to discussions.
- Develop an awareness of roles and responsibilities within a team structure.
- Gain an understanding of the interdependence of individuals within a team and how they can take their place in this structure.



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## 3. Business and Customer Awareness

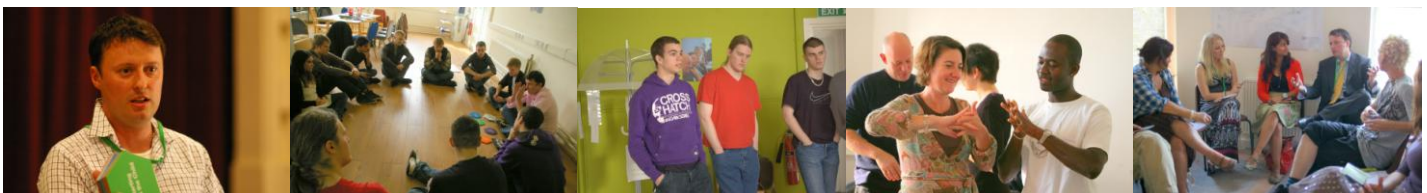
### On this course participants will:

- Develop customer awareness, a key driver for success in any business.
- Examine the core elements of developing a successful business, including; the importance of innovation, change management and risk taking.
- Learn how to provide customer satisfaction and how to build and sustain customer loyalty.
- Develop the necessary interpersonal skills to deal confidently with customers face to face.

## 4. Problem-Solving

### On this course participants will:

- Analyse facts, situations and interactions. Applying creative thinking and developing appropriate solutions are key aspects of any modern workplace.
- Identify the problem-solving and creative thinking capacities we all have and how to develop these reactive skills and creative behaviors.
- Explore, through a series of activities; how individuals and teams can use creativity to overcome barriers and find new and innovative solutions.
- Understand the ever-increasing organisational need to develop problem-solving confidences and capabilities.



# Employability Skills Courses



## 5. Communication and Literacy

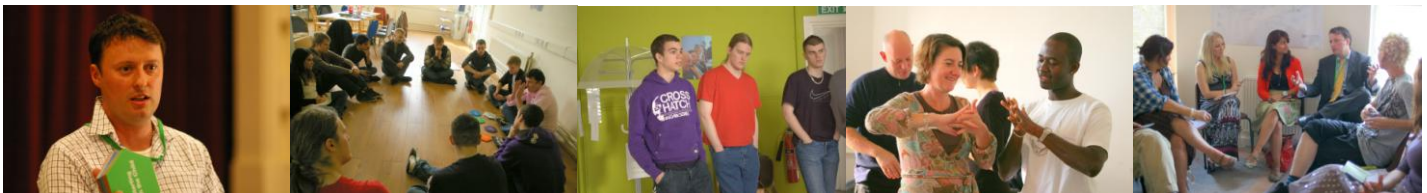
### On this course participants will:

- Understand the application of literacy in a variety of contexts.
- Learn how to produce clear, structured and accurate written material.
- Develop verbal literacy; including; listening skills, questioning and feedback.
- Learn how to communicate effectively and with confidence.

## 6. Application of Numeracy

### On this course participants will:

- Understand that application of numeracy, the manipulation of numbers and a general mathematical awareness are all essential business basics.
- Explore a variety of practical contexts in which numeracy skills can be applied.
- Develop numerical skills and confidence in the practical day to day use of numbers in the workplace.
- Develop confidence in dealing with numbers across a wide range of applications and contexts.



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## 7. Application of Information Technology

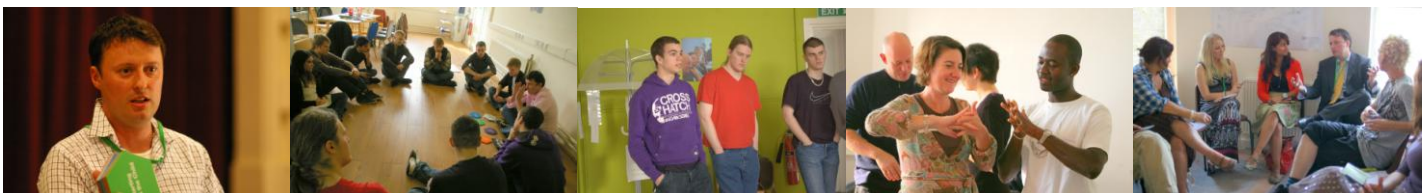
### On this course participants will:

- Enhance those IT skills that are requisite on all CVs.
- Develop competencies in using spreadsheets, file management and the use of internal systems.
- Develop confidence in dealing with all aspects of IT.
- Understand how IT and social media can drive business.

## 8. Non Verbal Communication

### On this course participants will:

- Develop an awareness and understanding of how non-verbal communications and body language can be used for a positive effect on professional, social and personal day to day interactions.
- Embed new techniques to improve interpersonal style and promote effective communication in the workplace.
- Learn from practical examples, role plays and the media.
- Understand the theoretical content from a range of backgrounds including psychology.



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## 9. Developing a Positive Attitude

### On this course participants will:

- Underpin all employability skills, developing a 'can-do' approach.
- Develop a readiness to take part and contribute to a workplace.
- Develop an openness to new ideas and a drive to make things happen.
- Understand why an innovative approach to business and creative thinking are so important.

## 10. Presentation Skills

### On this course participants will:

- Develop the presentations and public speaking skills necessary to win new work and sustain business.
- Learn how to create effective presentations through exploring pitch, tone and vocal quality, working on breathing techniques and voice projection.
- Develop an understanding of the significance of body language.
- Enhance ways in which to present themselves physically during public speaking, confident stance, use of hands, eye contact and positive signals.

