



# Business Training

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Version 1.1

## Overview of Business Training Courses and Requirements

### What is business training?

Business training refers to the process of educating individuals or teams within a business or organisation to improve their skills, knowledge, and competencies related to various aspects of the business. This training can cover a wide range of topics depending on the specific needs and goals of the organisation.

### Who needs business training?

Business training can benefit individuals at all levels within an organisation, from entry-level employees to senior executives. Business training is essential for anyone who seeks to enhance their skills, knowledge, and competencies to contribute effectively to the success of the organisation and achieve their professional goals.

### Why is business training important?

The business courses we offer all have individual benefits for you and your organisation. This group of courses can enhance skills such as communication, improve your understanding of what legal requirements you have and create a positive work environment.

### Benefits of business training

There are various benefits of business training for both the employee and employer.

- Skill development
- Employee engagement and satisfaction
- Competitive advantage
- Improved performance and results
- Talent development and succession planning
- Meeting regulatory and compliance requirements

- Adapting to change
- Enhanced customer satisfaction
- Building a learning culture
- Attracting and retaining talent

### Business training courses

At Ouch, we recognise that offering business training courses is not just an investment in employees; it's an investment in the organisation's future success and sustainability. By empowering employees with the knowledge and skills they need to thrive, organisations can drive innovation, growth, and competitive advantage.

We currently offer the following business training courses:

- Conflict Resolution
- Equality and Diversity
- Introduction to Professional Boundaries
- Introduction to Business and Professional Ethics
- Introduction to Critical Thinking and Reasoning



Ouch Learning and Development is a CITB Approved Training Organisation.

Funding available through the CITB network or CITB grants for construction companies\*.

*\*eligibility criteria applies. Please ask us for more details*

# Conflict Resolution

This qualification provides employees with a foundation in conflict resolution. Emphasis is placed on the importance of personal safety when assessing risks, managing escalation, and de-escalating confrontational behaviour in a workplace situation.

## Who needs this qualification?

This qualification is ideal for anyone who requires training in conflict management. It is appropriate for a wide range of sectors and is suitable for anyone who has a customer facing role, dealing with service users or the public. It is also a useful qualification for individuals who would like a better understanding of how to prevent conflict situations from arising and who would like to gain more confidence in being able to deal with conflict situations.

## Why is this training important?

Conflict Resolution training aims to improve communication skills and teamwork among employees which helps to build strong and long-lasting work relationships. Conflict Resolution training is essential for fostering a positive work environment, improving relationships, reducing disruptions, and enhancing the overall effectiveness of individuals and organisations. By investing in conflict resolution training, individuals and organisations can proactively address conflicts and create a more harmonious and productive environment.

## Course content

- Positive communication
- Managing customer expectations
- The difference between assertiveness and aggression
- Human responses in conflict situations including effects of fear, the “fight” reaction, triggering an angry response in others
- Assessing and reducing the risks in conflict
- De-escalating conflict in emotive situations
- Confronting unacceptable behaviour
- Good practice following a conflict situation

**Certificated by:** Ouch Learning and Development

**Duration:** 1 day

**Assessment:** No formal assessment

**Prerequisites:** None

**Validity of award:** 3 years

**Learner-to-trainer ratio:** Maximum 12 learners per trainer

**Delivery formats available:** Face-to-face / Live online

**Open courses  
available**

**In-house / onsite  
training available**

## Conflict Resolution

### Learning outcomes

Upon completion of the course, learners will be able to:

- Understand the communication cycle, body language, tone of voice and whether the behaviour demonstrated, is assertive, aggressive or passive
- Recognise the different human responses to conflict and how to manage them
- Identify potential triggers to conflict
- Assess and reduce the risks in conflict situations
- Identify the different phases in behaviour
- Identify levels of threat from people, the environment, and weapons
- Know how to put their own safety first in a conflict situation including exit routes and attitude
- De-escalate conflict in emotive situations- including non-verbal communication
- Know how to resolve conflict and good practice following any conflict situation



## Included in the price:



**Interactive and engaging course**



**Qualification & digital certificate**



**Course manual & materials**



**Automatic email reminders for certificate expiries**



**Access to FREE resources including Appointed Persons posters for your workplace**



**Access to our customer portal to view your bookings, download previous certificates and generate training reports of your employees**

# Equality and Diversity

This short course aims to introduce individuals to the concepts of equality and diversity in a variety of environments including the community and the workplace. It will focus on the Equality Act and how this legislation makes it unlawful to discriminate. It will highlight how stereotyping and labelling affect individuals and outlines the effects of prejudice and discrimination on people. The content will allow an individual to explore and examine their rights and responsibilities and when to report concerns. Confidence in actively promoting equality and diversity will support a culture where an individual is able to challenge discrimination and actively remove barriers to participation.

## Who needs this qualification?

This short course is aimed at staff in any sector. It creates an awareness of the value of Equality and Diversity and supports staff to implement and actively promote equal opportunities in the workplace.

## Why is this training important?

Employers and Employees have legal obligations under the Equality Act 2010 and this training will provide you with your roles and responsibilities including why it is unlawful to discriminate against people due to the nine protected characteristics.

## Course content

- Professional and legal obligations
- Understand your responsibilities as an employee
- Understand exactly what equality and diversity means
- Protected characteristics
- Difference between direct and indirect discrimination
- Implicit and explicit biases
- Common terms, inc, stereotyping and prejudice
- Benefits of an equal and diverse workplace
- Intolerance and extremism

**Certificated by:** Ouch Learning & Development

**Duration:** Half day

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**In-house / onsite training available**



## Equality and Diversity

### Learning outcomes

Upon completion of the course, learners will be able to:

- Support a culture of inclusion, equality and diversity in the workplace
- Avoid direct or indirect discrimination based on any of the protected characteristics
- Apply equality and diversity principles to dealing with employees, customers, and third parties
- Understand the concepts of equality and diversity and have an overview of the main legislation and its practical implications
- Recognise and challenge discrimination with confidence
- Appreciate the benefits of diversity, equality and inclusion in the workplace



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# Introduction to Professional Boundaries

This short course is designed for people who work with the public as a service provider. It will enable them to establish professional boundaries thus protecting themselves, their company, and the client. It will give the service provider the confidence to create a professional boundary and ensure that the line is not crossed. This not only covers communication and confidentiality but also social media where there are hidden risks. This course builds upon recognised models of safeguarding, equality and diversity.

## Who needs this qualification?

This qualification is designed for professionals who need to gain an understanding of the importance of setting and keeping appropriate professional boundaries.

## Why is this training important?

Professionals in the workplace will be able to challenge and refresh their thinking in line with company policies and procedures. You will learn to recognise when boundaries are being tested and select appropriate strategies to manage situations effectively.

## Course content

- What does professional boundaries mean?
- Benefits of professional boundaries
- Risks and controls
- Differences between personal and professional boundaries
- Boundary violations
- Legislation
- Human Rights
- Navigating complex situations
- Managing boundary issues and implementing good practice

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## Introduction to Professional Boundaries

### Learning outcomes

Upon completion of the course, learners will be able to:

- Clearly describe expected behaviour in a workplace environment and feel confident to implement agreed boundaries
- Recognise the risks and controls needed to manage boundaries including social media
- Understand the difference between personal and professional behaviours
- Navigate and manage complex situations effectively
- Describe good working practice and reflect on their own development
- Recognise vulnerable clients and be aware of how to appropriately accommodate their individual needs.



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# Introduction to Business and Professional Ethics

This course provides a brief introduction to the concept of business and professional ethics. Ethics is a vitally important aspect of work-related relationships and interactions. Most organisations understand the risks associated with unethical policies, procedures, and behaviours. However, few organisations provide training and guidance to those responsible for developing ethical frameworks and maintaining organisational integrity.

## Who needs this qualification?

This course is suitable for leadership, managerial or supervisory roles. It is appropriate for a wide range of business sectors and is particularly useful for anyone who may experience ethical challenges and dilemmas.

## Why is this training important?

This training will help organisations better understand their current ethical culture and provide guidance on developing a culture that represents their organisational values and standards.

## Course content

- Key terminology
- Common ethical models and approaches
- Differences between personal, professional and business ethics
- Introduction to key concepts: Justice, fairness, rights and obligations
- Introduction to organisational integrity
- Introduction to stakeholder theories
- Ethical frameworks (purpose, values and principles)
- Dilemmas and their influence on workplace behaviours
- Introduction to ethical reasoning tools (including the three E's)

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## Introduction to Business and Professional Ethics

### Learning outcomes

Upon completion of the course, learners will know:

- Key terms and how to use them
- How to develop an ethical framework for their organisation
- How to recognise and consider the impact of business activities on key stakeholders
- How to recognise opportunities for ethical dilemmas
- How to utilise ethical reasoning tools



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# Introduction to Critical Thinking and Reasoning

Do you ever say 'I think' when you haven't thought? Most people understand the importance and value of effective thinking, but how many of us have actively developed our ability to think and reason critically? Effective thinking and reasoning supports and develops our ability to question the status quo, be creative and solve real-life problems. This course gives delegates a simple introduction to critical thinking and practical reasoning.

## Who needs this qualification?

Most people are born with the capacity to think and reason critically and effectively, but few have nurtured and developed this innate ability. This course is ideal for anyone who needs to make important decisions at work. In most workplaces, business leaders and managers are required to make decisions, solve problems, and develop/ implement strategies and initiatives. Technical knowledge and experience are necessary components of good decision-making, but without the ability to think and reason critically, those elements will only take us so far. If you make decisions or need to evaluate your own arguments or those of others, this course is a great place to start that process.

## Why is this training important?

Learning how and when to think critically is a fundamental and necessary skill for all decision-makers, with highly successful business leaders and renowned experts regularly highlighting the importance of these skills. Throughout all aspects of our lives, we need to evaluate the reasoning behind our own and others' thoughts, beliefs and arguments, and this course provides an excellent opportunity to learn and develop these vital skills.

*'Learn to use your brain power. Critical thinking is the key to creative problem-solving in business'*

**Richard Branson**

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## Introduction to Critical Thinking and Reasoning

### Course content

- Barriers to thinking and reasoning
- The standard form of argumentation
- Logical fallacies
- Inductive, adductive and deductive reasoning
- Cognitive biases
- Intellectual humility and how it impacts the quality of our decisions
- Introduction to our unique critical thinking tools and how to use them
- Introduction to collaborative approaches to critical thinking and reasoning

### Learning outcomes

Upon completion of the course, learners will be able to:

- Recognise and change unhelpful and habitual barriers to effective thinking and reasoning
- Recognise the difference between arguments and non-arguments

- Evaluate their own and other's arguments
- Recognise faulty reasoning and logical fallacies
- Understand and adopt strategies to reduce the impact of cognitive biases
- Apply reasoning tools in real-life situations
- Recognise what we know and the value of that knowledge



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