

NEW SKILLS FOR A NEW WORLD

Flexible Workforce Development Fund
2020-21

Phase 2 - SMEs

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Welcome

We are delighted the Scottish Government has extended the Flexible Workforce Development Fund to SMEs enabling companies and organisations (employing up to 250 employees) to access up to £5k to help upskill and reskill their workforce.

The world of work has been profoundly affected by Covid-19. Businesses and organisations are facing unprecedented levels of uncertainty and change, and our new world requires new thinking, skills and approaches. Ayrshire College offers a range of short courses to suit employers of all sizes and training will commence from April 2021 onwards.

For medium sized companies seeking to train between 4-5 employees up to maximum of 8-10 (dependent on subject), we offer three days training packages, designed with you in mind. You can choose one package (priced £5k) and to help you remain focussed on day-to-day business, we will schedule dates over several weeks.

For sole traders and micro companies, we offer a 'pick and mix' model and applicants can select from a range of short courses and packages. Courses are individually priced, scheduled on a regular basis and will be delivered subject to demand.

Next steps

- **Explore** our training offering and decide which package or courses are right for you
- **Attend** one of our regular workshops (dates published on our website) to learn more about the fund and the application process. Please note, we are experiencing a high volume of day-to-day enquiries and our workshops are designed to help as many employers as possible
- **Submit** your application and secure funding

The SME fund operates on a first come, first served basis!

We look forward to receiving your application and delivering training to your company.

Packages



Package 1: Leading Remote Teams 3 days

Leading and managing remote teams requires different thinking, skills and a mindset change. Remote team leaders must continue to achieve goals, communicate, motivate, delegate and inspire staff but how do they do this effectively with teams who are working at home or adopting a more blended approach? Our practical three days course offers a fantastic mix of theory and practical digital solutions to help leaders and managers thrive in our new world of work.

Within each package there will be an element of self-learning and an opportunity upon completion of the course to reflect and determine where best to implement your enhanced skills and knowledge gained during the programme.

Day 1: Communication

Our new world is an endless barrage of Zoom or TEAMS meetings and working virtually presents new challenges not experienced or faced by teams working in the same office. A remote team still requires strong management, open communication and the feeling they are still part of a thriving group. We are having to revisit the way we communicate, operate and the role of trust in teams is increasingly important. So, what are the exact communication best practices for remote teams? The first half of the day will explore the following:

- Importance of Communication in Remote Leadership
- Communication effectiveness self-evaluation
- Digital solutions
 - o Use @mentions to alert team members
 - o Use announcements and formatted posts to make a post stand out
 - o Use reactions for feedback

Virtual meetings do have their advantages, yet they often lack the comfort of a meeting held in-person. The second half of the day will explore the digital tools on hand to enable you to effectively manage and get the most from your people and customers during remote meetings:

- Setting up meetings for remote working
- Tools/applications for holding meetings
- Methods/Structure for remote meetings
- Scheduling and creation of objectives for taking forward from meetings
- Digital
 - o Schedule recurring meetings
 - o Manage meetings
 - o Create meeting objectives and action points before and after a meeting
 - o Use 1:1 Chats

Day 2:

Can remote working and productivity coexist?

Project management tools are essential to enable remote teams to engage, collaborate and grow their business. In this session we offer practical insights and solutions to help increase productivity.

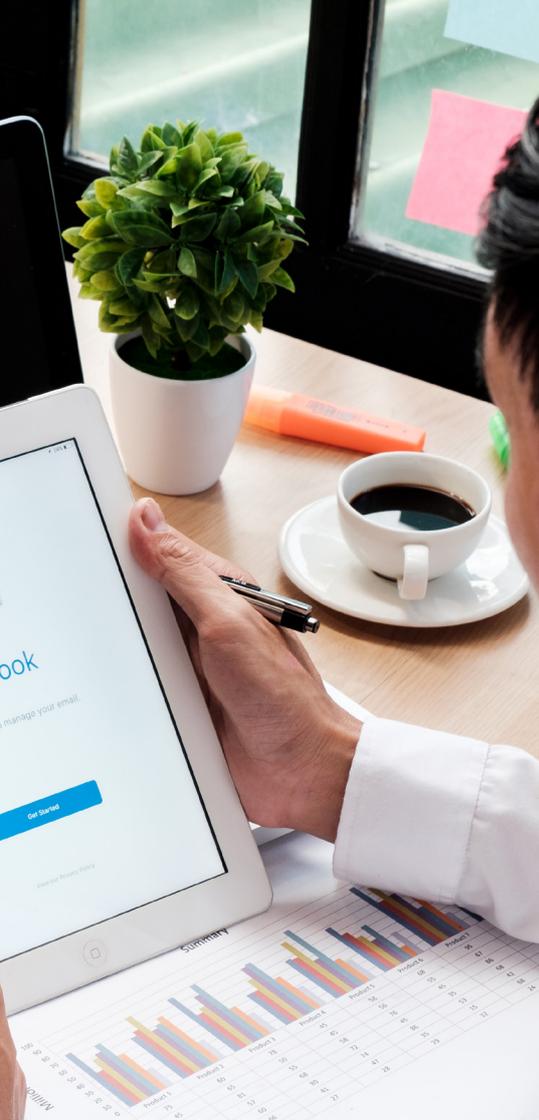
- Current practice evaluation
- Evolution of methods and tools to support productive working
- Using DMAIC and Process Mapping for increased productivity
- Digital
 - o Track issues and organise information using the Lists app
 - o Organise and share team tasks with the Planner app
 - o Manage Teams notifications

Day 3:

Accountability and motivation

Our final day will explore how leaders and managers can inspire, motivate and foster a culture of accountability with remote teams. How do you create the conditions to motivate from afar? Accountability - a must for teamwork but how do you create this remotely?

- Assignment of tasks using SMART objectives
- Increasing transparency through collaboration platforms
- Tools and techniques for enforcement & dealing with disengagement
- Conflict management in a virtual world
- Overview of motivation and factors which influence employee motivation
- Praise and recognition for motivational purposes
- Recap of all 3 days and discussion on any areas of further interest
- Digital
 - o Use the Praise app to recognise achievements and motivate people
 - o Use quick polls in a channel and during a meeting to gather instant feedback
 - o Create a fun/social channel to Increase team cohesion
 - o View analytics to measure team engagement



Package 2: Improving Productivity 3 days

Covid-19 has stimulated unprecedented change across businesses, organisations and sectors. Tasks which traditionally took six months have been accomplished in weeks and unsolvable problems, solved at pace. We are experiencing volatility, uncertainty, complexity and ambiguity within our working environments and leaders, managers and teams are having to become more agile, more resilient and be able to deliver under pressure and within shorter timeframes. Our three days course will provide participants with the skills, knowledge and tools to adapt and respond within this dynamic context.

Within each package there will be an element of self-learning and an opportunity upon completion of the course to reflect and determine where best to implement your enhanced skills and knowledge gained during the programme.

Day 1: Getting into an efficient mindset

Most companies, leaders, managers and teams would benefit from lean thinking. Lean helps deal with complexity; focusses on continuous improvement and learning; helps to reduce waste and more importantly creates customer value. During this session, we will explore lean concepts, methodologies and techniques.

- Introduction to Lean techniques and methodologies
- Tools & Techniques for innovative and creative thinking
- Utilising DMAIC within a workplace setting
- Planning and Control using MS Planner and Kanban-based methodologies

Day 2: Identifying areas for improvement

Process mapping creates a great visual and communication tool helping teams gain a better understanding of a process and to improve its efficiency. Process mapping helps identify bottlenecks in workflows and inefficiencies like repetitive tasks that are ideal for automation. We will explore the tools and techniques to help you successfully map your business processes.

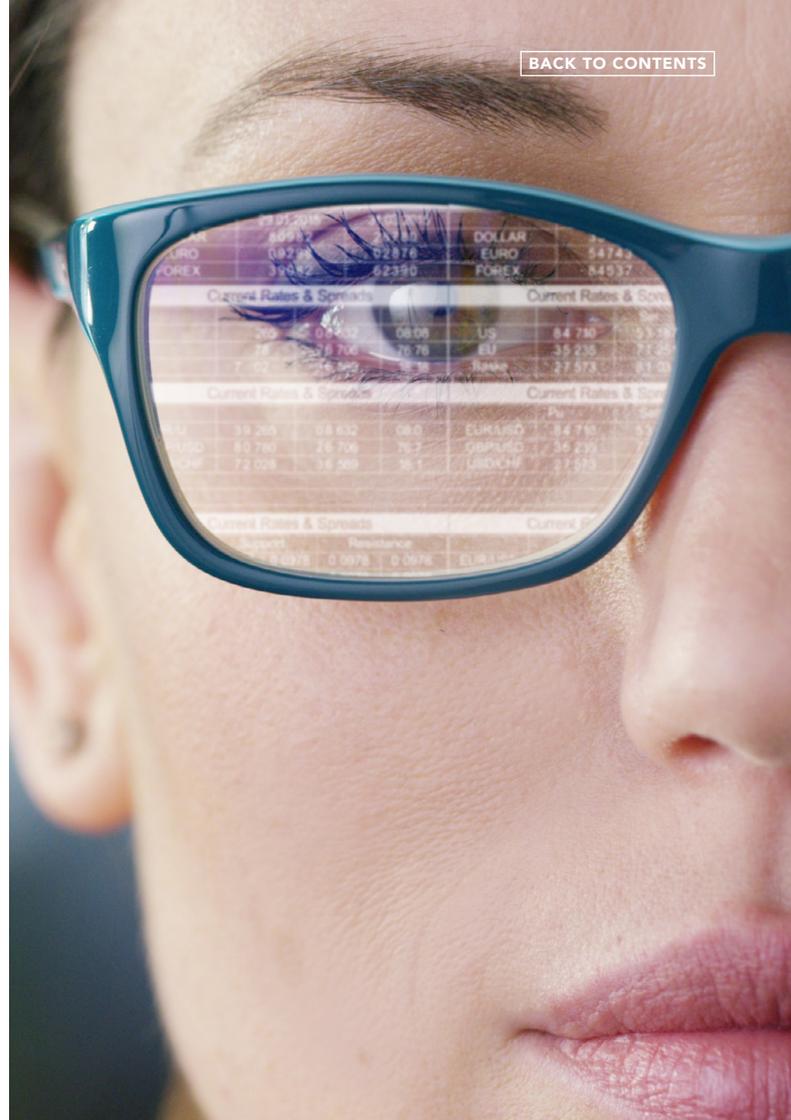
- Introduction to Process Mapping
- Mapping of process via Visio-tutor led
- Waste and Value-Added identification within current processes
- Waste reduction and Elimination innovation session - content will vary dependant on attendees
- Communicating “New Normal” and managing resistance to change

Day 3:

Digital tools to increase productivity

Data plays an important role in business enabling leaders, managers and teams to better understand performance, improve processes, understand customers better and solve problems. This practical session will explore some of the digital tools available to help track, review and interpret data for more powerful decision-making.

- Analytics & Data Collation/Filtering using MS Forms, Excel Dashboards, Power BI and Pivot Tables
- Lean project tracking & communication using Sharepoint, OneDrive and MS Forms, Planner
- Data Interpretation & cleaning of data
- Data consolidation, filtering and reporting using Pivot Tables, Slicers and Outlines within MS Excel.
- OneNote for notetaking, collaborative working on O365 apps – Excel, Word





Package 3: Leadership and Management 3 days

The Covid-19 crisis has been the ultimate test of leadership and management. In these extraordinary stressful times, the value of great leadership and management is being demonstrated every day. Our three days course will enable leaders and managers to boost their skills and knowledge and ultimately learn more about themselves as well as build resilient and successful teams.

Within each package there will be an element of self-learning and an opportunity upon completion of the course to reflect and determine where best to implement your enhanced skills and knowledge gained during the programme.

Day 1: Understanding leadership

Whether you are new or a seasoned campaigner, we will help develop your understanding of leadership styles and qualities, providing you with the core skills needed to progress as an effective leader. Leadership takes effort, constant learning, and a commitment to personal development. In this session, we will explore the following:

- Changes in Leadership behaviours/styles
- Factors influencing Leadership behaviours
- Communication in Leadership
- Leading a remote team

Day 2: Team development

Building a high performing team remains as tough as ever. Developing your team is an important part of your job, whether you are a new team leader or an experienced manager. Good teamwork is essential for high performance in any business or organisation. During this session, we will look at several areas of team development and explore some practical tips and tools to help you get the best out of your people and achieve your objectives.

- Understanding Learning Styles and Needs
- Identification of opportunity for development
- Building Team cohesion and motivation
- Culture change and managing resistance
- Development Planning and Objective setting

Day 3: Improving leadership skills

Leaders set the tone within their business or organisation. Technical skills that helped secure promotions in the past, might not guarantee the next. For leaders, having emotional intelligence is vital for success. It is what helps to successfully coach teams, manage stress, deliver feedback, and collaborate with others. We will explore all of these areas in this lively session.

- Increasing transparency of Praise, Recognition and Feedback
- Delivering effective on-boarding for optimising employee performance
- Impactful appraisals and performance management
- Using Emotional Intelligence in Leadership
- Discipline, Grievance and Conflict Management
- Tools to enhance leadership productivity- Communication and Collaboration Apps





Package 4: Project Management 3 days

Project management can help save time and money, improve internal communication, make better business decisions, build better teams and more. For many companies, doing more with less, focusing on the work that matters, keeping budgets in control and empowering staff to deliver results which impact on the bottom line will be key to recovery. This practical course will provide leaders, managers and team members with project management skills, knowledge and tools.

Within each package there will be an element of self-learning and an opportunity upon completion of the course to reflect and determine where best to implement your enhanced skills and knowledge gained during the programme.

Day 1:

Introduction to project management

If you are new to project management or looking for a refresh, this step-by-step session is designed specifically for you.

- Exploration of key components of Project Management
- Stakeholder analysis and matrix development
- Project objective setting and planning methodologies
- Project Estimation, Budget and Cost-Benefit Analysis tools and techniques
- Agile methodologies and considerations for Project Management

Day 2:

Project implementation, monitoring and review

The project might be over, but the process continues. Project monitoring plays a vital part in decision making processes, helping to foresee potential risks and obstacles that if left unaddressed could derail the project. In this session, we will explore the following:

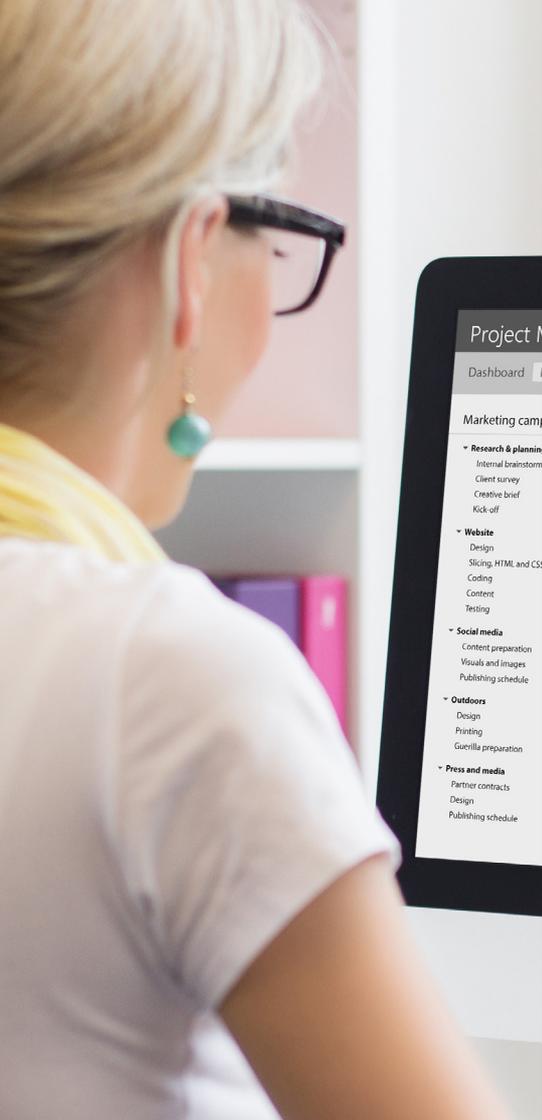
- Optimising resource distribution and efficiency in projects
- Tools for progress tracking, variance recording and re-alignment with scope techniques
- Project tracking and monitoring tools - Gantt, Milestones, MS Planner & Visio in Project Implementation and Monitoring
- Project Risk Management strategies, including identification, recording and reducing risk
- Project Completion- review and analysis for future improvement

Day 3: Bringing a project to life

In our final, trainer led and highly interactive session, attendees have the opportunity to develop a project idea and put all the theory and digital skills learned over the past 2 days into practice. During this session, we will explore the following:

- Session on Initial Scope of Work
- Session on Objective setting
- Session on Timeline and Milestone Planning
- Session on Cost Benefit Analysis and Viability
- Session on Risk Identification and recording





Package 5: Enhancing Digital Skills 3 days

Covid-19 has shone a bright light on the importance of digital skills across the workforce. Digital upskilling is not a matter of choice. If workers want to remain relevant, they must ramp up their digital skillsets without delay. Microsoft Office 365 is designed to increase productivity but many individuals and businesses totally underestimate the power of this resource. In this course, we will explore the difference these apps can make in your day-to-day work, increasing your productivity, improving communications and collaborations.

Within each package there will be an element of self-learning and an opportunity upon completion of the course to reflect and determine where best to implement your enhanced skills and knowledge gained during the programme.

Day 1: (Suitable for Intermediate to Advanced)

Using excel to inform business decision-making

Microsoft Excel is a powerful tool for any business making it easier to create complex financial models that can be used for various decision making processes. Our practical session will explore how to analyse and communicate data using classic tools as well as help with financial modelling.

- Explore ways in which to analyse data
- Make financial predictions with Excel tools
- Learn how to visualise data

Day 2: (Suitable for Intermediate to Advanced)

How to master Microsoft Word's advanced features

Think you know about word? Think again. It is the most popular word processing program in the world but most people only use 20% of the functionality. Microsoft Word is a great and economical tool for small businesses, non profits and other groups or individuals to use for a variety of professional purposes.

Join this practical session and enhance your skills.

- Use advanced Word tools to create custom documents
- Create document templates for reuse
- Create fillable forms
- Create marketing leaflets and flyers

(courses can be adapted to suit the skills levels of the learners)

Day 3: (Suitable for all levels)

Learn how to get the most from Microsoft Teams

Lockdown introduced many of us to new platforms to meet, share and collaborate. Microsoft Teams is a great way to work remotely, hold meetings, have video conferences, share files, work on documents and so much more. Our practical session will tool you up to get the most from TEAMS.

- Communicate with colleagues through team chat and 1-1 chat
- Share files and collaborate
- Learn how to create and manage meetings
- Connect external subscribed services to your Team



Short Online Courses

Sole traders and micro companies can select multiple short courses and are able to book multiple participants.

Applicants can also select from the 5 packages (3 days courses) which are priced £800 per person.

Courses will be scheduled and delivered subject to demand.



Enhancing Digital Skills

Microsoft 365 and Microsoft Office are designed to increase productivity but many individuals and businesses totally underestimate the power of this resource.

We offer a range of short courses to help you learn and improve your skills. Learn more about the difference apps can make in your day-to-day work, increasing your productivity, improving communications and collaborations. Choose from the following digital courses.

- Digital Office Communications – Microsoft Outlook, Microsoft Teams
- Microsoft Excel – beginners and intermediate
- Microsoft Word – beginners and intermediate
- Microsoft Word – advanced – creating corporate documents
- Microsoft Access

Price per participant (per course): £200

Individual course duration: 2 x 2.5 hours sessions





Leadership and Management

Whether you are a new or experienced manager, our accredited Institute of Leadership and Management (ILM) Level 3 Award in Leadership and Management (SCQF Level 6) will enable you to learn, develop and grow in your role.

This course has a strong focus on practical skills and their application in working practice across Leadership, Team Development, and Problem Solving and Decision Making. The Award is a stand-alone qualification, however, candidates can progress to the Certificate in Leadership and Management upon completion.

Price per participant: £751

Course duration: 42 hours over 14 weeks, including 2 hour sessions per week, assignment tutorials, and directed self-learning

Introduction to Project Management

Project management can help save time and money, improve internal communication, make better business decisions, build better teams and more.

For many companies, doing more with less, focusing on the work that matters, keeping budgets in control and empowering staff to deliver results which impact on the bottom line will be key to recovery. This practical course will provide leaders, managers and team members with project management skills, knowledge and tools.

Price per participant: £500

Course duration: 4 x 2.5 hours



Business Improvement Techniques Using Process Mapping

Process mapping creates a great visual and communication tool helping teams gain a better understanding of a process and to improve its efficiency.

Process mapping helps identify bottlenecks in workflows and inefficiencies like repetitive tasks that are ideal for automation. We will explore the tools and techniques to help you successfully map your business processes.

Price per participant: £500

Course duration: 4 x 2.5 hour sessions



People Development

The future belongs to people who can adapt to any given scenario, who are self aware, have emotional intelligence and can relate to diverse people as well as influence and communicate effectively with others.

People are your assets and we have a range of short courses designed to help employees to grow, develop and achieve within the workplace including:

Customer Service Skills

The cornerstone of every great business is customer service and short courses are designed to provide first class service, provide tools and techniques to effectively manage conflicts and deal with customer complaints as well as enhance communication skills.

cont.



People Development cont.

Sales and Negotiation Skills

These are key interpersonal skills that will help assist staff to achieve an organisation's sales goal. From examining the customer journey and identifying the major touch points within this, to developing sales and negotiation techniques, this course is designed to give attendees the knowledge that will hone their abilities in sales techniques, as well as further their understanding of customer needs. Negotiation will cover not only those interactions that take place with external stakeholders such as customers, but also the aspects of internal negotiations that are vital to increasing employee buy-in and productivity.

Social Media Marketing

This course is aimed at anyone in business that wants to learn more about social media and how it can help to promote your business to your customers online from identifying appropriate subject matter to communicate, creation of digital media posts, and managing interactions with your social media audience

Price per participant (per course): £200

Individual course duration: 2 x 2.5 hours



Find out more

To find out more, visit <https://www1.ayrshire.ac.uk/business-and-training/sme-support/> and register for a forthcoming workshop designed to help with the application process.

You can contact us by email businessgrowth@ayrshire.ac.uk. Please note we are experiencing a high volume of enquiries and will respond as quickly as we can.

To request a copy of this publication in another format please contact: marketing@ayrshire.ac.uk



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