



## Member Learning Programme 2019

### NEW Courses Added!!!

<p style="text-align: center;"><b>***NEW***</b></p> <p><b>Neurodiversity in the Workplace – 1 Day</b> This introductory session is aimed at all staff with an interest in Neurodiversity - an umbrella term for autism, dyslexia, ADHD and dyspraxia.</p> <p>The course will cover:</p> <ul style="list-style-type: none"> <li>• An introductory understanding of Neurodiversity</li> <li>• Strengths of Neurodiverse individuals</li> <li>• Workplace barriers for Neurodiverse employees</li> <li>• The Equality Act and understanding reasonable adjustments</li> </ul>	<p style="text-align: center;"><b>***NEW***</b></p> <p><b>Professional Boundaries – 1 Day</b> This short course will look at...</p> <ul style="list-style-type: none"> <li>• Learning to say no, keeping to boundaries</li> <li>• Managing stress</li> <li>• Turning your phone / emails off</li> <li>• Health and wellbeing</li> <li>• Setting goals</li> <li>• Working from home</li> </ul> 
<p style="text-align: center;"><b>***NEW***</b></p> <p><b>Communication Skills in the Workplace – 1 Day</b> This course will cover:</p> <ul style="list-style-type: none"> <li>• Recording messages</li> <li>• Correct use of email</li> <li>• Social media</li> <li>• Written communication</li> <li>• Contributing to meetings</li> <li>• Telephone communication</li> <li>• Texts</li> </ul> 	<p style="text-align: center;"><b>***NEW***</b></p> <p><b>Managing Conflict – 1 Day</b> This course will cover:</p> <ul style="list-style-type: none"> <li>• What to say and how to say it</li> <li>• What constitutes professionalism?</li> <li>• Conveying the bigger picture and developing objectivity</li> <li>• Listening and summarising skills</li> <li>• Clear body language and confident attitude</li> <li>• Communication skills</li> </ul>

Date	Course Title:	Location	<p><b>To book your place (using the attached application form), to be added to a waiting list for a course, or for further information contact:</b></p> <p><b>Sheila Morris</b> Tel: 029 20729477 Email: <a href="mailto:s.morris@unison.co.uk">s.morris@unison.co.uk</a></p>
14/09/19	Neurodiversity in the workplace	Cardiff	
21/09/19	Professional Boundaries	Cardiff	
05/10/19	Neurodiversity in the Workplace	Colwyn Bay	
09/10/19	Communication Skills in the Workplace	Cardiff	
12/10/19	Professional Boundaries	Colwyn Bay	
23/10/19	Communication Skills in the Workplace	Colwyn Bay	
09/11/19	Managing Conflict	Cardiff	
23/11/19	Managing Conflict	Colwyn Bay	

### Ever thought about becoming a Learning Rep?

Union learning reps (ULRs) are volunteers who are willing to encourage and support other colleagues with learning in the workplace. Any UNISON member who is interested in learning and enjoys helping people can become a ULR – you don't need to be involved in the branch already.

If you would like to find out more about the role, contact us TODAY!!



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<p><b>Positive Behaviour Support (PBS) – 1 day</b></p> <ul style="list-style-type: none"> <li>• Learn about the background to PBS</li> <li>• Gain an understanding of the relationship between PBS and existing good-practice theory and guidance.</li> <li>• Explore a range of definitions for “challenging behaviour” and develop an awareness of the dangers of considering challenging behaviour as a label and consider why some people may have a “vulnerability” or “propensity” to behaviour described as “challenging”.</li> <li>• Gain a basic understanding of how behaviours work</li> <li>• Explore triggers and antecedents to difficult / challenging behaviours</li> <li>• Discuss some of the skills required to implement Positive Behaviour Support</li> </ul>	<p><b>Autism Awareness – 1 day</b></p> <ul style="list-style-type: none"> <li>• Learn about the history, language and terminology in relation to autism</li> <li>• Causes of Autism? – Myths and misunderstanding, genetics, brain difference, new developments</li> <li>• Statistics, prevalence and diagnosis</li> <li>• An ‘autistic spectrum’ – ranges of functioning and impairment</li> <li>• Characteristics of Autism in relation to social interaction, communication and imagination/flexible thinking</li> <li>• Associated problems, conditions and impairments (communication, challenging behaviour, sensory issues, stereotypical or obsessive behaviours, movement difference etc)</li> <li>• Helpful responses - What can we do?</li> </ul>
<p><b>Mental Health Awareness – 1 day</b></p> <p>This course will help you to understand the historic approaches to mental health and how we address the issue today. You will discuss the possible causes of mental health problems, and develop an awareness of common types of mental health conditions (inc. psychosis / neurosis / paranoia / affective disorders / schizophrenia / personality disorder etc.).</p> <p>You will discuss the language used when addressing mental health, the use of terminology, appropriate communication methods, challenge public perceptions, attitudes and media portrayal and how we can support those affected by mental health issues.</p>	<p><b>Confidence Skills – 1 day</b></p> <p>This course will help you to understand what confidence means and understand how to develop a positive self identity. The course will look at:</p> <ul style="list-style-type: none"> <li>• Assertive behaviour</li> <li>• Passive behaviour</li> <li>• Aggressive behaviour</li> <li>• Improving confidence through communication skills</li> <li>• Building a positive view of yourself</li> <li>• Setting goals</li> <li>• Decision-making</li> <li>• Expressing your own ideas and opinions</li> </ul>
<p><b>Interview Presentations (inc Powerpoint) – 1 day</b></p> <p>This one day workshop aims to:</p> <ul style="list-style-type: none"> <li>• Prepare to give an effective confident presentation for the interview situation.</li> <li>• Examine the structure of a basic presentation</li> <li>• Discuss what makes a good presentation</li> <li>• Use PowerPoint to enhance a presentation</li> <li>• Practise presentations</li> </ul>	<p><b>Introduction to Reflective Practice – 1 day</b></p> <p>This one day workshop aims to cover:</p> <ul style="list-style-type: none"> <li>• What do we mean by reflection?</li> <li>• What is the difference between reflection and critical reflection?</li> <li>• Why is reflective practice so important?</li> <li>• What are the barriers to reflective practice and might we overcome these?</li> <li>• The 'BIG SIX' Concepts in reflection.</li> <li>• Theories and models of reflection</li> <li>• Using models to enhance reflection</li> </ul>
<p><b>Your Skills, Your Future – 1 day</b></p> <p>The course is appropriate for members who want to identify their transferable skills and are considering making some changes to their lives. You will also find out more about being part of UNISON. The course aims:</p> <ul style="list-style-type: none"> <li>• To identify existing, transferable and potential skills for the purpose of personal or professional development.</li> <li>• To help participants feel more confident about their skills and abilities.</li> <li>• To signpost members to the UNISON learning offer and how they can get involved with the union</li> </ul>	<p><b>Stress &amp; Anxiety Management – 1 day</b></p> <ul style="list-style-type: none"> <li>• Understand the terms 'anxiety', 'panic attack' and stress.</li> <li>• Understanding causes and symptoms of anxiety and stress. .</li> <li>• How anxiety and stress can affect the individual and the individual's friends and family.</li> <li>• How different ways of thinking and behaving can affect anxiety and stress. How anxiety and stress can be managed.</li> </ul>
<p><b>Return to Learn - 1 evening a week over 10 weeks</b></p> <p>Return to Learn is a course designed for adults that may have been away from learning for some time. Members from all walks of life and work backgrounds have benefited from Return to Learn.</p>	<p><b>Women's Lives - 1 evening a week over 10 weeks</b></p> <p>If you are someone who wants to get back into education but have been put off in the past because it all seemed too difficult then Women's Lives is ideal. The fantastic course includes activities around women's experiences, perspectives and misconceptions and will give you an understanding of women's issues.</p>
<p><b>Making the Most of the Internet – 1 Day</b></p> <ul style="list-style-type: none"> <li>• Become confident in using the internet and searches</li> <li>• Understand how to use email and attachments</li> <li>• Understand some of the risks and hazards in using the internet and email</li> <li>• Find out which web sites to trust, what the jargon is and where to go for help.</li> <li>• Get hints and tips for when you get online.</li> </ul>	<p><b>Facing Change Together – 1 Day</b></p> <p>This workshop will help improve your confidence and will look at practical ways that we, as UNISON members, can help and support each other during times of change or uncertainty. The course aims:</p> <ul style="list-style-type: none"> <li>• To think about the challenges that members face</li> <li>• To introduce ideas about “what is change?”</li> <li>• To have an understanding of the “change cycle”</li> <li>• To help you create positive solutions</li> <li>• To identify ways in which UNISON can support members</li> </ul>



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<p><b>Equality, Diversity &amp; Human Rights – 1 Day</b></p> <p>After attending this training, staff should be able to:</p> <ul style="list-style-type: none"> <li>• Explore definitions for equality and diversity</li> <li>• Discuss how equality &amp; diversity relate to their work</li> <li>• Identify ways that people are different</li> <li>• Explore personal assumptions and attitudes to difference</li> <li>• Define and distinguish between prejudice, stereotyping and discrimination</li> <li>• Identify and challenge differing types of discrimination</li> <li>• Explore definitions for discrimination and inclusion</li> <li>• Have a basic awareness of the law in relation to Equality &amp; Diversity (MCA / Equality Act etc)</li> <li>• Awareness of the historic background to human rights</li> <li>• Understanding of the legal context of human rights</li> <li>• Think about improving human rights-based practice</li> <li>• Understand the importance of equality and inclusion</li> <li>• Feel more confident about speaking up and challenging discriminatory practice</li> <li>• Access information, advice and support about rights, diversity, equality and inclusion.</li> </ul>	<p><b>Personal Development Skills in the Workplace - 1 Day</b></p> <p>This workshop will explore:</p> <ul style="list-style-type: none"> <li>• Staff motivation - ours and others!</li> <li>• Management / interaction styles</li> <li>• Boundaries - Objective vs Subjective</li> <li>• Communication skills, including: <ul style="list-style-type: none"> <li>➢ "I" phrases</li> <li>➢ Body language</li> <li>➢ Skilled use of questions</li> </ul> </li> <li>• Defining assertiveness – why / when / how</li> <li>• Types of assertiveness</li> <li>• Conflict management, including: <ul style="list-style-type: none"> <li>➢ Conflict vs confrontation</li> <li>➢ Causes of conflict</li> <li>➢ Conflict pros / cons</li> <li>➢ Resolving conflict</li> </ul> </li> <li>• Time-management, including: <ul style="list-style-type: none"> <li>➢ "Time-stealers"</li> <li>➢ "De-procrastination"</li> <li>➢ Tips &amp; techniques</li> </ul> </li> <li>• All of the above topics involve interactive teaching and discussion with participants, as well as group work exercises.</li> </ul>
<p><b>Get that Job! – 1 day</b></p> <p>Explores your strengths and skills and helps you demonstrate those on your job application form.</p>	<p><b>Power to be You - 1 day</b></p> <p>This is a confidence building workshop that will help you improve your self esteem and learn more about UNISON's development opportunities.</p>
<p><b>CV Writing – 1 day</b></p> <p>This one day workshop will cover the aim of a CV, the contents and format, writing personal statements and cover letters/letters of application to accompany your CV.</p>	<p><b>Interview Skills – 1 day</b></p> <p>This one day workshop will help you prepare for an interview; including what to take with you, look at potential questions asked at interview and how to answer them, plus the questions to ask at an interview and useful tips that lead to job offers.</p>
<p><b>Dementia Awareness – 1 Day</b></p> <p>As life expectancy improves, increased numbers of people are living with dementia. Supporting someone with a diagnosis of dementia presents unique challenges to both those responsible for delivering effective services and carers.</p> <p>At the end of this workshop, participants should have developed a basic ability to:</p> <ul style="list-style-type: none"> <li>• Reflect on their own attitudes to ageing as well as exploring public / media attitudes to older people / ageing</li> <li>• Reflect on current / projected statistics and prevalence for dementia</li> <li>• Explore a range of different types of dementia</li> <li>• Consider a range of impairments that may be associated with dementia, in areas such as behavioural, cognitive &amp; psychological, communication and physical</li> <li>• Discuss a range of appropriate / best practice approaches, support and interventions to all of these impairments</li> <li>• Appreciate the importance of social support for people with dementia</li> </ul>	

**To book your place  
(using the attached application form),  
to be added to a waiting list for a course, or for further information contact:**

**Sheila Morris**  
Tel: 029 20729477  
Email: [s.morris@unison.co.uk](mailto:s.morris@unison.co.uk)

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**Course Title:**

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**Date(s) or Expression of Interest** *(\*Delete as appropriate)*

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**Location:**

We use this information to add your name to the training database for this event and to update your membership details

**Membership No.**

**Last Name:**

**First Name:**

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**Your home address:**

**Postcode**

**Phone number** (day time):

Gender is used to ensure equal access to all gender groups

**Female**

**Male**

**Other**

Details of the course will be sent by email so please give the one most likely to get through

**Email**

Note – some employers have firewalls that block our emails so a personal email address would be preferable if you have one.

We use this information to ensure equal access to all branches

**Your Branch:**

This information tells us if you have any specific requirements that will help you to fully participate in the course.

If you have access requirements, tell us here:

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Tell us here of there any learning support requirements. For example do you require course materials in a different format, in large print, or on coloured paper?

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**Food:** Give details here if you have any special dietary requirements:

Please note that we use your name and branch on the course register which is provided to all participants and the tutor in the course pack.

**Any information given will be treated in the strictest confidence and will only be used for the purposes stated on the form. This form and any attachments will be securely stored and destroyed after one year.**

For more information on how UNISON uses your personal data, please go to: [www.unison.org.uk/privacy-policy](http://www.unison.org.uk/privacy-policy)

*This course is funded by UNISON and provided free to unison members. Lunch will be provided.  
Confirmation of course attendance will be sent after the closing date.  
Once confirmation has been received, please advise us ASAP if you are no longer able to attend.*

**Please return this form to:**

Sheila Morris,  
Education & Training Team, UNISON House,  
Custom House Street,  
Cardiff CF10 1AP  
Tel: 02920729477 Fax.02920387531 E-mail: [s.morris@unison.co.uk](mailto:s.morris@unison.co.uk)