

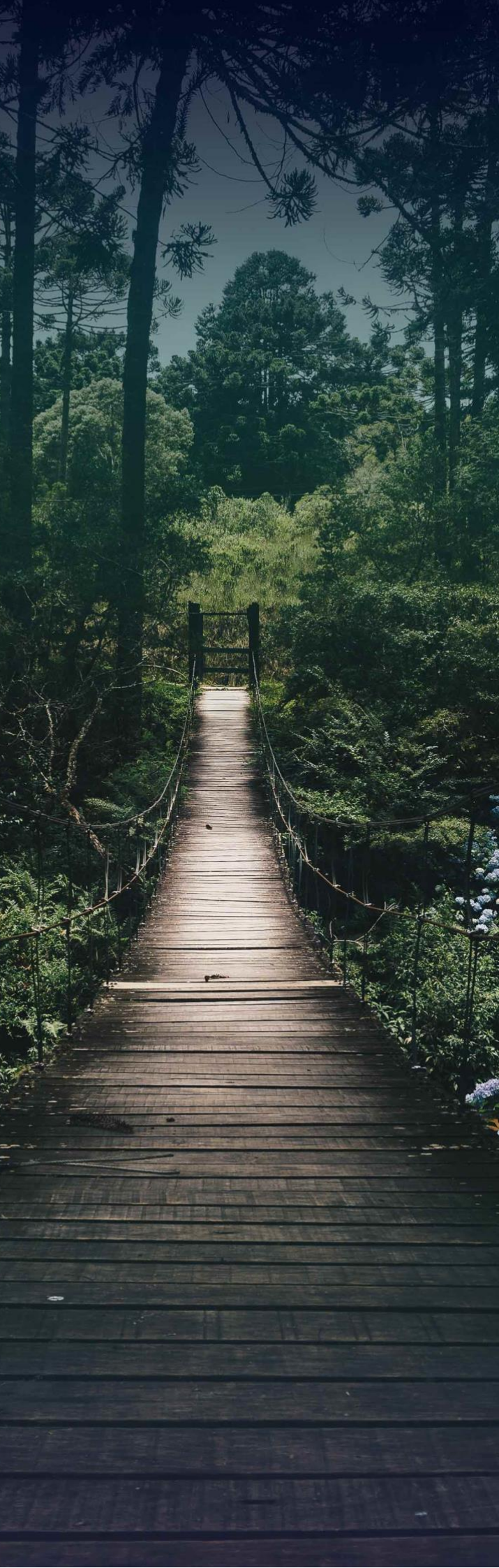


barbour
safe in our knowledge

Course Catalogue

2024

Last updated: 5th February 2024



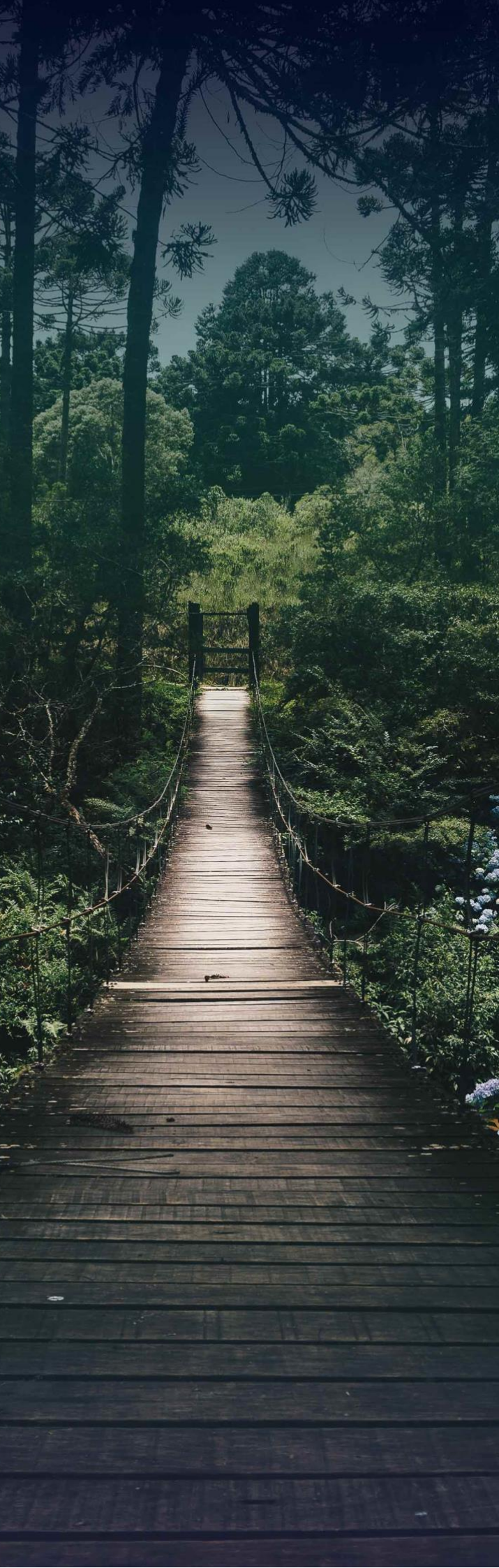
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We refuse to tick the box.

Barbour is on a mission to reinvent the impact that compliance training can make.

In our business, it's not enough to make someone aware of risks. That's par for the course. We've got to change people's behaviour. That can be a pretty tall order for a 20-minute course, but day-in, day-out, that's what we aspire to do.

We believe it's our duty to empower companies who are fighting the good fight. To turn them into what they should be – strong and resilient businesses. By thinking big, and starting small. By switching on one disengaged employee, with one really relevant course. We're pulling out the stops to turn compliance training from a “necessary evil” to a “necessary good”.

We see ourselves as warriors in a battle for hearts and minds. Experts at switching people on to the risks and pitfalls of today's commercial-ethical minefield. We believe that risk must be relevant, it must resonate and ring true. Embedding it in the consciousness of a testy employee –that's an art form, and one we excel at.

Drive behavioural change.

Stay on top of global trends

Our compliance experts follow global trends and release courses on upcoming regulations and key emerging topics.



In-browser editing

All of the courses can easily be tailored with an intuitive, simple interface to change any text or customise the colours and branding.

Tailored to your industry and job role

Courses adapt to the industry, job role and risk level of each learner to deliver the right content to the right person.



Regular course updates

As regulations evolve, we ensure that courses remain up to date with legislation and best practice.

Global courses

Working with leading global organisations ensures that our courses are in line with global best practice and regional legislation.

Easy translations

All of the training is available in over 30 languages.



Accessible

All courses adhere to WCAG 2 accessibility standard and include narration.



Multi-year learning plans

Each topic includes base courses, refreshers, Take 5s and Knowledge Checks to ensure that you can train with fresh content every year.

Different styles for different learners

The catalogue includes text-based courses, video training, gamified learning, adaptive learning and more.

Compliance.



Compliance.



Our compliance courses, developed in collaboration with 60 top global law firms, are designed to ensure that organisations remain compliant in a landscape of ever-changing regulations.

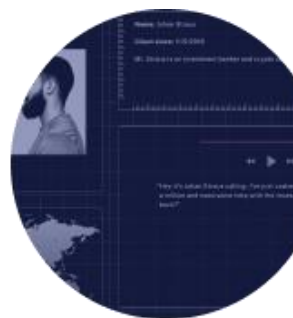
It isn't enough to implement 'standard' compliance training since each industry and jurisdiction has its own set of requirements. Our courses are tailored to the specific regulations of your jurisdiction and feature scenarios relevant to your industry.

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Topic Areas

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Courses



Key Legislation.

Anti-Money Laundering (AML)

UK: The Money Laundering Regulations 2017 and the Proceeds of Crime Act 2002

UK: Economic Crime and Corporate Transparency Act

EU: The Fifth and Sixth Anti-Money Laundering Directives (AMLD5 & AMLD6)

USA: The Bank Secrecy Act (BSA) and the USA PATRIOT Act

Sanctions

UK: The Sanctions and Anti-Money Laundering Act 2018

EU: Common Foreign and Security Policy (CFSP)

USA: Office of Foreign Assets Control (OFAC) regulations

Modern Slavery

UK: The Modern Slavery Act 2015

EU: EU Strategy towards the Eradication of Trafficking in Human Beings

USA: The Trafficking Victims Protection Act (TVPA)

SRA Compliance

UK: SRA Standards and Regulations 2019

Anti-Bribery

UK: The Bribery Act 2010

UK: Economic Crime and Corporate Transparency Act

EU: EU Treaty Article 83(1) and the UK Bribery Act 2010

USA: The Foreign Corrupt Practices Act (FCPA)

Whistleblowing

UK: The Public Interest Disclosure Act 1998

UK: The Sanctions and Anti-Money Laundering Act 2018

EU: The EU Whistleblower Protection Directive (2019)

USA: Sarbanes-Oxley Act (SOX) and Dodd-Frank Act

Tax Evasion

UK: The Criminal Finances Act 2017

UK: Economic Crime and Corporate Transparency Act

EU: The EU Council Directive 2011/16 in relation to cross-border tax arrangements (DAC6)

Fraud and Fair Competition

UK: The Fraud Act 2006 and the Competition Act 1998

UK: Economic Crime and Corporate Transparency Act

EU: Treaty on the Functioning of the European Union (TFEU) Articles 101 and 102

USA: The Federal Trade Commission Act and the Sherman Act

Conflicts of Interest

UK: The Companies Act 2006 and FCA Handbook (SYSC 10)

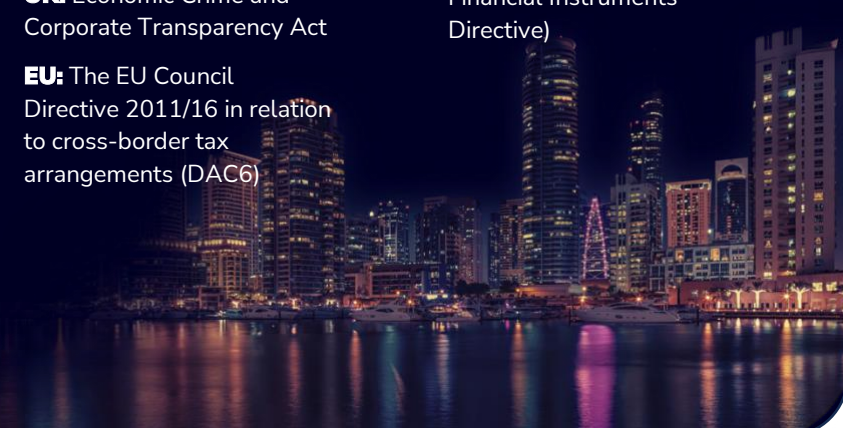
EU: MiFID II (Markets in Financial Instruments Directive)

USA: Sarbanes-Oxley Act (SOX)

FCA Compliance

UK: FCA Handbook

EU: MiFID II (Markets in Financial Instruments Directive)





ANTI-MONEY LAUNDERING

Adventures in Anti-Money Laundering	Global	45	AML Legislation	UK EU	5
Anti-Money Laundering Adaptive	UK	90	Know Your Customer	Global	5
Anti-Money Laundering Advanced in the UK	UK	60	Terrorist Financing	Global	15
Anti-Money Laundering Fundamentals in the UK	UK	45	Politically Exposed Persons	Global	5
Anti-Money Laundering Advanced (Global)	Global	60	Reporting Suspicious Activity	Global	5
Anti-Money Laundering Fundamentals (Global)	Global	45	Accounting Red Flags	UK	5
Anti-Money Laundering: Know Your Risk	UK	30	Preventing Money Laundering (Challenge)	Global	5
Anti-Money Laundering: A 5 Minute Refresher	UK	5	Proliferation Financing: Managing Global Risk	UK Global	15
Anti-Money Laundering: A 10 Minute Refresher	UK	10	US Client Due Diligence for International Matters	US	20
Anti-Money Laundering: A 30 Minute Refresher	UK	30	AML Knowledge Check	UK	5
Due Diligence	UK	20	AML Global Knowledge Check	Global	5
Enhanced Due Diligence	UK	5			

SANCTIONS

Sanctions: Complying with International Restrictions	Global	30	Dangerous Goods Shipments	Global	10
Sanctions: Know Your Transaction	UK	20	Title Transfer and Incoterms	Global	5
Sanctions: Latest Developments	UK	5	Trade Controls	Global	5
Export and Import Controls	Global	40	Sanctions Knowledge Check	UK	5
Customs Declarations	Global	5	Sanctions Knowledge Check 2	UK	5
Financial Sanctions	Global	5			

ANTI-BRIBERY

Anti-Bribery Fundamentals	Global	30		International Legislation	Global	5
Anti-Bribery and Corruption Adaptive	UK US	60		Associated Persons and Due Diligence	Global	5
Anti-Bribery Know Your Deal	UK	25		Gifts and Hospitality	Global	5
Global Anti-Bribery and Corruption Adaptive	Global	45		Interacting with Public Officials	Global	5
Anti-Bribery Global	Global	30		Is it Bribery?	Global	5
Anti-Bribery: The Basics	UK	10		Anti-Bribery Knowledge Check	UK	5
Beating Bribery	Global	25		Global Anti-Bribery Knowledge Check	Global	5
Working with the Bribery Act	UK	20		FCPA Knowledge Check	US	5
FCPA: Know Your Deal	US	20				


CONFLICTS OF INTEREST

Conflicts in the Workplace: Understand Your Influences	UK	25		Conflicts of Interest Knowledge Check	UK	5
Conflicts of Interest: A Guide for Law Firms	UK	20		Conflicts of Interest: A Guide for Law Firms - Knowledge Check	UK	5
Conflicts of Interest	Global	15				

RESPONSIBLE BUSINESS

Code of Conduct	Global	45		Responsible Retailing of Alcohol (Challenge)	Global	15
Respecting Human Rights in Business	Global	20		Business Continuity	Global	35
Risk Management: Fundamentals	Global	20		Risk Management Knowledge Check	UK	5
Protecting Students' Consumer Rights	UK	50				

FRAUD AND FAIR COMPETITION

Understanding Fraud: Identify and Prevent Workplace Fraud	Global	40		Fair Competition Dos and Don'ts	Global	5
Fraud: Failure to Prevent	Global	20		Interacting with Competitors	Global	5
Avoiding Anti-Competitive Activity Adaptive	UK	45		Interacting with Customers and Suppliers	Global	5
Avoiding Anti-Competitive Activity	Global	25		Bid Suppression	Global	5
Fraud & Market Abuse: A Practical Overview	UK US	20		Collusive Bidding	Global	5
Competing Fairly	Global	30		Commercially Sensitive Information	Global	5
Antitrust: Know Your Market	US	20		Detecting and Preventing Supply-Chain Fraud	Global	5
Insider Trading: Fundamentals	US	20		False Invoicing	Global	5
Securities Law: Know Your Trade	US	20		Leaking Bid Information	Global	5
Insider Trading	Global	10		Unethical Supplier Practice	Global	5
Product Liability	Global	15		Competition Law Knowledge Check	UK	5
Antitrust Around the World	Global	5		Fraud: Failure to Prevent Knowledge Check	Global	5


WHISTLEBLOWING

Whistleblowing	UK	30		Whistleblowing: Understand Your Rights	EU UK	30
Whistleblowing Adaptive	Global	30		Whistleblowing: Understand Your Rights	US	30
Speaking Up	UK	25		Your Role in Creating a Speak Up Culture	Global	5

TAX EVASION

Tax Evasion	Global	20	Criminal Finances Act: A Practical Overview	UK	20
Tax Evasion: Failure to Prevent	UK	45	Tackling Tax Evasion	UK	10
Tax Evasion: Failure to Prevent	UK	15	Tax Evasion Knowledge Check	UK	5
DAC6 Advanced	UK EU	30	DAC6 Knowledge Check	UK EU	5
DAC6 Fundamentals	UK EU	20	UK MDR: What's Changed?	UK	5

MODERN SLAVERY















Working with the Modern Slavery Act	UK	15		Modern Slavery Transparency Statements	UK	10
Modern Slavery: Preventing Exploitation	UK	20		What is Modern Slavery?	UK	5
Modern Slavery: Preventing Exploitation	Global	20		Identifying Modern Slavery in the Supply Chain	UK	5
Modern Slavery: Practical Overview	Global	20		Modern Slavery Knowledge Check	Global	5
Modern Slavery: Practical Steps for Procurement	UK	15				

FCA COMPLIANCE

Introduction to FCA Regulation	UK	20	FCA Consumer Duty: A New Standard of Customer Care	UK	30
FCA Conflicts of Interest	UK	40	Treating Customers Fairly	UK	40
FCA Client Money and Assets	UK	90	Vulnerable Customers in Financial Services	UK	30
FCA Complaints Handling	UK	30	SMCR: The Senior Managers and Certification Regime	UK	30

Financial Sanctions	 UK	 30	Safeguarding: Keeping Our Customers Safe	 UK	 20
Market Abuse Regulation	 UK	 60	Vulnerable Customers Knowledge Check	 UK	 5

SRA COMPLIANCE

SRA Standards and Regulations: Fundamentals	 UK	 30	SRA Advanced: Managing Clients and Matters	 UK	 20
SRA Standards and Regulations: A Practical Overview	 UK	 20	SRA Advanced: Accounts Rules	 UK	 15
Ethics for Law Firms	 UK	 20	The Insurance Distribution Directive	 UK	 15
Sexual Misconduct: Understanding the SRA Guidance	 UK	 20	SRA Standards and Regulations: Knowledge Check	 UK	 5
SRA Advanced: Compliance at Your Firm	 UK	 20	SRA Standards and Regulations: A Practical Overview: Knowledge Check	 UK	 5



Information Security & Data Protection.

Information Security & Data Protection.



The true power of an organisation lies not in its data or technology, but in the people who are entrusted with managing, protecting, and utilising those assets responsibly. This human element, with its strengths and vulnerabilities, is at the heart of today's data-driven and technology-driven business environment.

Legislation such as the General Data Protection Regulation (GDPR) provides rigorous standards for handling personal data and imposes serious penalties for non-compliance. To help navigate this landscape, our suite of courses offers clear guidance on GDPR principles and global data protection norms, tailored to employees in diverse roles with varying degrees of data interaction.

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Topic Areas

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Courses



GDPR

Data Protection Adaptive	UK Global	60	Individual Rights Under the GDPR	UK EU	5
GDPR: Privacy at Work	UK	30	Reporting a Personal Data Breach	UK EU	5
Personal Data Protection	EU	50	The Right to be Forgotten (Erasure)	UK EU	5
GDPR in 10 Minutes	UK EU	10	GDPR Knowledge Check	UK	5
Understanding Personal Data	UK EU	5	GDPR Knowledge Check for Marketing	UK	5
Responsibilities Under the GDPR	UK EU	5	GDPR & HR Knowledge Check	UK	5
Binding Corporate Rules and Data Protection	UK EU	5	GDPR Technical Measures Knowledge Check	UK	5

UK GDPR

Data Protection: A UK Outlook	UK	20	GDPR Advanced - Data Protection Legislation	UK	5
GDPR: A Practical Overview for All Staff	UK	25	GDPR Advanced - Data Protection Impact Assessments	UK	5
GDPR: A Practical Overview	UK	45	GDPR Advanced - Conditions for Processing	UK	5
Working with the GDPR and UK Data Protection Act	UK	15	GDPR Advanced - Privacy Notices	UK	10
GDPR: The Basics	UK	15	GDPR Advanced for Data Protection Officers	UK	5
Information Request (Challenge)	UK	10	GDPR Advanced for Marketing Professionals	UK	5
Freedom of Information	UK	20	GDPR Advanced for HR Professionals	UK	5
PECR: Getting to Grips	UK	30	GDPR Advanced for IT Departments	UK	5

GLOBAL DATA PROTECTION BEST PRACTICE

Data Protection: A Global Outlook	Global	45	Securing Personal Data	Global	5
Introduction to Personal Data Protection	Global	25	Using Big Data Ethically	Global	5

US DATA PRIVACY

Data Privacy: Fundamentals	US	20	GDPR: An American Perspective	US	10
Data Privacy in the US	US	10	Data Privacy Knowledge Check for the US	US	5
HIPAA: Securing Health Information	US	45	HIPAA Knowledge Check	US	5
California Privacy Rights Act (CPRA)	US	10			

INFORMATION SECURITY

Introduction to Information Security	Global	35	Protecting Intellectual Property	Global	10
Information Security: Background and Best Practice	Global	60	Protecting Physical Property	Global	10
Information Security: A Practical Overview	Global	30	Handling Different Types of Data	Global	5
Internet, Email and Social Media	Global	30	Consequences of Information Leaks	Global	5
Records Management	Global	25	Social Media Awareness	Global	10
PCI DSS – Front Line	UK	15	Using Email and the Internet Securely	Global	5
PCI DSS – Back Office	UK	15	Using Portable Storage Devices	Global	5
Using Social Media (Challenge)	Global	15	Securing Mobile Devices	Global	5
Protecting Information (Digital Risks)	Global	5	Information Security Knowledge Check	Global	5
Protecting Information (Physical Risks)	Global	5			

CYBER SECURITY

Cyber Risk: Journey to Safety	Global	30	Phishing Challenge	Global	5
Cyber Security: Practical Applications	Global	20	Phishing Challenge 2.0	Global	5
Social Media: Communicating at Work	Global	20	Phishing Challenge 3.0	Global	5
Email@Risk	Global	15	Phishing Challenge 4.0	Global	5
Cyber Etiquette: Journey to Safety	Global	10	Cyber Knowledge Check	Global	5
Phishing Awareness	Global	5	Cyber Security Knowledge Check: The Basics	Global	5
Ransomware	Global	5	Cyber Security Knowledge Check: Social Engineering	Global	5
Understanding Social Engineering	Global	5	Cyber Security Knowledge Check: Passwords	Global	5
Setting a Secure Password	Global	5	Cyber Security Knowledge Check: Phishing	Global	5
Protecting Your Identity	Global	5	Social Media Knowledge Check	Global	5
Consequences of Cybercrime	Global	5			

ARTIFICIAL INTELLIGENCE

Understanding AI: Opportunities and risks	Global	25	AI and Conducting an Effective Risk Assessment	Global	10
AI and Data Privacy	Global	10	AI and Cybersecurity	Global	15
AI and Intellectual Property	Global	10	Plagiarism in the Age of AI	Global	30
AI and Discrimination	Global	10			

Health & Safety.



Health & Safety.



At the core of a productive workforce is the assurance of personal safety and wellbeing. In addition, every business is legally obligated to implement comprehensive measures for the health and safety of its employees.

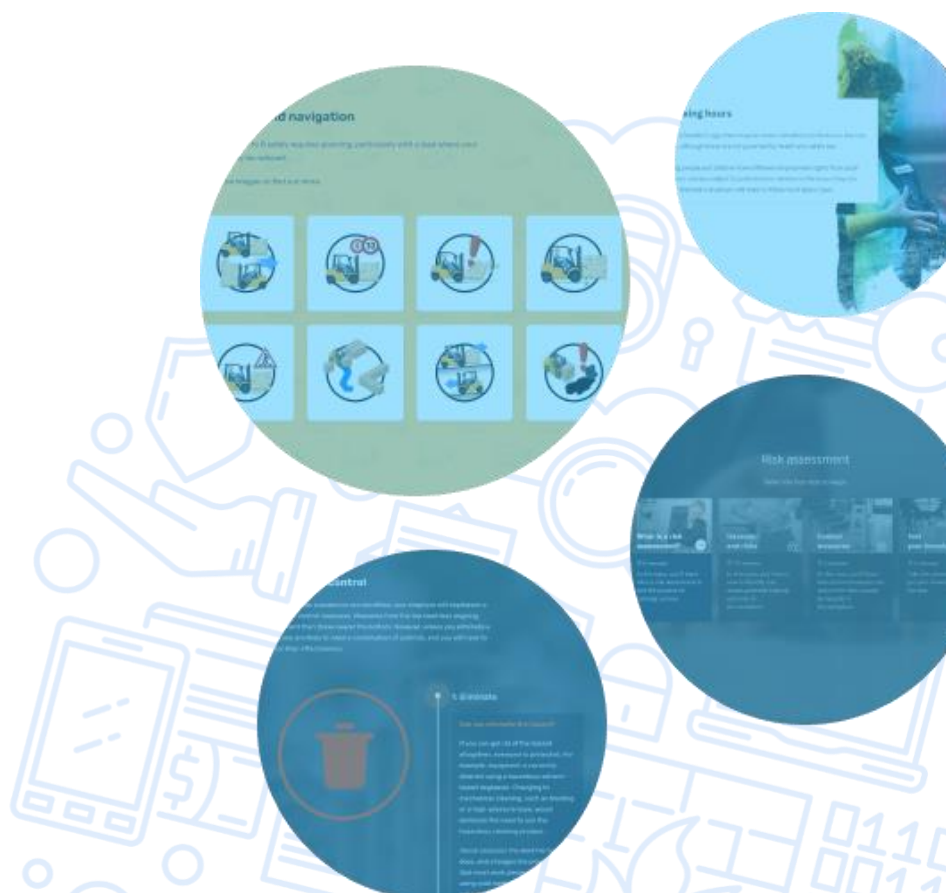
Our Health & Safety suite delivers comprehensive training to facilitate safer work environments. The suite includes a diverse range of topics for office workers, universities, factories, warehouses and more.

Courses in our Health & Safety suite are approved by the leading health and safety bodies: IOSH and RoSPA.



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Topic Areas

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Courses



Key Legislation.

UK

Health and Safety at Work Act 1974

The Management of Health and Safety at Work

Regulations 1999, The Manual Handling

Operations Regulations 1992

EU

Framework Directive 89/391/EEC on Safety and Health of Workers at work

USA

Occupational Safety and Health Act (OSHA)




WORKPLACE SAFETY

Health and Safety for Office Workers	UK	60	Drugs and Alcohol at Work	UK	40
Personal Protective Equipment	UK	50	New and Expectant Parents	UK	45
Personal Protective Equipment: A global outlook	Global	50	Personal Safety	UK	20
Remote Working	UK	30	Slips and Trips (Challenge)	Global	20
Hybrid Working	Global	40	Violence and Aggression	Global	20
Lone Working	UK	30	Your Health and Safety (Challenge)	UK	10
Slips and Trips	UK	25	Can You Spot the Hazard?	Global	5
Slips and Trips: A global outlook	Global	25	Avoiding Slips and Trips	Global	5
Electrical Safety	UK	25	Personal Protective Equipment	UK	5

SITTING, POSTURE, AND LIFTING

Display Screen Equipment	UK	30	Manual Handling: A Global Outlook	Global	30
Display Screen Equipment: A Global Outlook	Global	30	Manual Handling (Challenge)	Global	30
DSE: Exercises	Global	10	Spinal Awareness: Improving Your Posture	Global	5
DSE: Pregnancy	Global	10	Spinal Awareness: Managing the Risks of Spinal Injury	Global	5
DSE Refresher	Global	10	Spinal Awareness: Stretching Exercises	Global	5
Manual Handling	UK	30	Spinal Awareness: Understanding Your Spine	Global	5

SAFEGUARDING

Safer Universities	UK	60		Safeguarding Children	UK	60
Safeguarding Essentials	UK	60		Young Carer Aware	UK	50
Safeguarding Adults	UK	60		Preventing Radicalisation and Extremism	UK	30

VEHICLE, PLANT AND EQUIPMENT SAFETY

Abrasive Wheels	UK	30		PUWER	UK	25
Driving at Work	UK	25		Working at Height Advanced	UK	30
Ladder Safety	UK	45		Working at Height Essentials	UK	25
Lift Truck Safety	UK	25		Working at Height Essentials: A Global Outlook	Global	25
Lifting Operations and Lifting Equipment Regulations	UK	20		Hand and Arm Vibration	UK	15
Lock Out Tag Out	UK	60		Check Your Vehicle Before Driving at Work	UK	5
Lock Out Tag Out: A global outlook	Global	60		Preparing for Your Journey	UK	5

HAZARDOUS SUBSTANCES

Hazardous Substances	UK	20		Hazardous Substances (COSHH) Refresher	UK	10
Hazardous Substances: A Global Outlook	Global	20		Lab Safety	Global	30
COSHH (Hazardous Substances)	UK	50				

FIRE SAFETY

Fire Safety Awareness	UK	70	Fire Wardens	UK	90
Fire Safety Awareness: A Global Outlook	Global	70	Don't Get Burnt	Global	5
Fire Safety (Challenge)	UK	30	Fire, Can You Handle It?	UK	5

FOOD SAFETY

Food Safety Level 1	UK	50	Food Safety Level 3	UK	120
Food Safety Level 2	UK	120	Food Allergies	UK	25

ENVIRONMENTAL SUSTAINABILITY

ESG: Fundamentals	Global	20	Pollution	Global	15
ESG: The Basics	Global	5	Recycling Food and Organic Waste	Global	10
ESG: Practical Applications	Global	45	Saving Energy and Water	Global	15
Climate Change: Understanding the Challenge	Global	15	Business Sustainability Management	Global	5
What is Sustainability?	Global	10	Eco-driving	Global	5
Working Towards Zero Waste	Global	15	Non-Recyclable Waste	Global	5
Supply Chain Due Diligence	Global	10	Sustainable Travel	Global	10
Environmental Awareness: A Global Outlook	Global	30			

SPECIALIST ENVIRONMENTS

Asbestos Awareness	UK	40	Noise Exposure	UK	15
CDM Regulations	UK	25	Legionella and Water Safety	UK	25
Confined Spaces Awareness	Global	20	Confined Spaces (Challenge)	Global	5
Legionella	UK	50			

EMERGENCY RESPONSE

Evacuation Awareness	UK	50	Bomb Threat	Global	5
Emergency First Aid Awareness	UK	45	Civil Unrest	Global	5
First Aid for Non-First Aiders	UK	25	Explosions (Challenge)	Global	5
Pandemic Awareness	Global	35	Medical Emergency	Global	5
Active Shooter (Challenge)	Global	5	Preventing the Spread of Infection	Global	5

HEALTH AND SAFETY FOR DUTYHOLDERS

Managing Health & Safety	UK	55	Risk Assessment: A Global Outlook	Global	45
Introduction to Premises Management	UK	25	Working with Young People	UK	20
Management of Contractors	UK	30	Manager's Overview of Health and Safety	UK	30
RIDDOR	UK	25	Risk Assessment (Challenge)	UK	15
Risk Assessment	UK	45	Health and Safety for Directors	UK	5

A photograph of a beach with waves in the background and a large pile of colorful seashells in the foreground. The shells are in various colors, including white, yellow, orange, and blue. The text "Diversity & Inclusion." is overlaid on the image in white, bold, sans-serif font.

Diversity & Inclusion.

Diversity & Inclusion.



The Diversity and Inclusion suite trains your staff to welcome people from all walks of life and treat others fairly and equally. This is something too important to be taught in simplistic or cliched terms. This suite includes engaging, nuanced, and sensitive modules in numerous formats that will help the learner understand the challenges different people face and gain the wisdom to navigate the complex social and regulatory challenges of today's workplace.

Our training promotes the respect and inclusion of people of all different races, gender identities, sexual orientations, ages, and physical and mental differences. Courses help learners empathise with the challenges that different types of people face; spot harmful unintentional gestures; ally with and advocate for colleagues who need support; and manage problematic situations when needed. Special care is given to raising awareness of our unconscious biases and adapting our language to reflect and encourage a more inclusive work environment.

This suite will provide learners with a strong and solid framework from which they contribute to a harmonious and diverse company culture while working better together as a team.

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Topic Areas

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Courses


















Binna Kandola OBE
Senior Partner
Kandola LLP











Farrenson
Experience & Integration
Technology Solutions



DIVERSITY AWARENESS

Inclusion Essentials	Global	90		Trans and Non-Binary Awareness	Global	15	
Diversity & Inclusion: Manager Skills in Focus	Global UK	60		Supporting Trans and Non-Binary People at Work: Manager's Guide	Global	15	
Sexual Orientation	Global	50		Gender Equality	Global	15	
Gender and Sexuality Awareness	Global	40		Socio-Economic Wellbeing	Global	15	
Introduction to Intersectionality	Global	30		Disability Inclusion	Global	10	
Neurodiversity	Global	30		Gender Identity	Global	10	
Menopause at Work	Global	30		Sexual Orientation	Global	10	
Cultural Awareness	Global	15		Diversity Knowledge Check	Global	5	












PROMOTING RESPECT AND INCLUSION

Allyship	Global	30		Disabled Adventures in Customer Service	Global	30	
Diversity & Inclusion: Engaging with Others	UK Global	30		Creating an Environment Based on Respect	Global	15	
Bystander Intervention in Focus	UK Global	30		How to be an Ally	Global	10	
Disabled Adventures in Work and Recruitment	Global	30		Inclusion Awareness Knowledge Check	Global	5	











SEXUAL HARASSMENT

Tackling Sexual Harassment at Work: A Manager's Guide	UK	45		Sexual Harassment	US	70	
Understanding and Confronting Sexual Harassment at Work	Global	20		Sexual Harassment	UK US	10	
Sexual Harassment	UK	60		The Effective Bystander	Global	20	

BIAS AWARENESS

An Introduction to Unconscious Bias	Global	35		Diversity and Inclusion: Unconscious Bias in Focus	Global	30	
Understanding Unconscious Bias	Global	60		Diversity and Inclusion: Unconscious Bias in Focus	UK	30	
Tackling Age Bias	Global	30		Understanding Gender Bias	Global	15	
Understanding and Tackling Gender Bias	Global	30		Tackling Gender Bias	Global	15	
Race Bias in the Workplace: A Guide for Managers	Global	40		Understanding Race Bias	Global	20	
What is Unconscious Bias?	Global	15					

PROBLEMATIC BEHAVIOUR

Tackling Problem Behaviour	Global	60		Banter in the Workplace	Global	15	
Tackling Problem Behaviour	Global	15		Bullying and Harassment: Effective Interventions	Global	15	
The Impact of Micro-Behaviours	Global	30		Facing Anger and Emotion in the Workplace	Global	15	
The Impact of Micro Behaviours	Global	15		Microaggressions in the Workplace	Global	15	
Domestic Abuse: Supporting Employees in the Workplace	Global	30		Racism in the Workplace	Global	15	

EQUALITY LEGISLATION

Introduction to UK Equality Legislation	UK	25		Implementing Reasonable Adjustments	UK	20	
Introduction to UK Equality Legislation for Managers	UK	25		The Public Sector Equality Duty	UK	10	
Introducing Equality Impact Assessments	UK	25		Working Effectively with the Equality Act	UK	30	

Performance & Leadership.



Performance & Leadership.



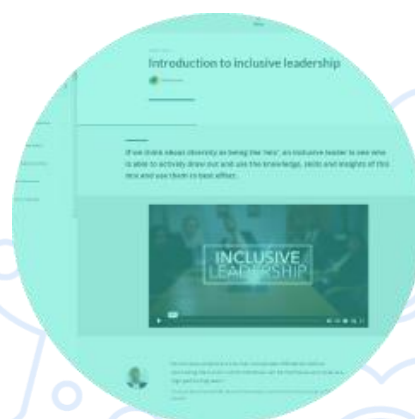
Great companies start with great employees and managers who know how to bring out the best in them. The Barbour Performance & Leadership suite provides the tools to help bring all those elements together.

Communications training can help employees at all levels to give and receive effective feedback and gain the confidence to hold sensitive conversations with their co-workers. Managers sometimes struggle to manage and motivate workers, set individual and team objectives and balance conflicting priorities and needs. And many people are afraid to even broach topics like mental health and stress in the workplace.












The Performance & Leadership suite also includes courses on recruitment and customer support, essential but often-overlooked functions that separate good companies from great ones. All courses are CPD-certified, come in different lengths and formats, and can be customised for your company's needs.

10
Topic Areas












125
Courses










COMMUNICATION

Six Steps to Leading Productive Meetings	Global	60		Effective Online Meetings	UK	10	
Six Steps to Productive Meetings	Global	15		Being an Active Listener	Global	5	
Conflict Resolution	Global	50		Effective Questioning	Global	5	
How to Give Feedback	Global	20		Giving Useful Feedback	Global	5	
Inclusive Language and Communication	UK	15		Tips for Writing Effectively	Global	5	
Understanding Communication Styles	Global	20					








PERSONAL EFFECTIVENESS

Assert Yourself	Global	60		Time Management	Global	50	
Assert Yourself	Global	15		Working from Home	Global	30	
Building Trust	Global	25		Avoiding Workplace Conflict	Global	15	
How to be More Productive	Global	30		Developing Emotional Intelligence	Global	15	
How to Challenge	Global	30		Setting SMART Objectives	Global	5	
Influencing People	Global	25					


DIFFICULT AND SENSITIVE CONVERSATIONS

Handling Difficult Conversations	Global	60		Dealing with Sensitive Issues: Overview	Global	15	
Having Difficult Conversations	Global	20		Dealing with Sensitive Issues: Alcohol	Global	15	
Handling Difficult Conversations	Global	15		Dealing with Sensitive Issues: Body Odour	Global	15	
Dealing with Sensitive Issues: Overview	Global	30					

MAXIMISING PERFORMANCE

Inclusive Leadership	Global	60		Coaching Awareness	Global	10	
Managing Performance Effectively	Global	20		Mentoring Awareness	Global	10	
Managing Remote Workers	Global	30		The Performance Management Lifecycle	Global	10	
Managing Sickness Absence	Global	25		Managing Change	Global	5	
Supporting New and Expectant Parents	Global	30		Flexible Working	Global	5	
How to Delegate	Global	30		Monitoring Performance Effectively	Global	5	
Motivating People	Global	15		New and Expectant Mothers - New Mothers in the Workplace	UK	5	
Maximising Potential through Developing Strengths	Global	15		Working During Pregnancy	UK	5	
Making Appraisals Count	Global	15		Supporting your Team's Performance	Global	5	
Introduction to Coaching	Global	20		Return to Work (Challenge)	Global	5	





RECRUITMENT

Recruitment and Selection: An Introduction	Global	25		How to Recruit the Right Person	UK	15	
Recruitment and Selection Essentials	UK	75		Conducting Effective Interviews	Global	15	




CUSTOMER SUPPORT / CUSTOMER SERVICE

Complaints and Compliments	Global	15		The Three Cs of Customer Service	Global	5	
Providing Great Customer Service	Global	20		The Importance of Great Customer Service	Global	5	
Who is Your Customer?	Global	5					



DISCIPLINARY AND GRIEVANCE

Disciplinary Matters	Global	45		Informal Disciplinary Conversations	Global	15	
Disciplinary & Grievance	UK	30		Formal Disciplinary Meetings	Global	15	
Managing Grievances	Global	20		Disciplinary Investigations	Global	15	
Managing Disciplinaries	Global	25		Understanding Grievances	Global	5	
Employee Investigations and Hearings	UK	30					

MENTAL HEALTH

Mental Health in the Workplace: Overview	Global UK	60		Recognising Anxiety and Depression	Global	5	
Mental Health: Doing the Right Thing	Global UK	15		Spotting Mental Health Red Flags	Global	5	
What is Mental Health?	Global	5		Supporting Your Colleagues' Mental Health	Global	5	
Resilience	Global	20		Wellbeing and Remote Working	Global	15	
Building Resilience	Global	20		Supporting Student Mental Health and Wellbeing	UK	60	
Online Wellbeing	Global	10		Mental Health Knowledge Check	Global	5	

STRESS

Stress Awareness	Global	40		Mental Health: Stress Less	Global UK	15	
Stress Management at Work	UK	50		Managing Your Personal Stress	UK	20	
Mental Health: Managing Stress	Global UK	15		Identifying Stress in Your Team	Global	5	

HEALTHY LIVING

Healthy Living Awareness

Global

25

Drug and Alcohol Awareness

Global

15

Healthy Lifestyle - Drink

Global

10

Healthy Lifestyle - Exercise

Global

5

Healthy Lifestyle - Food

Global

5

Healthy Lifestyle - Sleep

Global

5

Work Life Balance (Challenge)

Global

5



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safe in our knowledge

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