



BUSINESS SUPPORT EVENTS, TRAINING & WORKSHOPS

JANUARY 2019 TO MARCH 2020

INTRODUCTION

Kingston First are committed to supporting our members in Kingston. To help upskill workers, we coordinate a number of free business workshops and seminars each year. Our training and workshops help equip our members and their staff with useful information about upcoming changes that could affect their company, as well as providing training workshops for everyday essential skills.

Since introducing this initiative in 2017, we have trained over 250 Kingston employees in topics such as Emergency First Aid, Employment Law and Social Media Skills.

All courses are free to members and employees, and places are allocated on a first come first served basis.

HOW TO BOOK

To register your interest in any of the courses in this booklet, please visit kingstonfirst.co.uk/eventbooking or contact Lucy Button on 020 8547 1221 or email info@kingstonfirst.co.uk

CALENDAR

	2019												2020			
	JAN	FEB	MAR	APR	MAY	JUN	JULY	AUG	SEPT	OCT	NOV	DEC	JAN	FEB	MAR	
MISSION SUCCESS							11 July 9.30am-11.30am									
MENTAL HEALTH										8 Oct 9.45am-11.30am						
CONFLICT MANAGEMENT									10 Sept 9.30am-4.30pm							
FOOD SAFETY							2 July 9.30am-4.30pm									
FIRST AID	29 Jan 9.30am-4.30pm		19 Mar 9.30am-4.30pm							1 Oct 9.30am-4.30pm	5 Nov 9.30am-4.30pm		21 Jan 9.30am-4.30pm			17 Mar 9.30am-4.30pm
FIRE MARSHAL		13 Feb 9.45am-1.00pm		3 Apr 9.45am-1.00pm			10 July 9.45am-1.00pm			16 Oct 9.45am-1.00pm				12 Feb 9.45am-1.00pm		
EMPLOYMENT LAW									19 Sept 9.45am-11.30am							

MINDSET FOR MISSION SUCCESS IN BUSINESS



MOTIVATIONAL AND LEADERSHIP TALK

Delivered by Matt 'Ollie' Ollerton,
Former Special Forces Soldier
and best known for hit TV show:
'SAS: Who Dares Wins'.

Kingston First are delighted that TV's Ollie Ollerton will be addressing Kingston businesses to inspire and drive professional and personal achievements.

Ollie is an energetic and highly motivated former UK Special Forces operative with extensive experience in various international missions. Ollie will provide a motivational talk using the knowledge and skills gained through his experiences and will demonstrate these through his compelling stories and anecdotes.

The underlying theme of this session is to encourage and maintain a positive attitude, and the processes and methods to fine-tune this into your business and personal goals.

If you would like to see Ollie's biography, please view the link below on our website:

www.kingstonfirst.co.uk/mission-success

WHO IS THIS SESSION SUITABLE FOR?

This course is open to everyone to attend from all business sectors, for example: business owners, managers, team leaders, office managers, human resources and general staff will all benefit from attending the session.

This session has been developed to upskill those who work within Kingston town centre, from all sectors including private and public sectors, retail and office, both day and night time economies.

DATE

11 July 2019

TIME

9.30 - 11.30am

VENUE

DoubleTree by Hilton

1 Skerne Road
Kingston upon Thames
Surrey
KT2 5FJ

MENTAL HEALTH AWARENESS IN THE WORKPLACE

WHO NEEDS THIS COURSE?

This course is open to everyone to attend from all business sectors, for example: business owners, managers, team leaders, office managers, human resources and general staff will all benefit from attending the session.

Kingston First in conjunction with Mind in Kingston have developed this session to provide a useful overview on mental health awareness within the workplace and how best to address this.

For many of us, work is a major part of our lives, it is where we spend much of our time and good mental health at work and good management go hand in hand.

It is becoming increasingly vital for employers to have an awareness of mental health issues to ensure they are best placed to offer effective support to their employees, with the overall aim to create a healthy and productive work environment in which everyone is able to thrive.

DATE

8 October 2019

TIME

9.45 - 11.30am

VENUE

Richard Mayo Centre
(Next to the United Reform Church)

Eden Street
Kingston upon Thames
Surrey
KT1 1HZ

MANAGEMENT OF CONFLICT WITHIN THE WORKPLACE

WHO NEEDS THIS COURSE?

This course is suitable for anyone experiencing challenges with internal conflict in their workplace, including managers and supervisors.

More often than not we avoid having difficult conversations because we feel it will make matters worse. On this course, managers and employees learn how to deal effectively with difficult conversations in a direct but non-confrontational manner.

SUBJECTS COVERED

- **Difficult behaviour and its effects**
the course will help participants define difficult behaviour, understand behaviour patterns and learn to review a model of behaviour
- **Responding to difficult behaviour**
understand how to explore conflict rather than confront it; learn our natural response to conflict; recognise the impact of our words, phrases and body language have
- **Dealing with difficult situations**
learn to maintain composure; structure difficult conversations - the master technique; dealing with facts and filtering fiction; dealing with “fob offs” and negativity; handling emotions; using assertiveness strategies; giving and receiving feedback; handling negative emails
- **Managing difficult situations**
including disruption of the team; underperformance and any staff related issue you want to work on

DATE

10 September 2019

TIME

9.30am - 4.30pm

VENUE

Richard Mayo Centre
(Next to the United Reform Church)

Eden Street
Kingston upon Thames
Surrey
KT1 1HZ

CIEH LEVEL 2 AWARD IN FOOD SAFETY IN CATERING

COURSE INFORMATION

Duration: one day (6 hours excluding lunch and breaks)

Assessment:
multiple-choice examination

WHO NEEDS THIS COURSE?

Anyone working in catering or a hospitality setting, where food is prepared cooked and served.

The course is suitable for anyone working in restaurants, cafes, hotels, the leisure industry, local authority, nurseries, food shops, the voluntary sector and more.

SUBJECTS COVERED

- Legislation
- Food safety and hazards
- Temperature control
- Refrigeration, chilling and cold holding
- Cooking, hot holding and reheating
- Food handling
- Principles of safe food storage
- Cleaning
- Food premises and equipment

TRAINING OUTCOMES

Employees who handle food will gain a firm grasp of the importance of food safety and knowledge of the systems, techniques and procedures involved.

They will have the confidence and expertise to deliver quality food safety to customers.

Refreshment of this qualification is recommended at least every 3 years.

DATE

2 July 2019

TIME

9.30am - 4.30pm

VENUE

Richard Mayo Centre
(Next to the United Reform Church)

Eden Street
Kingston upon Thames
Surrey
KT1 1HZ

EMERGENCY FIRST AID AT WORK

COURSE INFORMATION

Duration: one day (6 hours excluding lunch and breaks)

Time: 9.30am - 4.30pm

Assessment: Ongoing assessment is carried out by the trainer throughout the course.

WHO NEEDS THIS QUALIFICATION?

The minimum employer's requirement is to appoint a person to take charge of First Aid arrangements in case of injury or sudden illness. An Emergency First Aider must be available for these duties at all times when people are at work.

SUBJECTS COVERED

- The role of the first aider
 - Role, responsibilities, infection control, consent, accident forms and first aid equipment
 - Incident and casualty assessment scene survey, primary survey and calling for help
 - CPR: the unresponsive casualty who is not breathing normally
 - Unconscious casualty assessing consciousness, recovery position
 - Choking recognition and treatment
 - External bleeding and shock
 - Types, treatment and recognition of bleeding, blood loss and the casualty in shock
 - Minor injuries
 - Small cuts, grazes, bruises, minor burns, scalds and splinters
 - Outcomes
- At the end of the course, each candidate will receive a certificate, valid for 3 years.

DATES

29 January 2019
19 March 2019
1 October 2019
5 November 2019
21 January 2020
17 March 2020

VENUE

Richard Mayo Centre
(Next to the United Reform Church)

Eden Street
Kingston upon Thames
Surrey
KT1 1HZ

FIRE MARSHAL TRAINING COURSE

COURSE INFORMATION

The course will last approximately three hours and it includes a mixture of presentations, videos and practical training.

Time: 9.45am - 1.00pm

WHO NEEDS THIS TRAINING?

The fire marshal training course is suitable for staff with responsibility for the evacuation of people and/or premises in the event of fire.

AREAS COVERED

- Current fire safety legislation
- The role of the fire marshal
- Evacuation procedures/best practice
- A guide to fire prevention
- Selection of the fire extinguisher and how to use them all
- Live demonstration and practical use of the extinguishers to put out fires

Everyone who successfully completes the course will receive a certificate of attendance.

DATES

13 February 2019
3 April 2019
10 July 2019
16 October 2019
12 February 2020

VENUE

Richard Mayo Centre
(Next to the United Reform Church)

Eden Street
Kingston upon Thames
Surrey
KT1 1HZ



EMPLOYMENT LAW BRIEFING SESSION

WHO NEEDS THIS COURSE?

We recommend that business owners, managers, team leaders, office managers and human resources staff attend this session.

This session has been developed to provide a useful overview, and to upskill those who work within Kingston town centre, from all sectors including private and public sectors, retail and office, both day and night time economies.

Kingston First in conjunction with leading local solicitors Russell-Cooke have organised an employment law briefing session for our members.

The session has been developed to inform those working within Kingston town centre on specific topical themes, which are fundamental to running any business. The discussion topics will be made available nearer the time, as the areas covered will be dependant on what is relevant and current at that particular time.



DATE

19 September 2019

TIME

9.45am - 11.30am

VENUE

DoubleTree by Hilton

1 Skerne Road
Kingston upon Thames
Surrey
KT2 5FJ

HOW TO BOOK

To register your interest in any of the courses in this booklet, please visit kingstonfirst.co.uk/eventbooking or contact Lucy Button on 020 8547 1221 or email info@kingstonfirst.co.uk.

All courses are free to members and employees, and places are allocated on a first come first served basis.

Kingston First

3rd Floor Neville House
55 Eden Street
Kingston upon Thames
Surrey KT1 1BW

T 020 8547 1221

info@kingstonfirst.co.uk

kingstonfirst.co.uk

