

Goldmark Training

CATALOGUE



    WWW.GOLDMARKTRAINING.CO.UK

Our Director



*Tara Hussain - Cognitive Behavioural
Psychotherapist and Director at Goldmark
Training*

Tahira Hussain has extensive experience working in the statutory and voluntary sector. She had a 19-year career in social work, mental health, community development, charity and the housing sector. She has a successful track record in consultancy, training and project management. Qualified as a cognitive behavioural psychotherapist, she is a member of the BABCP and BPS. Working as a training associate for national agencies she has utilised her experience in the housing, health and care sector and delivered a menu of training packages aimed to support staff, stakeholders and residents on a range of topics including mental health

awareness, mental health and wellbeing, safeguarding children & adults, equality & diversity, stress management, managing depression, effective psychological intervention and developing self-esteem. Tahira is also an approved therapist to support wellbeing and awareness of mental health through training and CBT therapies.



What we do...

We provide value based corporate training packages and wellbeing solutions to public and private organisations in the UK and abroad.

Here is a catalogue of the courses we offer at Goldmark Training. If you have any questions or would like a bespoke offering, please contact us at: hello@goldmarktraining.co.uk.



[watch our promotional video here](#)





Professional Boundaries

Clear professional boundaries are essential for organisations to deliver a high quality service. It is crucial that staff understand the nature and limits of their roles and are able to recognise the ‘grey areas’ where they are at risk of crossing their professional boundaries. This course presents a comprehensive overview and explores personal roles and responsibilities.



Lift – A Wellbeing Programme

This personal development course is aimed at all types of staff. It is broken down into 10 bite size taster sessions in one day and covers mood, sleep, activity, relaxation, thinking, assertiveness, motivation, communication, mindfulness and confidence.



Drugs Awareness and Dual Diagnosis

This course aims to provide core information on how drugs, alcohol and mental health issues interrelate. It will describe how illegal drugs may negatively affect mental health. The course examines the implications for clients of models like 'dual diagnosis' and reviews respective roles, information sharing and referral pathways.



Stress Management – Get to Grips

This stress management training has been developed to help participants identify the causes and effects of stress and to assist them in developing the skills required to manage stress in the workplace including their own stress and learn techniques and strategies to support staff.



Intro to NLP – Beginners Overview

Neuro Linguistic Programming (NLP) is the study of human excellence. This course will introduce and give participants an insight into the vast number of NLP tools and techniques they can employ to develop professional relationships and successful teams, change unproductive behaviours and become even more confident, persuasive and influential within the workplace.



Bereavement and Loss

This one-day loss and bereavement training will help staff and managers to adopt a caring and professional response, which can significantly enhance the quality of service and support given. Learn how to support bereaved clients and colleagues. Gain a strong understanding of bereavement issues and the factors affecting the grieving process. Learn about how different cultures view grief. Improve your communication and inter-personal skills.




Managing Depression in the Workplace

This course is designed to enable managers and staff to understand depression and anxiety, what it is (what it is not), signs and symptoms associated with them and how to respond appropriately in a work place setting as a manager or a colleague.



Putting Diversity into Action – Islamic Awareness

Understanding and engaging effectively with your Muslim staff, residents and stakeholders. This course is designed to enable you and your colleagues to provide an informed service to your Muslim customers and staff, meet the needs of the Muslim community and find out about Islam in a warm, friendly atmosphere. Delegates will be able to understand better what Muslims believe and discuss common stereotypes and myths.



Building Self Esteem – Steps to Improvement

Self-esteem can affect roles and relationships in the workplace as well as in your personal life. The aims of this course are to enable you to understand the idea of self-esteem and related concepts forming the basis for assertive behaviour and have confidence you can get your needs met and stand your ground when facing challenges.



Domestic Abuse – It's Time to Talk

This one day course looks at definitions of domestic violence, myths and statistics, reasons why it is difficult to leave an abusive relationship, indicators of domestic violence and how to provide support to those affected. The course will explore our roles and responsibilities in the context of work based scenarios.



Safeguarding Children and Child Protection

Safeguarding children is a key responsibility for professionals whose work may bring them into contact (including by telephone) with children and their families. This one-day course is designed to give staff and agencies a comprehensive introduction to child protection and safeguarding children.



Safeguarding Vulnerable Adults

Safeguarding adults is everyone's business and has a key role to play. Staff must be alert to the signs of abuse and aware of their responsibilities. The course will raise awareness of adults at risk, the systems to safeguard them, and the role and responsibilities of all staff and partner agencies. Learning will be supported by case scenarios, small group working and discussion.



Safeguarding Adults and Children – Combined Course

The course will raise awareness of adults & children at risk, the systems to safeguard them, and the role and responsibilities of all staff and partner agencies. Professionals whose work may bring them into contact (including by telephone) with service users must be alert to the signs of abuse and aware of these responsibilities.



Mental Health Awareness and the Mental Capacity Act

The aim of the course is to explain the basic provisions of the Act, explain the five core Principles, and look at who the Act affects. The course should enable staff to understand the key principles of the Mental Capacity Act, support people to make their own decisions and unwise decisions. They should be able to advise around assessing capacity and making decisions in a person's best interests consider the use of an Independent Mental Capacity Advocate (IMCA) within the limits of their job role and understand the processes for escalating concerns, recording and reporting procedures.



Equality and Diversity – An Introduction

This is an essential course for all staff. It will ensure that learners are aware of equality and diversity and their responsibilities. Our course will enable you to understand

- *What is meant by equality and diversity*
- *What is meant by discrimination.*
- *Current legislation relating to equality and diversity*
- *When you should consider equal opportunities legislation.*
- *Define your own responsibilities for Equality and Diversity.*



Diversity in the Workplace – Disability

This disability diversity training course will provide you with an overview and understanding of the key issues relating to disability and diversity in the workplace.



Diversity in the Workplace – Unconscious Bias

Unconscious bias refers to the biases we have of which we are not in conscious control. This course will enable staff to understand the idea of unconscious bias and related concepts, experience how unconscious bias affects our behaviour and identify the impact unconscious bias has on your organisation.



Diversity in the Workplace – Sexual Orientation

This sexual orientation diversity training course will provide staff with an overview and understanding of the key issues relating to sexual orientation and diversity in the workplace.



Diversity in the Workplace – Transgender

This diversity and equality training course will provide you with an overview and understanding of the key issues relating to Transgender and diversity in the workplace.



Wellbeing in the Workplace

This course will explore the responsibilities for ensuring wellbeing in the workplace and how this is managed. Well-being and stress management issues are within the overall ‘duty of care’ that an employer owes to its employees, yet the consideration extends far beyond the employer’s duty of care. Everyone in work has a duty to safeguard and nurture personal wellbeing at work.



Counselling Skills and Engaging with Residents

This one day course will outline basic counselling skills that can be utilised when supporting and engaging with vulnerable groups.



Confidence Building and Self Esteem

This course is for staff who want to improve their confidence and self-belief, develop their interpersonal skills and handle difficult situations effectively.



Emotional Resilience – Getting Tough

This course will enable participants to understand mental toughness. Presenting a balance between theory and practice exploring resilience attitudes and habits. Participants can develop skills and confidence of how to deal positively under pressure and develop effective responses and stamina.



Mindfulness – ‘The Now Factor’

The course will enable participants to understand the idea of mindfulness and related concepts. Participants will experience how mindfulness can affect our behaviour and interpersonal relationships and identify the impact effective mindfulness has on your organisation.



Hate Crime Awareness

Hate crimes and incidents come in many different forms including hatred on the grounds of Race Religion, Sexual orientation, Transgender identity or Disability. This course focuses specifically on understanding hate crime, its cause, impact and effect on colleagues, staff, residents and stakeholders.



Introduction to CBT

This course will provide participants an introduction to both the theoretical and practical applications of Cognitive Behavioural Therapy.



Modern Day Slavery

This course will introduce participants to the subject of modern day slavery. The course will enable staff to develop skills for better identification and working with vulnerable adults or children who may have been exploited. The course will introduce staff to the Modern Slavery Bill 2014, the different forms of modern slavery and understand the processes for escalating concerns, recording and reporting procedures.



Coping Mechanisms – Guided Self Help

Aggression, desperation and even suicide threats amongst other crisis situations have become a grim part of daily life for many front line housing professionals. This training is designed to introduce guided self-help techniques and interventions to help them cope and 'check out'.



Lone Working and Risk Management

The lone working and risk training will enable participants to recognise potentially difficult situations, know how to respond assertively, cover lone working procedures and personal safety in daily and emergency situations.



Mental Health Training Awareness – Basic Introduction

This course is designed for all staff that come into contact with customers who may have mental health problems. The course will give participants insights and strategies into dealing with mental health situations as well as raising awareness.



Diversity in Action – Cultural Awareness

This course will consider what culture and awareness means. Aims are to understand the diversity agenda, identify how cultural awareness relates as a landlord, understand prejudice & identify how discrimination occurs. Participants will consider how to define personal responsibilities for being culturally aware, explore different cultures and how to demonstrate good practice in cultural awareness.



The Care Act 2014 – Overview

This comprehensive briefing will outline the key changes introduced in the Care Act 2014; detail the roles of staff, agencies, specific duties and key regulatory requirements. It will consider how it modernises the law so that people's wellbeing is at the heart of the care and support system.