



DIAMOND PEOPLE SERVICES

FLEX – Your People Your Choice... Developing People, Building Success, Supporting Growth

Key Features

All programmes are delivered by leading experts in their fields.

80 pre-designed programmes
200 interchangeable modules

- FLEX provides the capacity to build bespoke business programmes that will help a business transform grow and prosper
- FLEX enables managers and leaders to develop programmes that fit operational and strategic requirements.
- FLEX is highly interactive and focusses on developing personal competence.
- FLEX comes with multi-channel delivery options.

Key FLEX Benefits

- Enabling Transformation and Growth (**Maximising Operational Efficiency**)
- Supporting Organisational Alignment (**Supporting Change Culture Shifts**)
- Building Transparent Foundations (**Maximising Business Value**)
- Enhancing Leadership and Management Development (**Creating Ownership**)
- Supporting Coaching and Mentoring (**Improving Skill and Competence**)
- Providing Customer Service Advice and Support (**Delivering Right Results**)
- Encouraging HR Welfare Support and Guidance (**Achieving Fairness**)
- Enabling Law and Due Diligence Compliance (**Updated Legislation**)
- Engaging Organisational Development (**Building Sustainable Programmes**)

For an informal discussion regarding FLEX courses, please contact:

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The FLEX Range

Health and Social Care

- Advocacy
- Common Induction Standards
- Drug Awareness
- Every Child Matters
- Health and Safety in Residential Care
- Induction to Community Care
- Infection Control
- Introduction to Person Centred Care Planning
- Learning Disability Awareness
- Mental Capacity Act and Deprivation of Liberty Safeguarding Awareness
- Principles of Managing Mental Health
- Relationship Management in Health and Social Care
- Safeguarding Adults
- Safe Handling of Medicines
- Understanding Autism
- Understanding Dementia
- Understanding End of Life Care
- Understanding Loss and Grief
- Understanding Nutrition

Personal Development

- Financial Awareness
- NLP, Influencing Results
- Personal Development
- Relationship Management
- Stress Awareness
- Taking Minutes
- Team Briefing Skills
- Team Membership
- Train the Trainer

Career Development

- Back to Work Programme
- Career Choices for Young People
- Delivering Beyond Yourself
- Managing Your Career
- Unlocking Your Inner Potential

Data Consultancy

- PowerPoint Application
- Word Application
- Outlook Application
- Access/Database Application
- GDPR Compliance

Management

- Becoming a Line Manager, Your First 100 Days
- Change Management
- Coaching for Results
- Commercial Awareness
- Delegation Skills
- Dispute Resolution and Mediation
- Unconscious Bias
- Effective Meetings
- Improving Business and Individual Performance
- Leadership
- Manager's Role
- Influencing Results
- Managing Challenging Behaviour in the Workplace
- Managing Change
- Managing Performance for Results
- Managing Projects
- Mentoring for Team Leaders
- Negotiation Skills
- Performance Management
- Presentation Skills
- Problem Solving and Decision Making
- Recruitment and Selection
- Relationship Management for Managers
- Report Writing Risk Assessment
- Talent Management and Succession Planning
- Team Development
- Time Management for Managers
- Using Budgets
- Managing Employee Relations
- Sales Strategies

Health & Safety Training Courses (all certified)

- Fire Awareness ½ Day
- Fires Warden/Marshall ½ Day
- Working at Height Awareness ½ Day
- Manual Handling Awareness ½ Day
- COSHH Awareness ½ Day
- DSE Display Screen Equipment Awareness ½ Day
- Corporate Manslaughter 1 Day
- Accident Investigation 1 Day
- Risk Assessment/Method Statements 1 Day
- First Aid at Work
- Emergency First Aid at Work