

## 2021-22 Training courses from



Our offer of free and paid-for staff development courses from experts in their fields.

Attend one of these sessions or contact us to create your own bespoke package.

Contact us on 0114 250 2850 or [enquiries@ageuksheffield.org.uk](mailto:enquiries@ageuksheffield.org.uk)

## About Age UK Sheffield



Sheffield's leading charity for people aged 50 and over, we are committed to making the city's workplaces age friendly for older workers and customers.

We've teamed up with our friends at Enrichment for the Elderly to design these exciting and interesting courses to help keep people in employment in later life, help businesses to benefit from the spending power of older customers, and to help us all prepare for a rewarding and fulfilling retirement.

## About Enrichment for the Elderly



In this youth-obsessed society we have pushed aside the voices, creativity and sometimes knowledge of older people and staff members, we are here to buck this trend.

Working with professionals to dispel negativity around ageing and dementia (which can affect people of any age) in our training workshops. Looking to see the value in older people, people living with dementia and your staff to make a lasting difference to practice, which is inclusive and creates supportive relationships.

## Free courses\*

<b>Course name</b>	<b>Supporting a customer who has dementia</b>	<b>Dementia in the workplace</b>
<b>Course overview</b>	Supporting a customer who has dementia will explore how dementia may impact a customer and therefore what staff can do to help.	Dementia in the workplace will explore how to support a person diagnosed with dementia to continue to work and how we can better support employees who are caring for a person living with dementia.
<b>Course outcomes</b>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify the potential impact of dementia on a customer including communication and sensory changes.</li> <li>• Understand what you can do to help</li> <li>• Understand the potential benefits of supporting a customer with dementia better</li> </ul>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify the impact of dementia on an employee</li> <li>• Understand the changes that can be made in the workplace to support a person affected by dementia to still work.</li> <li>• Understand how to help support someone experiencing dementia</li> </ul>
<b>Who is this for?</b>	<b>Customer-facing staff and their managers</b>	<b>HR staff, senior managers, line managers</b>
<b>Course cost</b>	Free*	Free*
<b>Course delivery</b>	Online (Zoom)	Online (Zoom)
<b>Course dates and times</b>	Tuesday 11 <sup>th</sup> May 2021, 10.00-12.00, or Wednesday 8 <sup>th</sup> September 2021, 1.30-3.30	Thursday 15 <sup>th</sup> July 2021, 1.30-3.30, or Tuesday 16 <sup>th</sup> November 2021, 10.00-12.00
<b>Book on this course</b>	Search for our courses on Eventbrite, or contact us for booking details	
<b>Request a bespoke course</b>	Contact (0114) 250 2850 or e-mail: <a href="mailto:enquiries@ageuksheffield.org.uk">enquiries@ageuksheffield.org.uk</a>	

\*These courses are available free to 1-2 people per Sheffield-based organisation, funded by Sheffield City Council through their Dementia Advice Sheffield service. If you wish to attend and work in a company outside Sheffield, please contact us for more details.

## Paid-for courses

<b>Course name</b>	<b>Adapting workplaces for older staff</b>	<b>Adapting workplaces for older customers</b>
<b>Course overview</b>	How can your business get the most out of the older staff you employ? Why do so many organisations lose these integral employees at a most crucial time? What can you do to stop it?	How can your business make more money by focussing on older customers? Why do so many organisations disengage the valuable older customer? What can you do to reduce this happening?
<b>Course outcomes</b>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify the barriers for older employees</li> <li>• Understand how to support older employees</li> <li>• Understand how to get the most out of older employees</li> </ul>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify the barriers for older customers</li> <li>• Understand how to encourage more older customers to spend with you</li> <li>• Understand how to get the most out of your older customers</li> </ul>
<b>Who should attend?</b>	HR staff, direct line managers, companies struggling to recruit	Sales managers, customer facing staff, managers...anyone who wants to improve their organisation's ability to earn money from older customers. Surveys have estimated that over-50s account for 76% of the nation's wealth and 47% of consumer spending.
<b>Course cost</b>	£85 + VAT (Zoom)	£85 + VAT (Zoom)
<b>Course delivery</b>	July course - online (Zoom) January course – face-to-face, venue in Sheffield City Centre	July course - online (Zoom) February course – face-to-face, venue in Sheffield City Centre
<b>Course dates and times</b>	Tuesday 6 <sup>th</sup> July 2021, 1.30-4.30, or Thursday 20 <sup>th</sup> January 2022, 9.30-12.30	Tuesday 27 <sup>th</sup> July 2021, 1.30-4.30, or Thursday 3 <sup>rd</sup> February 2022, 9.30-12.30
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\*If you wish to make a group booking, or request a course tailored specifically to the needs of your organisation, please contact us for more details.

## Paid-for courses

Course name	Preparing for retirement (two-part course)	Wellbeing in the workplace (two-part course)
<b>Course overview</b>	Supporting employees to start to prepare for their retirement, this course will explore the impact of retirement, emotionally and physically. The second part of the course will explore the financial impact of retirement and developing new skills and interests.	Exploring the impact of well-being on individual staff members and what you can do to use this to support your employees better creating a more efficient business. What can your organisation do to support staff well-being and what to do if a staff member is impacted so much by stress that they are no longer engaging in work or even not attending work.
<b>Course outcomes</b>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify the impact of retirement emotionally and physically</li> <li>• Understand how to prepare for the change of retirement</li> <li>• Understand how best to plan for a better retirement</li> <li>• Identify the impact of retirement on finances and skills</li> <li>• Understand how to prepare financially for the change of retirement</li> <li>• Understand how best to plan for a better retirement</li> </ul>	After attending this course participants will be able to: <ul style="list-style-type: none"> <li>• Identify how to define well-being</li> <li>• Understand the impact of policies and procedures on staff stress and retaining staff.</li> <li>• Understand how to create a more positive impact on staff well-being</li> <li>• Identify the impact of the organisation on staff stress</li> <li>• Understand how to reduce staff stress</li> <li>• Identify the impact of staff stress on your business</li> <li>• Understand how staff well-being impacts on your business</li> <li>• Understand how to create a more positive impact on staff well-being organisationally</li> </ul>
<b>Who should attend?</b>	Any worker who is considering, or preparing for, retirement. Anyone who is responsible for supporting older workers in their organisation.	HR, line managers and managers - anyone who wants to get the most of our their staff team.
<b>Course cost</b>	£170 + VAT (Zoom)	£170 + VAT (Zoom)
<b>Course delivery</b>	Nov/Dec course - online (Zoom) March course – face-to-face, venue in Sheffield City Centre	Sept/Oct course - online (Zoom) February course – face-to-face, venue in Sheffield City Centre

<b>Course dates</b>	Two-part Zoom course on Tuesdays 23 <sup>rd</sup> November 2021 (9.30-12.30) and 7 <sup>th</sup> December (9.30-12.30).  <b>Or</b> full-day face-to-face course on Wednesday 30 <sup>th</sup> March 2022 (9.00-4.00) at a location in Sheffield City Centre.	Two-part Zoom course on Thursdays 23 <sup>rd</sup> September 2021 (9.30-12.30) and 7 <sup>th</sup> October 2021 (9.30-12.30).  <b>Or</b> full-day face-to-face course on Wednesday 23 <sup>rd</sup> February 2022 (9.00-4.00) at a location in Sheffield City Centre.
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## Feedback from previous courses

“Excellent structure and opportunity to discuss around the topic as ever. The exercise was very powerful and thought provoking. Very enjoyable and useful training, and so easy to see how to apply learning back into my work.”

“Just wanted to say how great the session was. It was great to join and experience your training sessions for myself and I’m so glad I did. I thought it was so engaging and thought provoking, and I felt you could really get the sense everyone else felt the same.”

“Really useful and thought provoking, lots of information but also lots of time for sharing of thoughts/ ideas.”

“I really enjoyed the course as it was interactive and engaging. Definitely not ‘death by slides’ and forced us to rethink from a different perspective without feeling intimidated. The trainer delivered the course really well and her enthusiasm is contagious!”

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