



## Training & Development

Optima Training & Consulting (QQI, PHECC & IHF Accredited) are expert providers of a diverse range of training programmes with a focus on industry led, quality, competitive and flexible courses, and related support services.

We customise both training and development services to the specific needs of our clients to ensure that the learning experience is maximised and that it can be applied directly to the working environment. Our focus and comprehensive quality process is based on client need and providing value and results.



### Leadership & Development



- Customer Service
- Communication Skills
- Train the Trainer
- Supervisory Management
- Negotiation Skills
- Report Writing
- Minute Taking
- Recruitment/Interviews
- GDPR
- Conflict Management
- Diversity, Inclusion & Bias
- Dignity & Respect at Work
- Retirement Planning
- Wellbeing at Work
- Finance Fundamentals
- Mental Health Awareness
- Menopause Awareness
- Time Management
- Coaching/Mentoring
- Difficult Conversations
- Facilitation Skills

### Health & Safety



- Manual Handling (Classroom/Virtual)
- Health & Safety Rep QQI
- Basic First Aid
- First Aid Response (FAR)
- Medication Administration
- Fire Safety / Fire Warden
- Ergonomics & DSE
- Safe Pass
- Working at Heights/Ladder
- Abrasive Wheels
- Confined Space
- Chemical Handling & Spill
- Permit to Work / LOTO
- Corrosives/ Dry Ice/ ERT
- Forklift /MEWP
- Instructor Courses**
- Manual Handling/Refresher
- People Moving & Handling
- PHECC CFR / PHECC FAR
- Heights /Abrasive Wheels
- Fire Warden / PMAVI
- Mental Health First Aid
- VDU/DSE Assessor

### Healthcare & Community



- People Moving & Handling
- Challenging Behaviour
- Restrictive Practices
- Safeguarding Adults
- Falls Prevention & Awareness
- Pressure Sore Prevention
- Dementia Awareness
- End of Life Care
- Care Planning
- Infection Control
- Basic Food Safety/HACCP
- First Aid (Healthcare)
- Basic Life Support (BLS)
- BLS & CFR Instructor
- Heartsaver & CFR Instructor
- Fire Safety (Healthcare)
- Heartsaver CPR/AED
- People/Manual Handling & Instructor
- Prevention and Management of Aggression and Violence (PMAV)
- PMAVI (Instructor)

### Applications & Technologies



- Basic Computer Skills
- Microsoft Office 365
- Microsoft Excel -All Levels
- Microsoft Power BI -All Levels
- Microsoft Word -All Levels
- Microsoft PowerPoint -All Levels
- Microsoft SharePoint -All Levels
- Microsoft Access -All Levels
- Microsoft Outlook -All Levels
- Microsoft Visio -All Levels
- Microsoft Project -All Levels
- Microsoft Teams -All Levels
- Microsoft OneNote
- Microsoft Forms
- Microsoft OneDrive
- Microsoft CoPilot
- AI Fundamentals & Chat GPT
- Thesis Formatting
- Report Writing

**Schools & Education**



- First Aid for Schools
- Challenging Behaviour & Positive Behaviour
- Manual Handling
- Child Lifting & Moving
- Bus Escort Training
- Dignity at Work for Schools
- Health & Safety (Schools)
- Prevention and Management of Aggression and Violence (PMAV)
- PMAVI (Instructor)
- Fire Safety Essentials
- Internet/Online Safety
- Mental Health First Aid
- First Aid Response (FAR)
- First Aid Response (FAR) Refresher
- Resilience Training
- Microsoft Office Training
- Safety Statements

**Lean & Process Improvement**



- Lean Six Sigma Green/Yellow Belt
- Continuous Improvement
- Lean Manufacturing
- Process Mapping/ VSA/ FMEA
- Business Process Improvement
- Minitab

**Web, Graphics & Social Media**



- Adobe Graphics / WordPress
- Social Media & SEO
- Web Design Fundamentals

**Project Management**



- Microsoft Project -All Levels
- Project Management Fundamentals
- Project Management Professional (PMP)
- Scrum Master/Agile Project Management

**Quality Facilities & Auditing**



- ISO Management Systems
- Auditing, Validation & Calibration
- Risk Assessment /FMEA/GAMP5
- Technical Report Writing
- Understanding Clinical Evaluations/Cleanroom GMP
- Introduction to Facilities Management

Optima Training deliver Onsite Custom Courses, Public Courses, Live Webinars, Custom Recorded Webinars and a full suite of e-Learning training sessions – see more at [www.OptimaTraining.ie](http://www.OptimaTraining.ie)



**Social Media Offer**

Anyone who has completed a course and Liked/Followed our social media pages will be entered into a monthly draw for a €100 Digital CleverCards Voucher. Please follow our pages for great offers, promotions, news and fantastic competitions. Find our pages by searching 'Optima Training & Consulting'.

**Scan the QR Code across to see and follow our social media pages now to enter**

