

Apprenticeships – Delivering Change In A Post Covid-19 Workplace



Develop the skills for remote working



Adapt and thrive



Apprenticeship Levy funded

As lockdown restrictions ease, many businesses have found that the initial working challenges they brought about, such as remote working or a blended approach of working from home and the workplace, are proving to be both productive and popular.

Many businesses seeing improved productivity and morale, as well as potential cost saving opportunities. However, the skills needed to do our jobs remotely can be a little different and this is where our newly designed apprenticeships can help.

We have adapted the content of a range of our apprenticeships to include specific teaching to support the development of skills needed for successful remote working. Whilst still covering core modules, we have also addressed a wide range of remote working challenges including:

- **Isolation** – Helping employees identify ways to interact commercially and socially while working remotely.
- **Leading and managing people remotely** – Supporting employees with developing the skills they need to hire, lead, manage and motivate teams at a distance as well as face-to-face.
- **Building relationships** – Coaching employees in relationship building – both direct and distance – with team members, customers and stakeholders.
- **Communication** – Helping employees develop the skills they'll need to deal with communication issues which might arise due to a lack of non-verbal cues and time spent face-to-face, as well as how to develop effective communication strategies and tools for remote working.
- **Operational and project management** – Supporting employees to develop a culture of collaboration and accountability, as well as sound operational structure for setting schedules and targets, and tracking employee performance.
- **Sales** – Coaching employees in how to tap into buyer's psychology and find creative ways to communicate with prospects and incorporate the right tools into remote sales practices.
- **Personal effectiveness** – Helping employees understand themselves and how best to manage their own performance and wellbeing.
- **Unbalanced working environment** – Supporting employees in utilising the right technology and best practices to deliver their targets.

So, by utilising the Apprenticeship Levy, you can cost effectively provide your team with accredited training which will equip them with the skills, knowledge and understanding they'll need to cope, adapt and thrive in a remote working environment whilst reaping all of the benefits that it can bring to your organisation.

We have adapted the following apprenticeship standards:

- Level 3 Team Leading
- Level 5 Leadership & Management
- Level 4 Sales Executive
- Level 3 Customer Service Specialist
- Level 3 Health & Safety

Contact Us

To find out more about how these specially adapted qualifications can help your business adapt and thrive, please contact us now on **0191 427 4651** for more information or email

info@zenithtraining.org.uk to book a video call.

www.zenithtraining.org.uk