



# Powering Up Professional Skills (PUPS)

## Overview

This fully funded programme offers a tailorable learning pathway across a range of key knowledge, skills and behaviours required within professional services.

It is ideal for those who are in full-time employment and unable to commit to a longer period of learning.

You do not have to be in a Managerial role to complete this course.

## Duration

10 weeks - part-time(attendance required 1 day per week).

To apply for a place on this fully funded course, you must be employed and live or work in the Greater Manchester area.

This training is funded by Greater Manchester Combined Authority as part of its three-year Skills for Growth programme, which has been made possible through the European Social Fund.



**SKILLS FOR  
GROWTH**  
DOING THINGS DIFFERENTLY FOR  
GREATER MANCHESTER'S WORKFORCE



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## Qualification

On successful completion, you will achieve a Level 3 Award in Principles of Management and Leadership.

You will also achieve a broader understanding of the key elements required for working in the professional skills sector.

# THIS IS YOUR FUTURE

To achieve this course you must complete one mandatory unit and three optional units.

### Mandatory unit:

- **Management and Leadership**

### Optional units:

- **Digital Skills** - using devices, handling information, staying safe online, communicating online and creating and editing
- **Mental Health Awareness** - introduction to mental health, mental health awareness, dealing with stress and dealing with anxiety
- **People Management** - organisational culture, employment relationship management, talent management and reward management
- **Well Workforce** - well-being at work, diversity and inclusion, people-behaviours and values, culture and behaviour
- **Developing People** - facilitation skills, coaching and mentoring, IAG and CPD
- **Customer Service** - building and developing relationships, dealing with conflict and challenge, influencing skills, interpersonal and communication skills
- **Conflict Management**- introduction to conflict, conflict risk assessment, preventing conflict, and handling conflict



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