Emerald Training & People Development
Training & Services Guide

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TRAINING AND PEOPLE DEVELOPMENT

All Courses Include

- Professional course delivery
- Learner resources and course materials
- Certificates of attendance
- Where appropriate, post-course guidance for managers to help implement the learning back in the workplace.
- Travel may apply depending on location.

Contents

Customer Experience

- Dynamic Customer Service Workshop
- Dynamic Customer Service Champions (Train the Trainer)
- Dynamic Inclusivity – Disabled People
- Sexual Harassment Prevention

Leadership & People Development

- Dynamic Supervisor in Action
- Recruitment & Interviewing Skills
- Train the Trainer

Flexible Learning

- Hotch-Potch™ (Pick & Mix)

Consultancy & Organisational Development

- Hospitality & Cross-Sector Training Design
- Competency Framework Design
- Internal Career Pathway Development



www.emeraldtpds.co.uk

info@emeraldtpds.co.uk

Emerald TPDS



Dynamic Customer Service Workshop

Overview

Built around Emerald's exclusive Values 4® framework, this practical workshop helps every member of your team create consistently positive customer experiences. Suitable for front and back of house teams, it develops practical skills that can be used immediately.

At a Glance

Duration	Full day
Suitable for	Front & back of house teams
Delivery	In-house

Dynamic C.S.W

Benefits

- Creates a consistent customer experience.
- Builds confidence.
- Encourages teamwork.
- Supports customer satisfaction.

https://www.emeraldtpds.co.uk/dynamic-customer-service-workshop/

Ideal for

Hospitality and Customer-Facing Organisations

Course Fee

£895



Dynamic Customer Service Champions (Train the Trainer)

Overview

A three-day programme that equips internal trainers and customer service champions to confidently deliver Emerald's Dynamic Customer Service Workshop within their own organisation. Includes 5 year Values 4™ Licence

At a Glance

Duration	3 days
Suitable for	Internal trainers
Delivery	In-house

Dynamic C.S.W

Please scroll down to the bottom half of the page for more details

Benefits

- Develops in-house expertise.
- Supports consistent standards.
- Reduces future training costs.
- Builds confidence.

https://www.emeraldtpds.co.uk/dynamic-customer-service-wo

Ideal for

Medium and large organisations.

Course Fee

£2,250 (max 8 learners)

4 Values 4™
The Four Core Customer Service Values
Powered by Emerald TPDS Ltd



Dynamic Inclusivity – Disabled People

Overview

An engaging workshop that builds confidence in supporting disabled customers, colleagues and visitors while creating a welcoming and inclusive culture. A natural follow on from Dynamic Customer Service Workshop or as a standalone.

At a Glance

Duration	Half day
Suitable for	All employees
Delivery	In-house

Inclsuivity

Benefits

- Raises disability awareness.
- Builds confidence.
- Encourages inclusive practice.
- Supports Equality Act responsibilities.

https://www.emeraldtpds.co.uk/dynamic-inclusivity-training/

Ideal for

All sectors.

Course Fee

£495



Sexual Harassment Prevention

Overview

A practical workshop helping organisations create respectful workplaces by understanding responsibilities, recognising inappropriate behaviour and responding appropriately.

At a Glance

Duration	Half day
Suitable for	Managers & employees
Delivery	In-house

S. Harassment

Benefits

- Promotes respect.
- Clarifies responsibilities.
- Encourages early action.
- Reduces organisational risk.

https://www.emeraldtpds.co.uk/sexual-harassment-prevention-training/

Ideal for

All sectors.

Course Fee

£495

DYNAMIC INCLUSIVITY™
Powered by Emerald TPDS Ltd



Dynamic Supervisor in Action

Overview

A practical leadership workshop giving supervisors the confidence and skills to lead people effectively and manage everyday challenges.

At a Glance

Duration	Full day
Suitable for	Supervisors
Delivery	In-house

Supervisors

Benefits

- Builds confidence.
- Strengthens leadership.
- Improves communication.
- Supports team performance.

https://www.emeraldtpds.co.uk/hospitality-and-cross-sector-supervisor-training/

Ideal for

Hospitality and cross-sector organisations.

Course Fee

£895



Recruitment & Interviewing Skills

Overview

Helps managers recruit fairly, confidently and effectively, improving the quality of recruitment decisions and candidate experience.

At a Glance

Duration	Full day
Suitable for	Managers
Delivery	In-house

Recruitment

Benefits

- Improves interviewing skills.
- Supports fair recruitment.
- Builds confidence.
- Enhances candidate experience.

https://www.emeraldtpds.co.uk/recruitment-and-interviewing-skills-training/

Ideal for

All sectors.

Course Fee

£895

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Train the Trainer

Overview

Develop the confidence, knowledge and practical skills to plan and deliver engaging, effective training sessions.

At a Glance

Duration	2 days or tailored
Suitable for	New & existing trainers
Delivery	In-house

X Sector TtT

Benefits

- Improves delivery skills.
- Builds trainer confidence.
- Encourages learner engagement.
- Supports internal training.

https://www.emeraldtpds.co.uk/train-the-trainer-hospitality-customer-facing-organisations/

Ideal for

Employees selected to become internal trainers or Champions

Course Fee

£1,790
Max 8 learners



Hotch-Potch (Pick & Mix)

Overview

Create your own workshop by selecting the topics most relevant to your organisation. Ideal for refresher training or addressing specific development needs without booking multiple courses.

At a Glance

Duration	Half or full day
Suitable for	All employees
Delivery	In-house

Emerald TPDS

Benefits

- Flexible and tailored.
- Cost-effective.
- Focuses on priority topics.
- Avoids the need to book several separate courses just to address one or two pinch points.

Not on the website yet.
Please call 07706075266
Email: info@emeraldtpds.co.uk

Ideal for

All sectors.

Course Fee

Half day £495 /Full day £895

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Hospitality & Cross-Sector Training Design

Overview

Tailored training programmes designed around your organisation, your people and the outcomes you want to achieve.

At a Glance

Duration	Tailored
Suitable for	Organisations
Delivery	Consultancy

Emerald TPDS

Benefits

- Designed around your organisation.
- Reflects your culture.
- Supports business objectives.
- Flexible approach.

Centred around your business needs.
Please call 07706075266
Email: info@emeraldtpds.co.uk

Ideal for

Hospitality and cross-sector organisations.

Course Fee

Quotation



Competency Framework Design

Overview

Practical competency frameworks that define the knowledge, skills and behaviours needed for success across your organisation.

At a Glance

Duration	Tailored
Suitable for	Organisations
Delivery	Consultancy

Other

Benefits

- Clear expectations.
- Supports development.
- Assists recruitment.
- Promotes consistency.

Centred around your business needs.
Please call 07706075266
Email: info@emeraldtpds.co.uk

Ideal for

Hospitality and cross-sector organisations.

Course Fee

Quotation

For further information about the Internal Career Pathway Design, please zap the above QR Code or get in touch.

Centred around your business needs.
Please call 07706075266
Email: info@emeraldtpds.co.uk

About Emerald Training and People Development Services

Learning done properly.

At Emerald Training and People Development Services, we create engaging, relevant learning that's tailored to your organisation and your people. Whether you're developing customer service, leadership or workplace skills, our focus is simple: helping people leave feeling more confident, more capable and better equipped to do their job.

We believe learning should be inclusive, engaging and enjoyable. By creating supportive learning environments where everyone feels comfortable taking part, we help people build confidence, develop their skills and leave every workshop with ideas they can use in the workplace.

Meet Joanne Baker

Joanne Baker founded Emerald Training and People Development with a simple aim, to provide learning that is engaging, relevant and genuinely useful in the workplace.
With over 20 years' experience across hospitality, customer service, leadership and adult social care, Joanne has designed and delivered training for organisations of all sizes, from independent businesses to local authorities and national organisations.



Previous learners often comment that Joanne has a knack for explaining things in a way that is clear, easy to understand and enjoyable. Her approachable style encourages discussion, participation and curiosity, helping learners feel comfortable asking questions, sharing ideas and building their confidence throughout every workshop.

Joanne believes great training is not simply about sharing information. It is about helping people leave with the confidence and ability to make a positive difference in their role.

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