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Visit: [chi.ac.uk/the-human-factor](https://chi.ac.uk/the-human-factor)

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THE HUMAN FACTOR



PROFESSIONAL LEARNING

○ ————— 2025-2026 ————— ○

**The University of Chichester**

- +44 (0)1243 816000
- [studyhere@chi.ac.uk](mailto:studyhere@chi.ac.uk)
- [chi.ac.uk/courses](https://chi.ac.uk/courses)

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UNIVERSITY OF  
**CHICHESTER**

Institute of Psychology,  
Business and Human Sciences

**The  
Guardian**  
University Guide 2025

**TOP 30**  
UK UNIVERSITY

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## TOP 30 UK UNIVERSITY

26<sup>th</sup> in the UK, out of  
122 universities.

*The Guardian University Guide 2025*



## TEF GOLD

Awarded the Gold rating  
in the 2023 Teaching  
Excellence Framework (TEF).



## QUALITY TEACHING

One of the top for quality teaching  
according to *The Times*, rating us 27<sup>th</sup>  
for teaching quality, and 29<sup>th</sup>  
for student experience in the UK.



THE HUMAN FACTOR  
PROFESSIONAL LEARNING

## What is The Human Factor?

The Human Factor is a professional development initiative designed by leading experts from the University of Chichester's Institute of Psychology, Business, and Social Sciences to transform organisational settings.

Rooted in cutting-edge psychological research, our evidence-based courses equip individuals and teams with the skills needed to thrive in today's rapidly evolving, AI-driven world. Whether strengthening leadership, cultivating resilience, or promoting sustainable practices, The Human Factor unlocks human potential – enabling impactful



**Valentina Canessa-Pollard**

Senior Lecturer in Psychology  
Curator of The Human Factor

personal and professional growth through the transformative power of psychology. Explore how The Human Factor can benefit you and your organisation.



**Dr Moitree Banerjee**

Head of Psychology and  
Criminology

*"In the age of artificial intelligence, let us not forget the most vital force that nurtures innovation and fosters true growth – the irreplaceable human factor. Psychological research can unlock the human potential of every organization."*

– Dr Moitree Banerjee

# About the Institute of Psychology, Business, and Human Sciences

The Human Factor is proudly part of the University of Chichester's Institute of Psychology, Business, and Human Sciences, a hub of interdisciplinary excellence.

The Institute integrates diverse disciplines to provide a comprehensive understanding of human behaviour and organisational dynamics. Its high-quality education emphasises professional development, practical skills, and real-world applications, equipping students and professionals for success across sectors such as business management, psychology, human resources, and health and social care.

With a strong commitment to lifelong learning, the Institute's undergraduate, postgraduate, and Continuing Professional Development (CPD) programmes are tailored to help individuals excel in today's competitive job market.

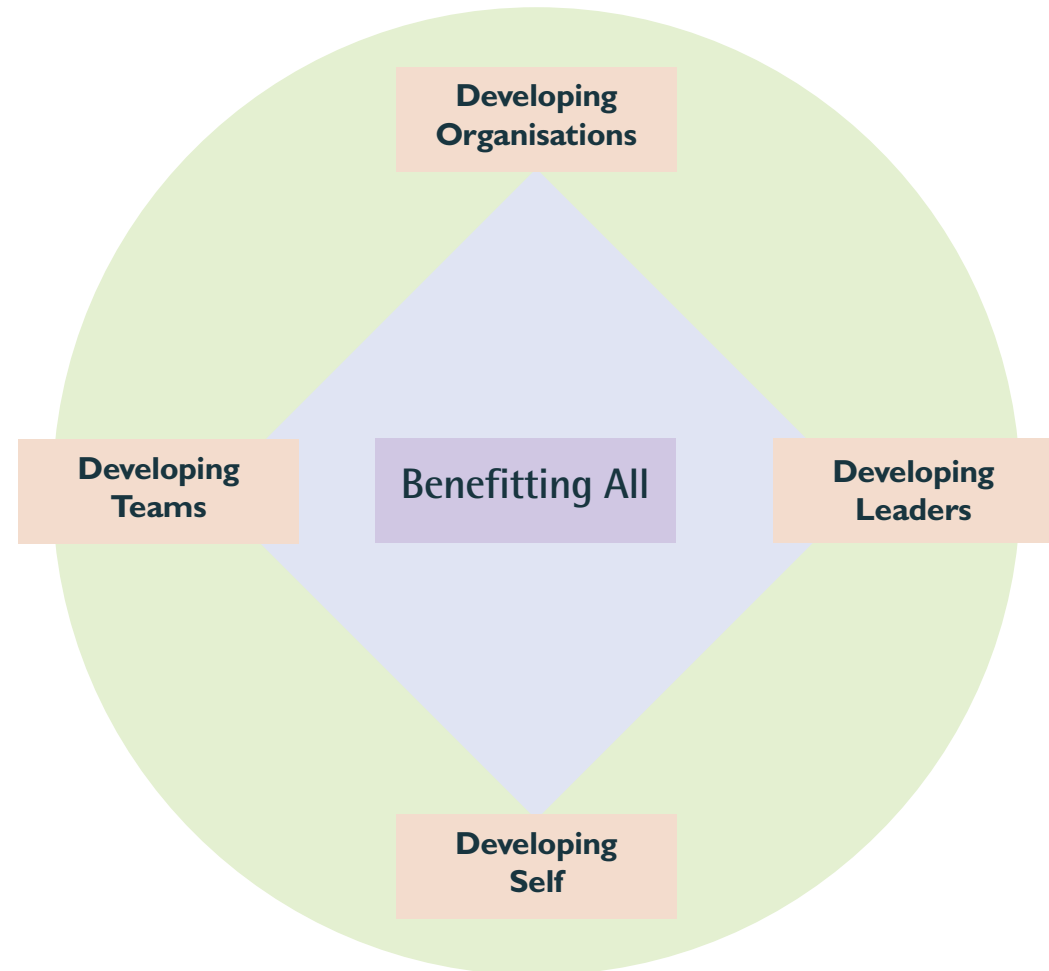
The Human Factor represents the Institute's latest initiative, bridging academic research and professional growth to meet the challenges of an evolving world.



**Professor Antonina Pereira,**  
Professor of Neuropsychology and Neuroscience. Director of the Institute of Psychology, Business and Human Sciences

**2nd**  
Psychology is 2<sup>nd</sup>  
in the country for  
student satisfaction  
*National Student Survey 2024*

## The Human Factor Model





# What We Offer: Empowering Your Workforce

At The Human Factor, we deliver transformative learning experiences designed to enhance your team's skills, foster innovation, and drive organisational success.

Our offerings are tailored to meet the needs of modern businesses:

- **Lunch and Learn Sessions**

Bite-sized, impactful workshops delivered on our campus. These sessions are perfect for upskilling on specific topics while networking over a delicious lunch.

- **3-Hour Online Masterclasses**

Dive deeper into critical subjects with interactive online courses that offer flexible, in-depth learning without disrupting your busy schedules.

- **Immersive 2-Day Programmes**

Experience intensive training designed to unlock potential, inspire leadership, and create measurable impact within your organisation.

- **Coaching and Consultancy Services**

Our expert coaches and consultants work alongside you to identify challenges, provide bespoke solutions, and achieve your strategic goals.

- **Tailored Training for Your Organisation**

Custom-designed programmes that align with your unique needs, ensuring relevance and maximising results.

- **Cutting-Edge Research**

Collaborate with our academic experts to explore innovative approaches and gain evidence-based insights that inform and shape your business strategies.

Partner with us to empower your people and build a stronger, more sustainable future for your organisation.

“

*"I've learned practical strategies I can apply as an individual and share with others within my team at work".*

— Professional Development Coordinator

We have plenty of ways to keep in touch with you, so that you are provided with up-to-date information on our courses ...

## Our Mailing List



## Instagram



## Facebook



## LinkedIn



# Promoting Psychological Safety in the Workplace

In today's fast-paced work environments, psychological safety isn't just a perk – it's a business necessity.

Psychological safety is the shared belief that team members feel safe to speak up, take risks, and make mistakes without fear of negative consequences. Our 3-hour CPD programme equips you with insights to build a safer, more resilient workplace. You'll gain practical tools to foster a culture where your team feels safe to speak up, innovate, and thrive.

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

“

*“Great example of what the University of Chichester can offer local businesses to help them and their employees to thrive.”*

– Sales and Account Management Consultancy



## You Will Learn to:

- Identify supportive leadership behaviours that promote psychological safety.
- Recognize individual and collective responsibilities in fostering psychological safety.
- Explore methods for measuring psychological safety at individual, team, and organizational levels.
- Evaluate the outcomes and benefits of psychological safety in the workplace.
- Create an action plan to implement psychological safety initiatives in their own work environments.
- Gain a practical toolkit that you can use in your workplace.

## Who is the course aimed at?

Leaders, managers, HR professionals, mentors, and anyone who wants to facilitate a psychologically safe working culture.

## Key information:

Where:	<b>Online</b>
Duration:	<b>Three hours</b>
Costs:	<b>£110 Chamber of Commerce Members £50 early bird</b>
	<b>£145 Non-members £65 early bird</b>
	<b>£125 Concessions £50 early bird</b>
	<b>Group discount available</b>

CPD Certificate issued

# Living well with Imposter Phenomenon in the workplace

Imposter Phenomenon is a common experience where individuals doubt their abilities and fear being exposed as a "fraud," even when they're competent and successful.

We know that those who experience Impostor Phenomenon tend to hide and hold themselves back. This means that they may well miss opportunities, not share their ideas and fail to reach their full potential.

This 3-hour CPD short course explores the concept of Impostor Phenomenon and how it manifests in the workplace. Together we will explore how to recognise impostor signs, how to live well with them as individuals and how to create a workplace which minimises the space for Impostor Phenomenon to grow.

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

“The quality of teaching at Chichester is exceptional. Each lecturer has mastered their field, whatever psychological interest you hold, they are always happy to offer their expertise.”

– James



## You Will Learn to:

- Recognise the Imposter Phenomenon in yourself and others
- Appraise the cost of the Imposter Phenomenon on the individual, on the team and on the workplace
- Identify strategies for living well with your own Imposter Phenomenon
- Mentor those who experience Impostor Phenomenon successfully

## Who is the course aimed at?

Leaders, managers, HR professionals, mentors, and anyone who wants to tackle the imposter phenomenon in themselves or others.

## Key information:

Where:	<b>Online</b>
Duration:	<b>Three hours</b>
Costs:	<b>£110 Chamber of Commerce Members £50 early bird</b>
	<b>£145 Non-members £65 early bird</b>
	<b>£125 Concessions £50 early bird</b>
	<b>Group discount available</b>
CPD Certificate issued	

# Smartphone Hacks to Beat Sedentary Work Habits

Are you or your colleagues spending too much time sitting at work? Struggling to find ways to keep moving?

Prolonged sedentary behaviour can lead to serious health risks, but did you know that using your smartphone could help mitigate them?

Join our engaging 3-hour CPD course, designed to equip individuals with practical tools and knowledge to reduce sedentary behaviour in the workplace.

This course explores how mobile health technology, combined with proven behavioural change techniques, can help keep you active and healthy.

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

Attendees will learn strategies to help them and others reduce sedentary behaviours. This course will also offer opportunities to network, providing attendees the option to share experiences and expand their connections.

“

*“Very informative and inspiring with great life hacks and opportunities for self-fulfilment and being effective and self-forgiving and considerate.”*

– Lead for Mental Health Charter



## You will learn to:

- Integrate mobile health technology (e.g., smartphones, apps) into the workday to support more regular movement.
- Evidence-based, psychological techniques that can support motivation and habits towards a healthier lifestyle.
- Simple strategies you can use at work to actively reduce sitting time, boost productivity, and promote well-being.
- Reduce health risks and create a more engaging and productive work environment.

## Who is the course aimed at?

The course is aimed at providing employers and employees with the knowledge they need to address sedentary behaviours in the workplace.

## Key information:

Where: **Online**

Duration: **Three hours**

Costs: **£110 Chamber of Commerce Members**  
**£50 early bird**

**£145 Non-members**  
**£65 early bird**

**£125 Concessions**  
**£50 early bird**

**Group discount available**

CPD Certificate issued



# Facilitating effective employment of caregivers: A Toolkit for Managers and Leaders

In today's fast-paced world, supporting caregivers in the workplace is essential for fostering well-being and productivity.

Caregivers often face unique challenges, but simple, evidence-based strategies can make a meaningful difference. This course equips you with the tools to create a supportive environment where caregivers can thrive while promoting brain health and resilience for everyone.

Go beyond the theory and gain actionable insights to empower your team. This session focuses on practical, science-backed strategies that boost cognitive resilience and foster lasting behavioural change.

Find out more at our online shop:



or on our website:

[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

You'll learn how to support caregivers effectively, cultivating a workplace culture of understanding, adaptability, and inclusion.

“

*"Tool kit of ideas to make proactive change and a much better understanding of how we can influence the culture of our business".*

– DEI Programme Manager



## You will learn to:

- Create a shared understanding of the challenges carers face to enable open, proactive discussions in the workplace.
- Integrate legal rights, including adaptations, protection from discrimination, and the importance of fostering an inclusive work environment.
- Lead structured conversations can lead to practical, adaptable workplace solutions that balance carers' needs with business challenges.
- Use our research-backed toolkit to guide you in supporting caregivers and fostering a resilient workforce

## Key information:

Where: **Online**

Duration: **Three hours**

Costs: **£110 Chamber of Commerce Members**  
**£50 early bird**

**£145 Non-members**  
**£65 early bird**

**£125 Concessions**  
**£50 early bird**

**Group discount available**

CPD Certificate issued



# Lunch and Learn Sessions



Bite-sized, impactful workshops delivered on our campus. These sessions are perfect for upskilling on specific topics while networking over a delicious lunch.

These sessions are supported by the Chichester Chamber of Commerce and Industry.



Hosted on our Bishop Otter Campus at the University of Chichester, enjoy a range of refreshments while you gain actionable insights to foster a thriving work culture.

# Lifestyle Habits to Support Brain Health and Reduce Neurodegenerative Risk

The ability to think, remember, and engage meaningfully with our surroundings is foundational to a high quality of life.

Emerging insights reveal that simple lifestyle adjustments can support and sustain brain health well into older age. This session delves into how our neurology adapts dynamically to our environment, presenting practical, day-to-day activities that support the brain's natural stability and capacity for repair. In the workplace, these practices can boost cognitive performance, enhance problem-solving abilities, improve focus, and reduce burnout, leading to increased productivity, creativity, and overall employee well-being. Our CPD course is suitable for individuals, small businesses and large organisations.

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

## Who is leading this course?

Led by Dr Rachel King, Senior Lecturer in Biological Psychology.

## Why Attend?

Go beyond the theory and gain actionable insights to empower you and your team. This session focuses on practical, science-backed strategies that boost cognitive adaptability and foster lasting behavioural change.

Venue: **Bishop Otter Campus,  
University of Chichester**

Booking Essential

**Wed Feb 19th 2025  
12.30pm – 2.00pm**

## Course cost

**£35 Chamber of Commerce  
Members**

**£60 Non-members**

Refreshments: **Lunch included  
(please notify us of any allergies)**

# Building a Thriving Culture at Work: Insights from Coaching Psychology

This session explores how managers and leaders can foster a thriving work culture by integrating principles from coaching psychology

Participants will understand the psychology behind thriving, engage in practical exercises, and leave with tools to promote well-being, performance, and endurance in teams.

This course explores how coaching psychology can transform workplace culture by fostering engagement, resilience, and innovation. You will learn the foundational principles of a thriving culture, utilising relevant theoretical practices. Through interactive exercises and discussions, you will assess your team's culture, practice coaching techniques like powerful questioning, and learn to transition from traditional management to a coaching approach.

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

By the end, you will create an action plan to apply these insights to enhance team dynamics and leadership practices.

## Who is leading this course?

Led by Dr Valentina Canessa-Pollard, Senior Lecturer in Psychology & Phoebe Simmons, Lecturer in Psychology and Criminology.

## Why Attend?

This course is ideal for leaders, managers, HR professionals, coaches and mentors looking to build a thriving, high-performance organisational culture. By integrating coaching psychology, participants will gain the tools to enhance team engagement, promote resilience, and foster an environment where employees can flourish.

Venue: **Bishop Otter Campus, University of Chichester**

Booking Essential

**Wed May 21st 2025**  
**12.30pm – 2.00pm**

## Course cost

**£35 Chamber of Commerce Members**

**£60 Non-members**

Refreshments: **Lunch included (please notify us of any allergies)**

# Psychology of Leadership and Organisational Development (2-day Courses and Full Programme)

We offer three interconnected 2-day courses designed to empower leaders, teams, employees, organisational change agents and HR professionals with the skills, mindset, and tools needed to drive sustainable personal and organisational transformation.

You can attend one or more of the 2-day courses. A CPD certificate will be issued for each course, and a certificate of achievement is awarded to Learners who successfully complete the full programme.

You can also gain a Postgraduate Certificate if you complete all the three (3) courses within two (2) years (subject to assignment pass and subject to approval).

Find out more at our online shop:



or on our website:  
[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

## Course cost

**£590 Chamber of Commerce Members**

**£648 Non-members**

**£615 Concessions**

15% discount for early bird bookings,  
30% discount if all programme (three x2 day is booked)

# Future-Ready Leadership: Transformative Personal and Organisational Leadership ( 2 day course)

This 2-day course is designed for organisational leaders, mentors, coaches, consultants and change agents who work with leaders to equip them with the skills, mindset, and frameworks needed to thrive in dynamic and ever-evolving environments.

Combining cutting-edge psychological insights, coaching principles, and sustainable leadership practices, the course fosters personal and organisational transformation.

## Course Aims:

By the end of this course, participants will:

- Develop future-ready skills, including adaptability, growth mindset, and strategic thinking.
- Enhance personal and interpersonal capacities aligned with Inner Development Goals (IDGs) to inspire sustainable leadership.
- Explore models of coaching psychology to solve complex problems and drive change.

- Understand the role of social, individual, and organisational factors in fostering workplace well-being.
- Integrate values-based, sustainable leadership practices to align organisations with global sustainability goals.

Find out more at our online shop:



or on our website:

[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

## Course cost

**£590 Chamber of Commerce Members**

**£648 Non-members**

**£615 Concessions**

15% discount for early bird bookings, 30% discount if all programme (three x2 day is booked)

# Team Development for Resilience, Inclusion, and Effectiveness ( 2 day course)

This 2-day course equips team leaders and team members with the skills and insights to develop resilient, inclusive, and productive teams.

Combining psychological principles and practical strategies, participants will learn how to foster psychological safety, navigate challenges in hybrid work environments, and enhance team effectiveness.

## Course Aims:

- Build resilient teams that prioritise mental health and psychological safety.
- Develop strategies for conflict resolution and fostering inclusivity in diverse teams.
- Address the psychological needs of remote and hybrid teams to support productivity and well-being.
- Explore employee motivation, engagement, and organisational justice to strengthen team dynamics.
- Understand the role of effective teamwork in driving organisational performance and success.

Find out more at our online shop:



or on our website:

[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

## Course cost

**£590 Chamber of Commerce Members**

**£648 Non-members**

**£615 Concessions**

15% discount for early bird bookings, 30% discount if all programme (three x2 day is booked)



# Thriving at Work: Self-Management, Job Crafting, and Work-Life Balance ( 2 day course)

This 2-day course empowers individuals with practical tools and insights from coaching and organisational psychology to better manage work demands, resources, and boundaries.

Participants will learn to take an active role in shaping their work experience through self-regulation strategies, job crafting, and sustainable work-life practices.

## Course Aims:

By the end of this course, participants will:

- Develop self-regulation skills to effectively manage work demands and resources.
- Learn strategies to balance home-life and work-life responsibilities and set healthy boundaries.
- Understand the concept of job crafting to align their roles with their strengths, values, and aspirations.
- Explore the drivers of “quiet quitting” and identify strategies for re-engaging with work.
- Take ownership of personal well-being and productivity in the workplace.

Find out more at our online shop:



or on our website:

[www.chi.ac.uk/the-human-factor](http://www.chi.ac.uk/the-human-factor)

## Course cost

**£590 Chamber of Commerce Members**

**£648 Non-members**

**£615 Concessions**

15% discount for early bird bookings,  
30% discount if all programme (three x2 day is booked)

# On-Demand and Self-Paced Courses ( 2 day course)

## On-demand Courses:

Bring our experts directly to you, wherever you are.

- **Live, In-Person Training:** Our academics can travel across the UK to deliver training sessions at your location.
- **Virtual Training Options:** Prefer online? We offer exclusive live sessions via Teams or any other platform of your choice. These sessions are tailored specifically for your staff.
- **Customised or Pre-designed Courses:** Choose from our programme of courses or work with us to customise a session that meets your organisation's unique needs.
- **Group Discounts:** Discounts are available for multiple bookings.

## Self-Paced Courses:

Learn at your own pace with our online video courses.

- **Access Anytime:** Purchase and instantly access our training videos, including full recordings of events and specially created psychotherapy training sessions.
- **Flexible Learning:** Watch from your PC, laptop, tablet, or phone, and experience the seminar as though you were there in real time – but with the added convenience of learning on your own schedule.
- **Immediate Availability:** Start your course right away or whenever suits you best.
- **No Time Limits:** Work through the material at your own pace and revisit it as often as you like.
- **Free Statement of Participation:** Upon completing a course, you'll receive a free downloadable statement of participation to demonstrate your achievement.

Enjoy the flexibility of self-paced learning while avoiding travel costs and time constraints.

# Coaching and Consultancy

## Coaching

Our coaching services are designed to support individuals, teams, and leaders across various areas:

- **Executive Coaching:** Develop leadership skills, improve decision-making, and unlock your full potential in a high-pressure environment.
- **Career Coaching:** Gain clarity on your professional path, explore career transitions, and align your values with your ambitions.
- **Performance Coaching:** Enhance productivity, set clear goals, and overcome barriers to success.
- **Well-being Coaching:** Build resilience, manage stress, and create a sustainable balance between work and life.

## Why Choose Our Coaching Psychologists?

- Accredited professionals with diverse industry expertise.
- A personalised, client-centred approach.
- Tools and techniques grounded in psychology and behavioural science.

## Consultancy Services

Our consultancy services provide actionable strategies to address organisational challenges and enhance performance.

### Areas of Expertise:

- **Workplace Culture:** Foster inclusivity, psychological safety, and employee engagement.
- **Leadership Development:** Create impactful leaders through targeted interventions and bespoke training programmes.
- **Change Management:** Navigate transitions effectively with strategies to ensure sustainable outcomes.
- **Sustainability and Social Impact:** Align organisational goals with sustainable practices and social responsibility.

### Our Process:

- **Discovery:** Understand your unique needs through in-depth consultations.
- **Design:** Develop tailored strategies and interventions.
- **Delivery:** Implement solutions with hands-on support and guidance.
- **Evaluation:** Measure success and refine approaches to ensure lasting impact.

# Further Opportunities and Partnerships

We're committed to building meaningful collaborations with businesses, organisations, and communities to drive innovation and growth.

Our expertise in research and evaluations enables us to support organisations in creating evidence-based strategies and impactful solutions.

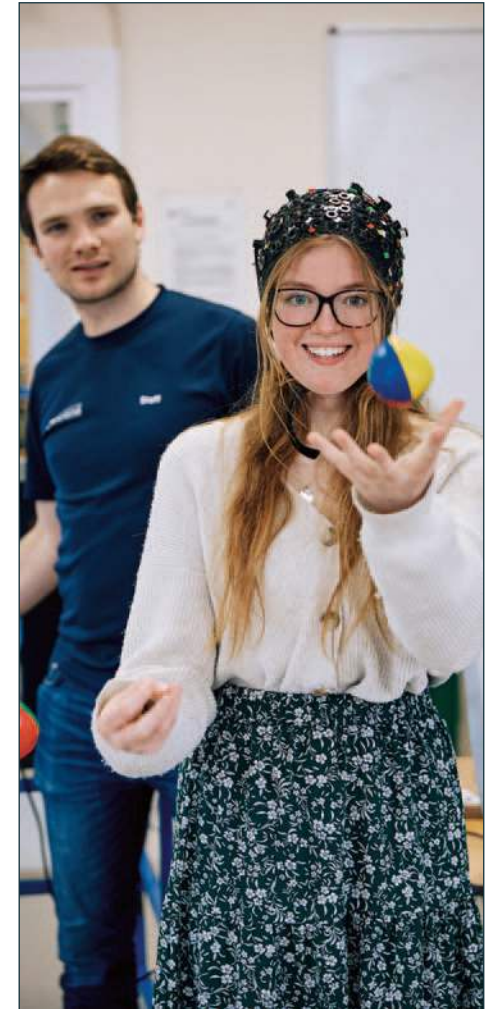
## Opportunities include:

- Collaborative research projects addressing workplace well-being, leadership, and sustainability.
- Knowledge Transfer Partnerships (KTPs) to develop innovative processes, products, or services.
- Programme evaluations to measure impact and improve outcomes.

## Let's Partner Up

If you're interested in partnering on training, research, or evaluations, we'd love to hear from you. Together, we can create solutions that make a real difference.

Get in touch to explore the possibilities.



# Join us on the journey



## The Human Factor Team

### Dr Valentina Canessa-Pollard:

Curator of the Human Factor  
and Senior Lecturer in Psychology

Dr Canessa-Pollard is a senior lecturer in Psychology and runs VCPollard Coaching, a private practice as a Coaching Psychologist.

### Dr Ben Sharpe:

Professional Learning and  
Quality Assurance Officer

Dr Sharpe is to ensure consistent, high-quality delivery of a range of courses, specifically curated for professionals wishing to embark upon CPD programmes.

### Dr Victoria Castle:

Revenue Development Officer

Dr Castle supports the development of innovation income generation strategies for the Department of Psychology and Criminology.

### Hollie Trolen:

Innovation and Commercialisation  
Marketing Officer

Hollie co-develops and implements marketing strategies to highlight our innovative products, services and initiatives.

- **Lisa Holben:** Social Media Officer
- **Alison Hounsome:** Logistics Officer



## Have questions or want to learn more about our offerings? We'd love to hear from you! Register your Interest

Join our mailing list to be the first to receive Early updates on the course launch and Exclusive access to discounts.

Take the first step towards transforming your professional journey with the Human Factor team!

Email: [humanfactor@chi.ac.uk](mailto:humanfactor@chi.ac.uk)  
Web: [chi.ac.uk/the-human-factor](http://chi.ac.uk/the-human-factor)  
Phone: +44 (0)1243 816000