



Find out more:

Visit: chi.ac.uk/the-human-factor

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THE HUMAN FACTOR



PROFESSIONAL LEARNING

— 2025-2026 —

The University of Chichester

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#chiuni    

chi.ac.uk



UNIVERSITY OF
CHICHESTER

Institute of Psychology,
Business and Human Sciences

**The
Guardian**
University Guide 2026

TOP 30
28TH IN THE UK
OUT OF 123 UNIVERSITIES

**Daily
Mail**
University Guide 2026

**UNIVERSITY
OF THE YEAR**
FOR TEACHING EXCELLENCE

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TOP 30 UK UNIVERSITY

26th 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 27th
for teaching quality, and 29th
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.



Valentina Canessa-Pollard
Senior Lecturer in Psychology
Curator of The Human Factor

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

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 School of
Psychology, Business and Law

"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.



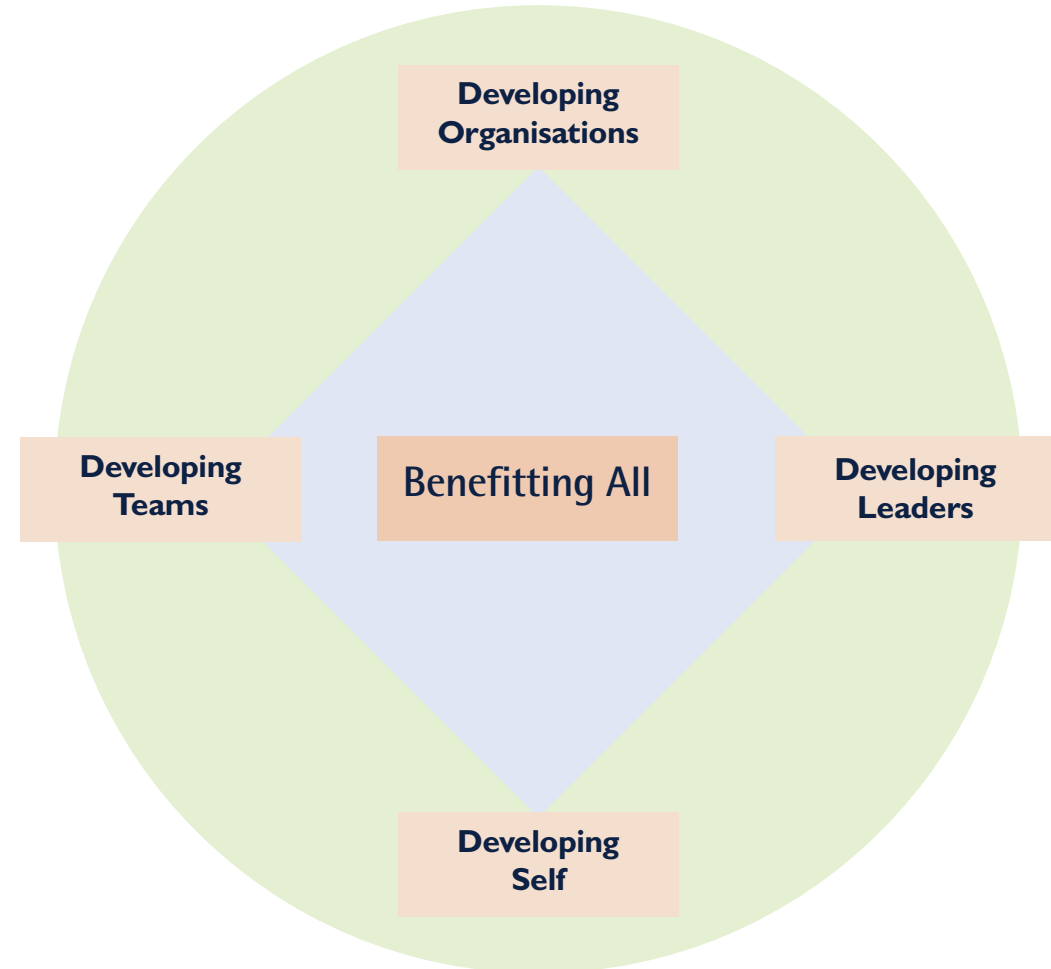
Professor Antonina Pereira,
Professor of Neuropsychology and Neuroscience. Executive Dean, Faculty of Social Sciences and Humanities

2nd

Psychology is 2nd
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:

- **2-hour Masterclasses**

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

- **Special Events**

Specific training events from our Psychology team to suit your business and team's needs.

- **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.

- **Unlimited**

Self-paced online CPD designed to equip you with evidence-based knowledge to enhance your and your teams professional development.

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



LinkedIn



The Psychology of Change: Turning employee resistance into participants of change

This course explores the human dimension of resistance to organisational change, covering key psychological barriers such as emotional rigidity, low adaptability, psychological inflexibility, and intolerance of uncertainty.

Find out more at our online shop:



or on our website:

www.chi.ac.uk/the-human-factor

Furthermore, evidence-based strategies to foster openness to change will be explored, focusing on both employee and leadership factors. On the employee side, this session will examine the role of employee work motivation in facilitating the overcoming of resistance, and on the leadership side, it will examine the impact of visionary communication in inspiring participation and engagement in the change process.

“

“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:

- Gain greater understanding of individual psychological factors underling resistance to change.
- Develop awareness of psychological tools to build up team adaptability and psychological flexibility to help overcome resistance to change.
- Be able to apply evidence-based behavioural science techniques to foster greater participation and employee engagement.

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: **Online (MS Teams)**

Duration: **Two hours**

Costs: **£55 Chamber of Commerce Members**

£65 Non-members

Group discount available

CPD Certificate issued

Digital Transformation and Future Skills: Preparing Your Workforce for Tomorrow

This course addresses the urgent need for digital adaptation as automation and AI reshape the UK economy, covering strategic workforce planning and digital capability development.

Participants will learn to assess digital skills gaps, implement effective reskilling programs, and create cultures of continuous learning that keep pace with technological change. The session provides practical frameworks for managing the human side of digital transformation while maintaining productivity and employee engagement.

Find out more at our online shop:



or on our website:
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:

- Identify digital capability gaps in their teams using structured assessment frameworks
- Design reskilling programmes tailored to specific business needs and technological requirements
- Integrate digital tools and processes without disengaging existing workforce
- Create inclusive digital transformation strategies that address digital literacy and accessibility needs
- Build sustainable cultures of continuous learning that adapt to technological change

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: **Online (MS Teams)**

Duration: **Two hours**

Costs: **£55 Chamber of Commerce Members**

£65 Non-members

Group discount available

CPD Certificate issued

Resilience and Wellbeing: Evidence-based Strategies for Facilitating Employee Performance and Health

This course explores how employee psychosocial resilience and wellbeing directly impacts organisational outcomes and productivity, particularly as mental health challenges and workplace stress increase across the UK.

Participants will learn evidence-based strategies for identifying and addressing challenges to employee wellbeing and resilience within their organisation, bolstering organisational communities to embed sustainable practices for wellbeing, and designing impactful wellbeing programs using inclusive, diverse strategies.

The session connects psychological research with practical interventions that address key subjective and objective indicators of employee wellbeing and outcomes.

Find out more at our online shop:



or on our website:

www.chi.ac.uk/the-human-factor

The course includes strategies for ensuring support reaches those most at risk, with particular attention to equity in wellbeing experiences across different demographic groups.

“

“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:

- Understand the roles of psychosocial resilience and wellbeing on organisational and employee performance
- Design strategic wellbeing programmes that deliver impact on subjective and objective outcomes
- Identify appropriate evidence-based interventions appropriate for organisational needs
- Create inclusive wellbeing strategies that address diverse employee needs and risk factors
- Build organisational cultures that prioritise sustainable performance through employee wellbeing and resilience

Who is the course aimed at?

HR directors, Wellbeing Champions, Operations Managers, Organisational Development Professionals

Key information:

Where: **Online (MS Teams)**

Duration: **Two hours**

Costs: **£55 Chamber of Commerce Members**

£65 Non-members

Group discount available

CPD Certificate issued

Our Psychology of Leadership and Organisational Development 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).

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

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.

Find out more at our online shop:



or on our website:

www.chi.ac.uk/the-human-factor

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.

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.

Find out more at our online shop:



or on our website:

www.chi.ac.uk/the-human-factor

or please contact
humanfactor@chi.ac.uk

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.

On-Demand and Self-Paced Courses

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.

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.

12th

Psychology is ranked 12th
in UK for Teaching

The Sunday Times
University league table 2026

Endorsed by Chichester Chamber of Commerce

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.

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.

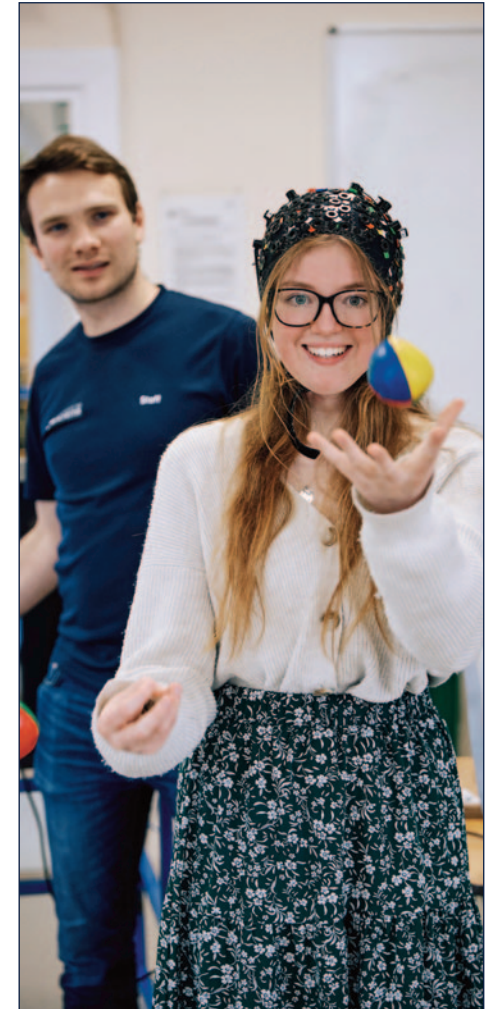
Opportunities include:

- 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.

Hollie Newman:

Innovation and Commercialisation
Marketing Officer

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

“

"Simplicity, authentic information linked to research. keep learning, Chichester University is here to help employers"

– Chief Executive Officer

"Toolkit of idea to make proactive change and a much better understanding of how we can influence the culture of business"

– Diversity, Equity and Inclusion Programme Manager

"Thoroughly engaging for individuals and the wider group"

– Leader for Mental Health Charter



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!

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