



effective

— 2021 —

course outlines

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The 6 Keys to Leadership

Overview

This one-day workshop offers an insight into what seems to be most important for effective leadership.

Who should attend and why?

Anyone who is currently in a leadership role, or aspires to become a leader. The 6 keys have been identified as a result of extensive reading and research, and provide you with an opportunity to benchmark yourself against these 6 keys, and acquire the skills to help you either close any perceived gaps, or add further value to your leadership approach.

Outcomes

By the end of this workshop you will:

- know the 6 key requirements needed by all successful leaders
- know what the underpinning skills are to deliver these requirements
- be able to assess yourself against these key requirements and skills
- obtain independent feedback on your current performance in these key areas

Content

- The 6 keys: your view
- The 6 keys explained, and the evidence to support them
- Underpinning skills
- Self assessment
- 6 keys activity and feedback

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Very useful and enjoyable. Time whizzed by. Thank you.

- Team Manager, Liverpool ”



Appraisals: A Modern Makeover

Overview

This one-day workshop will provide you with some fresh and effective ideas for achieving what you want in an easier and more positive way.

Who should attend and why?

Any senior manager who wants to review and reflect on your existing appraisal or PDR process, particularly if your existing process is not working as well as you would wish.

Outcomes

By the end of this workshop you will:

- know the true purpose of your process, and how best to achieve it
- be able to design a revised process that is much more effective, constructive and appealing to all staff
- identify actual and potential difficulties, and ways to minimise or remove them

Content

- Where are you now? Your current process reviewed
- Where do you want to be? Key aims and purposes revisited.
- How can you get there – in a way that works well for you and your staff?
- Ideas that work, to maximum effect and with minimum cost and effort

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Met expectations of the day and extended on them. A great day that will make a huge difference

Programme Manager, Coventry ”



Being Creative

Overview

In this workshop we'll look at what it takes specifically to be creative, then use a number of tools to encourage creative thinking. If in doubt about attending, bear this thought in mind: you are more likely to become a millionaire through creativity than by buying a lottery ticket...!

Who should attend and why?

Anyone who wants to develop their creative side, and might also want to make a fortune...!

Outcomes

By the end of this workshop you will:

- know what we mean by 'creativity' and how it differs from invention and innovation
- learn the underpinning principles guiding all creativity
- develop and test a range of creative thinking techniques

Content

- What does it mean?
- Underpinning principles
- Workshop of creative techniques

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Fab – an eye opener

Like Minds participant, 2019

”



Being Enterprising

Overview

This workshop will provide you with a 5-step model to help you and your key teams be more effectively enterprising.

Who should attend and why?

Anyone who wishes to be more enterprising in the workplace, and would like a 'route map' to bring this about.

Outcomes

By the end of this workshop you will:

- know what you mean by 'being enterprising', and have clear measures of success
- know what the 5-step model is, and how best to use it in your organisation
- know what you need to do to support and develop an enterprising culture, either with a particular team, or across the whole organisation
- anticipate difficulties, and how best to prevent them, or manage them effectively if they occur

Content

- Being enterprising – what does it mean
- 3 case study examples
- The 5 steps to success, shared by successful enterprising teams
- How do you and your team(s) measure up? A self-test diagnostic
- How to use the 5 step model in your organisation
- Creating an enterprising culture
- Difficulties – and how to manage them

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Absolutely excellent....This was a thoroughly worthwhile and encouraging session, led with humour and great clarity

Senior Manager, Sheffield ”



Being Resourceful

Overview

What do you understand by 'resources'? It's not all about money. This workshop will equip you with a true understanding of the concept of resourceful, and give you large-scale strategies and individual skills and techniques that can revolutionise your, and your organisation's way of thinking about resources, and, as a result, improve organisational and personal efficiency, effectiveness and sustainability.

Who should attend and why?

For any manager who feels their current resource base is inadequate, and wants a better way of achieving more with less.

Outcomes

By the end of this workshop you will:

- have a clear appreciation of what constitutes a resource
- be able to show how being resourceful makes you and the organisation more effective – particularly cost effective
- identify the key skills and attributes anyone needs to be 'resourceful'
- devise a strategy to introduce 'resourcefulness' into any individual's work plan, and/or introduce 'resourcefulness' as a key operational and/or cultural driver

Content

- Defining a resource
- The key components of 'being resourceful'
- A video case study
- Personal strategies for being resourceful
- Creating a culture of 'resourcefulness'

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Best day course I've ever been on

Senior Manager, Wolverhampton

”



Challenging Conversations

Overview

Many of us face challenging situations, which we know in advance might be tricky, or unexpectedly turn difficult. This programme will help you prepare for, and deal effectively with, such situations.

Who should attend and why?

This workshop is for anyone facing a 1-1 conversation which might be tricky, and who wants a number of strategies, tools, tactic and skills to help them make such a conversation more successful.

Outcomes

By the end of this workshop you will:

- know the circumstances likely to lead to a challenging conversation
- know the 3 key factors that are most likely to make a conversation challenging
- be able to identify, then skilfully use, key tools and skills to improve your chances of making it less challenging
- appreciate how important attitude and feelings are to the effectiveness of any conversation

Content

- What makes a challenging conversation challenging?
- Identifying the 3 most common factors (A, B & C)
- Factor A: why and how does it happen; ways of preventing or reducing its likelihood or impact
- Factor B: how and why does this happen, ways of removing the factor or minimising its consequence
- Factor C: why does it 'go wrong'; what to do to prevent it going wrong

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Trainer has excellent communication skills, very easy to respond to

Manager, Merseycare NHS

”



Changing The Culture

Overview

Is your organisation or team's culture fit for purpose? If not, this workshop will help you change it, successfully

Who should attend and why?

Anyone, but particularly those who have responsibility for managing the organisation's culture, or who are frustrated by the existing culture, and want some ideas on how to change it

Outcomes

By the end of this workshop you will:

- be able to define your culture
- know the main 'cultural signifiers' in any organisation
- have a number of strategies to help you either confirm or challenge the existing culture

Content

- What do we mean by culture?
- How can we recognise it – the cultural signifiers
- Making (and embedding) a positive difference

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I wasn't sure what to expect, but I'm glad I came – I've a clear view on how to identify existing cultures, and a game plan for change

Manager, Midlands Heritage Company ”

Coaching

Overview

This workshop will help you understand and use quality coaching models, tools and techniques, essential for a modern manager's toolkit.

Who should attend and why?

Anyone who wishes to add 'coaching skills' to their technical or managerial portfolio.

Outcomes

By the end of this workshop you will:

- know what we mean by coaching, and compare it with other forms of interaction
- identify potential benefits, and some of the difficulties
- use one or more of a range of coaching models
- use key coaching skills

Content

- Key activity
- Approach
- Benefits
- Core skills
- Difficulties – and how to prevent or address them

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

A brilliant course
- transformational

CEO, ThinkTank

”



Customer Service: A Strategic Approach

Overview

This workshop establishes why customer service is important, and how as a strategic manager, you can create high and consistent customer service, whilst valuing individual service that makes a positive difference to the customer.

Who should attend and why?

Anyone with a role involving a strategic approach to customer service, rather than front line customer care skills.

Outcomes

By the end of this workshop you will:

- Examine how others have addressed this issue
- Identify and decide on some of the strategic issues facing how you and your company manage customer service across the organisation
- Find the appropriate balance between the quest for consistency and a personalised service
- Select from a number of strategic tools that can drive your strategic approach
- Develop your own outline customer service strategy

Content

- Examples of customer service policies and strategies: a desk top best practice review
- Why strategy is important – and what happens if it is missing
- Consistency v a personalised service
- Strategic tools to consider
- Putting the outline of a strategy together

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I had no idea beforehand why strategy was important, and how to do it. Now I have answers to both

Senior manager, West Midlands ”



Customer Service: Front Line Skills

Overview

This workshop will provide participants with practical skills and techniques that can be immediately applied, to both prevent a deterioration in the relationship with the customer, and help rescue one that is already poor.

Who should attend and why?

This workshop is for any customer-facing employee, and that includes internal as well as external customers. It will focus specifically on core skills, that can (and will) make a real difference to your customer impact and satisfaction.

Outcomes

By the end of this workshop you will:

- Know the expectations customers have of your service
- Confirm your role and responsibilities in terms of customer service
- Be able to identify your 'Moments of Truth'
- Distinguish between 'taken for granted' and 'added value' and know why the difference is so important
- Identify and practice core customer focused skills

Content

- What customers want
- Three key service variables that make a difference to customer satisfaction
- Moments of truth activity
- Taken for granted and added value
- Core customer service skills
- Practice

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Important and insightful ideas I can put into practice straight away

private nursing provider, Manchester

”



Dealing With Negativity & Blame

Overview

How to tackle anyone who has an attitude of either being negative or blaming as a typical response.

Who should attend and why?

Anyone who want to use new ideas to help change unhelpful attitudes and behaviours of individuals.

Outcomes

By the end of this workshop you will:

- be able to use a number of strategies to tackle negativity and/or blame
- be able to discuss anyone's negativity in a constructive and helpful manner
- be able to help anyone with such behaviours consider reasons for such behaviours
- be able to discuss the potential consequences of such behaviours in a constructive way
- be able to use techniques to help enable you to stay positive and constructive despite such behaviour

Content

- What is meant by negative and blame as specific behaviours
- Possible reasons for such behaviours
- Ways in which you might influence such behaviours to change
- How to protect yourself from such behaviours having a negative impact on you
- Case work and practice

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Really helpful workshop that provided new and helpful ideas that helped turn their behaviour around

Senior Manager, Laterooms ”



Delegation

Overview

Do you ever want to delegate, but don't know how? You want to avoid 'dumping' on someone, but also feel that by the time you've shown them how to do a difficult job, you'd have been better and quicker doing it yourself? This workshop will give you the answer to these and other 'delegation blocks'...

Who should attend and why?

All who wish to delegate, but for whatever reason, don't – or don't do it well.

Outcomes

By the end of this workshop you will:

- know what delegation consists of, and what leads to successful delegation
- be able to apply the 'development through delegation' model
- choose one of three ways of ensuring the key requirements of positive delegation are met

Content

- Delegation defined
- What it is – and what it isn't
- Clarifying the brief
- The manager's role

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Some great ideas I never would have thought of, but make perfect sense

Manager, Mersey Tunnel Police ”

Emotional Intelligence

Overview

Some people have high intellectual intelligence, but lack the basic interpersonal skills to make them truly effective.

Who should attend and why?

This workshop is for anyone who wants to understand and improve their EI. It will explain, with examples, the 5 key components of Emotional Intelligence, help you assess your own EI profile, and how best to close any gaps.

Outcomes

By the end of this workshop you will:

- know the 5 components of Emotional Intelligence
- assess yourself, your team and your organisation against these 5 components
- identify strengths, gaps, and how to close them

Content

- What is 'Emotional Intelligence'?
- The 5 components
- Your own profile: diagnostic assessment
- Assessing your team and organisation: additional assessment tools
- Closing the gap: how to address successfully any EI gaps

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Many thanks for all your great work on this – and for your excellent facilitation on the day. It produced great results.

Chair, UK ASDC ”



Growth Mindset

Overview

Research shows that most achievers have a growth mindset. This workshop will explain and explore the difference between growth and fixed mindsets, and show how to invest in the former, and as a result lead a more successful life.

Who should attend and why?

Anyone who is interested in developing a more positive, can do attitude, or (perhaps as important) helping others to do so – staff, colleagues, family...

Outcomes

By the end of this workshop you will:

- know the difference between a fixed and a growth mindset
- know where you are currently, in terms of the two mindsets
- know how a growth mindset can truly benefit performance
- be able to create a growth mindset for yourself, and help others to do the same
- practice growth mindset, and observe the positive difference it will make

Content

- Fixed and growth mindsets: key characteristics of both
- The difference – and its significance
- Where are you? Self-assessment activity
- How to achieve and sustain a growth mindset
- Helping others

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Now feel comfortable and confident providing feedback to my team, and feel a lot more positive. I felt I learned a great deal.

Manager, Laterooms ”

Health Matters: Master Your Habits

Overview

Do your habits work for you or not? Do you even know what they are? We look at 12 habit strategies that could change your life...

Who should attend and why?

Everyone. It should be a compulsory 'life class'. Miss out, or leave it too late, and you – and your children – will have to pick up the consequences.

Outcomes

By the end of this workshop you will:

- know the habits you want to keep, and the ones you want to break
- have at least 12 strategies that are known to work
- choose the one, or ones, that are most likely to succeed – for you

Content

- The key role habits play in our life -for good or bad
- What makes a habit a habit?
- Why are habits so difficult to change?
- How to break bad habits, and create new ones
- A take away plan of what you are going to do

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

The best course I have been on –
and it will (I think) change my life

Manager, Merseytravel

”



Health Matters: Wellbeing

Overview

How to look after your physical, mental and emotional wellbeing...

Who should attend and why?

Anyone interested in their own wellbeing – physical, mental and emotional. How these three inter-relate, and a range of strategies to help you build your strength and comfort in all three...

Outcomes

By the end of this workshop you will:

- know what constitutes physical, mental and emotional wellbeing
- identify some of the difficulties – internal and external – that may diminish your wellbeing
- be able to select from a range of strategies to help you develop and sustain greater wellbeing

Content

- how these three factors relate to, and impact on, each other:
- physical wellbeing
- mental wellbeing
- emotional wellbeing
- your personal action plan

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ A great overview of what’s essential to create a better sense of wellbeing for myself and my family

Senior Manager, BCLM ”



Health Matters: Your Health Identity

Overview

The what, why and how of being healthy; and the three key factors that together, determines your best fit for a healthy life

Who should attend and why?

Anyone concerned about their own health and well being, or wishes to help and support others in this regard.

Outcomes

By the end of this workshop you will:

- have some underpinning principles to provide an insight into your preferred health strategies
- develop possible strategies – but will they work for you?
- decide how your own strategy has to fit 3 key conditions
- create your own take-away action plan, to start right away

Content

- underpinning principles
- the what, why and how of health
- 3 key conditions – and their impact on the choices you make, and their chances of success
- your own take-away action plan, to start right away

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Brilliant. I can see now why some strategies work for me, and others do not

CHALC member ”

Influencing Skills

Overview

This workshop will help you identify the key factors, attributes and skills that create positive influence, show through case work how they create a positive and powerful impact, and provide you with the opportunity to practice such skills. It will also help you recognise manipulative influencing techniques sometimes used by others....

Who should attend and why?

Anyone who wishes to have a positive influence on others, and would welcome knowing how to do that in a positive and non-manipulative way.

Outcomes

By the end of this workshop you will:

- reflect on what factors create positive influence for you
- reflect on the experiences of others
- know how to influence people in a positive, powerful and professional manner
- do so in a constructive, positive and non-manipulative way
- be able to use a range of key skills and attributes to help achieve successful influence

Content

- Who, and how, influences you in a positive way?
- Examples of influence at work
- The key factors, skills and attributes of positive influence
- Manipulative influence
- Case work and practice

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“Engaging presenter talking knowledgeably about an important topic; very useful – would highly recommend

Auditor, Co-op Group”



Innovative Thinking

Overview

In thinking terms, staying as we are will not get us where we want to be. As Einstein said: “we cannot solve today’s problems with today’s thinking....” – we need new, fresh, innovative approaches.

Who should attend and why?

This workshop is for anyone who wishes to develop the skills and mindset that help encourage and develop innovative thinking.

Outcomes

By the end of this workshop you will:

- learn from others, how they think innovatively
- know your own ‘innovation’ tendency and competence
- have tested your innovative thinking through three case studies
- feel more aware of, and competent in, your innovative thinking

Content

- Innovative thinking: some examples
- Innovation: common factors or components
- How do you rate as an innovative thinker?
- Testing it out: 3 case studies requiring innovative thinking
- Sustainability: keeping innovative thinking alive

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ A stimulating day, with lots of new approaches to try out. Thank you.

Manager, AQA ”



Introduction to NLP

Overview

This short, half-day presentation will provide you with an overview of Neuro Linguistic Programming (NLP), explain the key principles and assumptions, and offer some of the practical, down to earth skills that can help you and others make a positive difference.

Who should attend and why?

Anyone who is interested in having a greater understanding of what makes them, and others, tick – and how to make the best of any relationship.

Outcomes

By the end of this workshop you will:

- know what NLP stands for – and what each of the three components means
- have a clear overview of big picture frameworks and more detailed tools and techniques
- be able to apply at least 6 NLP-based techniques immediately

Content

- What is NLP? a guided tour of its highlights
- How can it help?
- The big picture: key concepts and approaches
- The detail: little things that can make a big difference
- 6 takeaways
- Getting qualified – the options

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

I feel NLP has truly had a significant and positive impact on many situations in my life

Senior Manager, Bolton

”



It's All In The Mind...

Overview

This workshop focuses on the powerful impact the mind has on everything we feel, think, say and do – and offers key strategies to help you take charge of this powerful part of you.

Who should attend and why?

This workshop is for anyone who would like more 'mental mastery' of themselves....

Outcomes

By the end of this workshop you will:

- know just how much of your life is dictated by your mental and emotional state
- know (for the first time) what you do, how you do it, and why
- know some key techniques and skills to make you more aware of, and then control, your mental approach
- be more effective in managing your own internal mental state

Content

- our two selves
- Your mind matters
- Who (or what) is in control?
- Make your mind up: ways of making a mental difference
- Where to from here?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Really good course. Lots to think about and take away

Senior Manager, Sutton

”

Learning How To Learn

Overview

So – how do you (or your children) learn? It's well established by now that everyone can have a unique way of absorbing, retaining or recalling information – and this workshop will offer you an insight into those strategies, and how you can identify them, then build on the ones that work best.

Who should attend and why?

Anyone who wants to find out how they learn (best), and how they can improve their approach to learning, and their learning strategies, tools and techniques.

Outcomes

By the end of this workshop you will:

- be able to use a range of skills and techniques to support and enhance how you learn
- decide from the various ideas and models on offer, which works best (and/or least well) for you
- improve your ability to learn, including manage your own learning
- become a more effective self-managed learner

Content

- Let's see how you do it, now: benchmarking activity
- Learning strategies: options
- "Don't know, never tried." Give something different a go
- Block busting: identifying then removing blockages
- Unpicking strategies, and building your own
- Where to from here....?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Fantastic day – whole session was interesting, informative, practical, useful and fun
Manager, Chichester College of FE ”

Managing change

Overview

The big one: how to introduce change successfully...

Who should attend and why?

Those managing change – either proactively or reactively

Outcomes

By the end of this workshop you will:

- have a 12-point plan for managing change
- be clear about your role, and the skills you need
- identify key gaps in the above, and how to close them

Content

- The 12 point plan
- Your role and skills
- Plugging any gaps

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

The 12-point plan is a really useful checklist

Manager, IWM

”



Managing Overload

Overview

Probably the number one complaint amongst employees is too much to do, and too little time to do it – ie overload.

Who should attend and why?

This workshop is for anyone who has this situation themselves, or manages others with overload problems. It will provide lots of practical suggestions for minimising, then dealing effectively with, overload.

Outcomes

By the end of this workshop you will:

- identify the two main factors affecting workload and overload
- use a number of strategies to work on both these factors, and thus minimise overload, or deal with it effectively should it occur
- help others who are faced with overload

Content

- What converts workload to overload? Two main factors....
- Factor 1: how to prevent, minimise or deal effectively with it
- Factor 2: how to manage this factor effectively
- Principles into practice: what will be your approach? What will you change?
- Helping others

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“Excellent trainer – friendly, involved and made the course interesting and memorable

Manager, Knowsley MBC”

Managing Uncertainty

Overview

The organisational world is probably more uncertain now than it has ever been. Most staff – and managers – see this as a problem, and often to be feared.

Who should attend and why?

This workshop will change that point of view: it will offer strategies and suggestions for making the best of, and taking advantage of, uncertainty, and it will offer case examples of people who have done exactly that...

Outcomes

By the end of this workshop you will:

- know the typical causes and effects of uncertainty, and relate them to your own situation and role
- have a number of strategies to help you make the best of uncertainty, and take full advantage of the opportunities it presents
- feel more confident and more competent in dealing with uncertainty

Content

- Cause and effect of uncertainty....
- ...and what you can do about it
- ARIA: 4 key strategies
- Principles into practice: how will this work for you?
- Action planning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Get this trainer to do more sessions – this is one of the best I’ve done

Manager, AQA ”

Management Styles

Overview

This workshop will introduce you to the 6 essential skill sets a modern manager needs, and provide you with an opportunity to benchmark yourself against these skill sets.

Who should attend and why?

Any manager, or aspiring manager, who has yet to receive training or development as a manager, or who wants a refresher, and would like to know the 6 key skills for effective, modern day management.

Outcomes

By the end of this workshop you will:

- know the 6 key skills
- be able to select which key skill is most appropriate, when
- assess your own competence in terms of these 6 skills
- create your own plan to manage more effectively at work
- be a more effective manager

Content

- trictly come dancing....why?
- The 6 key skills – and why
- Making a conscious choice: which skill (mix), when
- How do I measure up?
- What do I need to improve?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Learned a great deal – much more than on previous management courses in industry

new manager, Oxford ”



Managing The Poor Performer

Overview

A detailed look at why it's going wrong, and what to do about it...

Who should attend and why?

Anyone with responsibility for managing staff – because anyone who performs poorly in your team is your responsibility...

Outcomes

By the end of this workshop you will:

- be able to establish the performance gap
- identify the four main factors that create poor performance
- use strategies to address poor performance, and be clear about your own role

Content

- Mind the gap
- The four key factors
- Your role and key strategies

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

A real eye opener!”

Senior Manager, Merseytravel

”



Meeting Skills

Overview

How to make meetings more productive – whether the Chair, facilitator or group member...

Who should attend and why?

Anyone who wants to make the meetings they chair or attend more productive...

Outcomes

By the end of this workshop you will:

- know the 3 crucial factors that together determine how productive a meeting will be
- be able to apply 32 top tips to make meetings more productive
- know how to chair meetings effectively

Content

- diagnostic questionnaire
- 3 key factors
- key roles – before, during and after
- key chairing difficulties – and how to overcome them

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

An amazing turnaround - some easy to use practical tools and techniques that make a real difference!

Senior Manager, Merseytravel

”



Motivation

Overview

Who decides how motivated you and your workforce are? What helps, and what hinders? Without doubt, motivation is a crucial factor in deciding happiness and performance.

Who should attend and why?

This workshop will provide you with the 6As essential to successful motivation – and what you can do to bring them about – in yourself or others.

Outcomes

By the end of this workshop you will:

- know the 6 factors that are essential to successful motivation
- know how to create and sustain each of these factors in yourself and others be able to take full control of your own motivation
- offer helpful advice and support to those who are struggling with motivation

Content

- What is motivation?
- The 6As of motivation
- Key strategies to bring each of the 6 factors about
- Applying the 6As to yourself
- Applying the 6As to someone else: a case study
- What next?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Good use of techniques and activities which maintained interest and motivation throughout the course

After sales manager, Bentley ”



Negotiation Skills

Overview

This programme will show you how to negotiate effectively, and how to avoid and counter the negotiation tactics used by other negotiators.

Who should attend and why?

This workshop is for anyone who wants to learn or brush up on their negotiation skills. Many situations in work today are based on negotiation – from partnership working and client-contractor relations, to 1-1 meetings around performance and terms and conditions.

Outcomes

By the end of this workshop you will:

- know the key principles that underpin effective negotiation
- use key negotiation skills
- be able to use and counter up to 20 specific negotiation tactics
- negotiate with greater competence and confidence

Content

- What is negotiation?
- Ethical negotiation
- Key principles
- Key skills
- Negotiation tactics
- Practical work

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Brilliant, inspiring deliverer.
Thank you

Project Manager, Coventry

”



Nudge Theory

Overview

Nudge Theory suggests an understanding of human behaviour, motivations and habits is more likely to encourage people to do what you want them to, rather than rules, regulations or enforcement.

Who should attend and why?

This course is for anyone who is intrigued by this theory, which, in short, offers a cultural transformation to persuasion.

Outcomes

By the end of this workshop you will:

- know what we mean by ‘nudging people’
- review a wide range of ‘nudging’ examples
- review the (often amazing) results of simple and subtle nudges
- know what EAST means, and how to apply it
- put the principles and techniques into practice through your own case study
- review and consolidate

Content

- How nudge theory works: some examples
- EAST: the four key principles of Nudge Theory
- How might nudging work for you?
- Your case study
- Discussion, reflection, where to from here?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“The course was a fantastic way for me to realise and utilise skills that I was unaware I possessed. My experience of engaging with the course was incredibly valuable and eye opening. The way in which the course was constructed, organised and delivered worked brilliantly

Dance and Theatre Artist, Manchester”



Performance Management

Overview

This workshop will help you set SMART objectives, Key Performance Indicators, standards and targets.

Who should attend and why?

Anyone who is responsible for the performance of others (and, of course, their own performance...)

Outcomes

By the end of this workshop you will:

- distinguish between performance outputs and outcomes
- be able to set key performance metrics and measures that are relevant and achievable
- be able to engage and involve staff members in setting their own performance objectives and measures

Content

- Defining performance: outputs and outcomes; start at the back
- Performance measures: objectives, outcomes, KPIs, standards and targets
- Engaging staff in setting their own performance objectives and measures
- Giving constructive feedback on all levels of performance

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Fantastic day – I'm now much clearer how to manage the performance of others more effectively

Team Leader, Chichester

”



Personal Effectiveness

Overview

Do you struggle to complete or finish tasks? Do you have great ideas and intentions, but fail to see them through? Are you in danger of over-promising and under-delivering? Are you busy – but not particularly effective?

Who should attend and why?

If any of the above apply, then this workshop may well be for you. It will help you diagnose the main causes of any lack of effectiveness, and offer a wide selection of strategies and skills to help you improve your effectiveness.

Outcomes

By the end of this workshop you will:

- know the main reasons why you are, or feel you are, less effective than you want to be
- choose from a range of strategies and skills which will help you be more effective
- have the experience of using a number of these skills in addressing a typical case study

Content

- Tell us your story: examples of ineffectiveness
- Why do you think this is you...?
- A diagnostic assessment of your (assumed) lack of effectiveness
- Strategies and skills to improve your personal effectiveness
- Putting the learning into practice: a case study

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I just wanted to say a big thank you as I have already used some of the strategies I learned on the day and they really work for me.

Middle Manager, Huddersfield ”



Powerful Presentations

Overview

This workshop will help you design then deliver a powerful and compelling presentation with confidence, using helpful and easy to use techniques that have a powerful and positive impact.

Who should attend and why?

Anyone who currently gives, or might have to give, presentations, and wants to improve – especially in terms of making a lasting impression. Or who wants to offer help to others...

Outcomes

By the end of this workshop you will:

- be able to identify the key ingredients
- know what it takes to make each ingredient powerful and effective
- have tested your strength in each of these areas, through practice
- be able to decide which ingredients you already have, and which you need to develop
- be more confident and competent in giving powerful presentations

Content

- You go first: what do you think the key ingredients are?
- Facilitator's contribution to the list
- Choose your own powerful portfolio from the lists
- Principles into practice: prepare and present
- Feedback, discussion and reflection
- ...and again....
- Where to from here? Action planning and consolidation

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I had lost confidence in my ability to present effectively and its coming back! I have suggested to senior management here that we investigate asking you to do a session for the staff here... I honestly think that many people would benefit
-local authority councillor, Knowsley”

Prioritising

Overview

Do you want to come on this course – but are worried “it isn’t a priority”? Learn some really simple but effective tools to make prioritising easy and effective and reduce the pressure of work

Who should attend and why?

Anyone who often feels overwhelmed with work, especially when it’s hard to prioritise “because everything is a priority!”.

Outcomes

By the end of this workshop you will:

- know why it is important to prioritise
- have established some key and effective ground rules and principles to help you decide your priorities
- know your personal barriers to prioritising effectively, and how to minimise or overcome them
- have applied the principles to good effect in a series of prioritising case studies

Content

- Why is prioritising important?
- How do you do it at present?
- Key principles, ground rules and guidelines – that work
- Building good habits, and breaking down barriers
- See for yourself: case work

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I really got a great deal from your training. It is the best CPD I’ve ever been to. It will also help me personally. Very inspired by your session

Business Owner, Dublin ”



Problem Solving

Overview

This workshop will give you a range of practical tools and techniques to put into your problem-solving toolbox.

Who should attend and why?

Are you someone who starts every day with good intentions and a plan, but finds it is taken over with one problem after another? Is problem solving a key component of your role? If it is, then this is the workshop for you...

Outcomes

By the end of this workshop you will:

- be able to define the problem
- be able to structure the problem
- be able to apply logical and creative approaches to problems
- be able to choose the most appropriate tool for any problem you face

Content

- The left and right hemispheres of the brain – and a fun diagnostic...
- Driving on the left: the logical, linear approach to problem solving
- Driving on the right: being creative and intuitive
- Switching lanes: system 1 and system 2 thinking
- Case work: tools and techniques applied
- Reflection and action planning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ very good – probably the longest/busiest course I’ve been on, but the least boring

Business Manager, London ”



Quality Communication

Overview

This programme falls into two halves: we will look firstly at a strategic, big picture approach to communication – who, what, how, when, where and why? What are your options, and what will your strategy be? Then we will look through the other end of the telescope – at the language of communication – what people say, and how they say it – because little things make a big difference.

Who should attend and why?

If you would like to examine and improve your current practice in either or both of these areas, this course is for you...

Outcomes

By the end of this workshop you will:

- be able to devise an effective strategy for large scale communication, based on a set of criteria against which the quality of the strategy can be assessed
- know how to use words and tone sensitively, to create exactly the impact you want – and avoid the opposite!

Content

- The bigger picture: sharing practice – what do you do now, and how effective is it?
- What makes for quality communication at a strategic level?
- Setting quality criteria – then working out how to deliver them
- The forensic approach to language: being careful, not careless, with words and tone
- Case work examples
- Personal reflection and action planning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

I will use plainer English, particularly regarding documentation sent to teachers – I changed the style and tone of a letter I drafted during the lunch break!

Senior manager, Manchester

”



Report Writing

Overview

The 7 key steps to writing an effective report, and getting it right first time...!

Who should attend and why?

Anyone who writes reports, documents or extended letters, and who wants to improve.

Outcomes

By the end of this workshop you will:

- Identify the 7 key steps needed to successfully complete a piece of extended writing
- Learn how to structure and prepare
- Identify typical report conventions
- Learn how to write effectively
- Learn some tools and techniques to make writing quicker, easier, and more effective

Content

- Case study of sample materials for you to assess: what's good/bad, and why?
- The readers' perspective: as a reader, what do you want? Do your reports deliver?
- The 7 key steps
- Applying the 7 key steps: a case study
- Review, evaluation

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Changed my whole attitude to report writing. I have a much more positive approach now – and see just how effective I can be
Middle Manager, Stockport ”

Resilience

Overview

Whatever the provocation, you own the response; how resilient are you, and your responses?

Who should attend and why?

For anyone looking to build their own resilience, or the resilience in others.

Outcomes

By the end of this workshop you will:

- know the key ingredients for resilience
- choose the ones that are missing, or which will work best for you
- build your resilience toolkit

Content

- What we mean by 'resilience', and why it's important
- Physical, mental, or both?
- Key components – how do we rate ourselves, currently?
- Areas to improve – and how
- Your own take-away action plan

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

It helped me recognise just how resilient I am, and why

Staff member, Mersey Care NHS Trust

”

Resilient Leadership

Overview

Is resilience innate, or can you develop it? We believe it is both, and this programme will help you assess your current mental and physical resilience, identify strengths and any gaps, and help you address them.

Who should attend and why?

This is for anyone who feels they need to be as resilient as they can be in their leadership role, and/or who needs to help others develop their resilience, and or build organisational capacity in this area, including helping create a resilient culture

Outcomes

By the end of this workshop you will:

- identify the two main contributions to personal resilience
- self-assess your resilience, where it comes from, your strengths, and possible areas for development
- select from a range of strategies and techniques to help you build and sustain personal resilience
- consider whether it is important to create resilience as an organisational attribute, and build a resilient culture – and if so, how to do it

Content

- Resilient role models: some examples
- Your views on the key contributions to resilience
- The two main factors
- Building and sustaining personal resilience
- Helping others be more resilient
- Developing resilience as an organisational attribute

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Very good course. Easy to listen to with excellent suggestions and content

Senior Manager, Manchester

”



Soft Selling Skills

Overview

You may have staff who are not aware how much opportunity they have to sell your product or service; they do not regard themselves as sales staff – and would run a mile at the thought of having to sell.

Who should attend and why?

This course will convince your staff that selling really is, and perhaps should be for them, a gentle art, built around engaging conversation and building a relationship.

Outcomes

By the end of this workshop you will:

- understand what is meant by 'soft selling'
- have assessed yourself, your skills and qualities against a 'soft selling' checklist
- have observed 'soft selling' in practice
- have attempted soft selling skills and techniques, received feedback and reflected on it

Content

- What is 'soft selling' and situations where it might be useful
- Key skills and attributes
- Your own self-assessment
- Observing soft selling in practice
- Putting your soft selling skills and techniques into practice
- Personal reflection and action planning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Excellent, informative, and more sessions would be useful. Provided a lot to think about afterwards

Senior Manager, Guildford

”



Storytelling For Leaders

Overview

Storytelling is perhaps the oldest tool to get key messages across in an entertaining way – and is a technique which is very much in favour today.

Who should attend and why?

This course is for anyone who has a leadership role, or aspires to one, and wants to be effective in getting key messages across through storytelling.

Outcomes

By the end of this workshop you will:

- know the key ingredients of an effective story, well told
- be able to structure and craft a story
- be able to narrate a story in an engaging and compelling way
- construct successful stories for any leadership occasion

Content

- Key ingredients: what
- Practical: build a story
- Key ingredients: how
- Practical: tell the story
- Feedback, discussion, reflection
- Refining your story
- Consolidation of learning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Good presenter, impressed with presentation, flowed very well and informative

Senior Manager, Waverley

”



Strategic Thinking

Overview

This course will clarify what Strategic Thinking actually means and also will help you to assess your own skills in this area. You will gain a set of tools and techniques to be an effective strategic thinker.

Who should attend and why?

Many people find it difficult to escape from the everyday 'here and now' pressure of the immediate and urgent, and set time aside for more strategic thinking. And not everyone has the skills and aptitude to think strategically (and may not even know what 'strategic thinking' actually is).

Outcomes

By the end of this workshop you will:

- know what is meant by 'strategic thinking'
- have assessed your own capabilities against a key checklist
- have tested your skills in a case study
- have learned and be able to use a set of tools and techniques to help you think more strategically, more effectively

Content

- Defining 'strategic thinking'
- Self-assessment of your strategic thinking skills
- Applying strategic thinking to a case study
- Key tools and techniques
- Where to from here?

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Excellent – strategic thinking has always scared me - until now!

Manager, Manchester

”



Stress Management

Overview

This course will show you what you can do, simply and positively, to prevent stress occurring in the first place, then manage it effectively if it does occur. The course will help you manage your own stress, and help you help others...

Who should attend and why?

This is for anyone who often feels stressed, and also feels relatively helpless in doing anything about it.

Outcomes

By the end of this workshop you will:

- know the important difference between pressure and stress
- work effectively with much less stress in your life
- be able to help others who often feel stressed

Content

- Pressure and stress
- How stress occurs
- Preventing stress
- Dealing with stress effectively
- Helping others

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ Really good course. Lots to think about and take away

Manager, Liverpool ”



Study Skills

Overview

This workshop will offer a diagnosis of your particular approach to study, and suggest strategies that will help you be more effective.

Who should attend and why?

For anyone who needs to study – for example, to pass an assessment or examination – and who feels they do not apply themselves to studying as effectively as they could. Or – who has a relative (eg a child) who would benefit from having a better study strategy.

Outcomes

By the end of this workshop you will:

- know your own study profile, strengths and areas for potential development
- be able to apply a range of strategies and techniques to help you study more effectively
- be able to carry out a study diagnostic for any relative, including children
- offer support to those who struggle to study effectively

Content

- Your own approach to study, and its effectiveness: a diagnostic approach
- Strengths and potential areas for development
- Tools, techniques and strategies for effective study
- Helping others

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“ I keep nagging the College to use you because you are life changing as a trainer. I hope they get a chance to see it.

Senior Tutor, FE College ”



Team Building

Overview

How do you turn a disparate group of individuals into a single team? This workshop will help...

Who should attend and why?

Anyone who wants to build an effective team, or who currently leads or works within a team which is not functioning as well as it could.

Outcomes

By the end of this workshop you will:

- know the difference between a group and a team
- know the key components that contribute towards creating a successful team
- discuss likely difficulties, and how to prevent or overcome them
- be better able to build a successful team

Content

- groups and teams
- key components of effective teams
- difficulties – and how to prevent or overcome them
- building your team

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

An excellent session, during which we gained a real sense of becoming a team

CEO, West Midlands Museum

”



Time Management

Overview

The course will identify the main 'time thieves', and what you can do about them, so you will leave the day with a host of strategies and techniques to manage your time better.

Who should attend and why?

If you feel that you or your staff don't utilise the time available to you as effectively as you could, then this workshop is for you.

Outcomes

By the end of this workshop you will:

- know the main obstacles to effective time management
- have a number of strategies, tools and techniques to manage them better
- improve your use of time in and out of work
- be more effective personally and as a manager

Content

- The time management myth
- From problem to solution: a practical activity
- Hints, tips, tools, and techniques
- Personal reflection and action planning

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Fun and engaging presentation, changed my way of thinking, and will endeavour to use his advice

Manager, Birmingham

”



Value-Based Behaviours

Overview

What we mean by values, and why it's important to convert them into behaviours.

Who should attend and why?

Anyone wanting to convert 'values on the wall' into actions on the ground. Put simply, people believe what you do, rather than what you say you'll do

Outcomes

By the end of this workshop you will:

- know how to put principles into practice
- be able to clearly identify which particular values matter to you
- know how to demonstrate each value through a consistent set of behaviours

Content

- establishing values
- identifying what is needed to put each value into practice
- creating a list of value-based behaviours

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

I found this a really valuable and worthwhile workshop, since so many people struggle to put their values into practice

Senior Manager, The Tank Museum

”



Winning At Work

Overview

Our top 20 tips, based on 30 years' experience, in 90 minutes...fasten your seat belts!

Who should attend and why?

Anyone who wants a download of our top 20 tips that we think will make you as successful as you can be, at and in work...

Outcomes

By the end of this workshop you will:

- have 20 of our top tips to apply in your everyday work role
- feel better informed
- feel more confident about 'winning at work'

Content

- key inter-personal skills
- key self-management skills
- key influence and persuasion skills
- key personal effectiveness skills

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

Brilliant! A whistlestop tour, packed with accessible ideas that I can use straight away. Invaluable

Museum Director, Liverpool

”



Writing Skills

Overview

Do you enjoy writing? Does a blank sheet of paper or screen intimidate or excite you?

Who should attend and why?

This workshop is for anyone who wants to improve their writing, by knowing how and why words work well. It will provide real insight into why getting it right will help you write....

Outcomes

By the end of this workshop you will:

- know how to construct a piece of writing so that it has the maximum intended impact on your audience
- know that how you say something is at least as important as what you want to say
- know that the look, sound and feel of words have a significant impact
- know that little things can make a big difference
- be able to appreciate the craft of writing, and improve your own expertise

Content

- How and why words work: some examples
- The importance of attitude – yours and theirs
- Key principles
- The art and craft of writing: becoming a wordsmith
- Practical work: 3 case studies
- Building your own toolkit

Development Method

The workshop will be a mix of facilitator input, group discussion, short video extracts, practical activities, and feedback.

“

I absolutely loved the session – it opened my eyes to a lot that is so easily missed...

Sales Manager, Essex

”

