

Development Workshops & Programmes From Training & Leadership Coaching Ltd



2008 – 2009

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Training & Leadership Coaching Ltd

Coaching & empowering the next generation of inspirational leaders

Training & Leadership Coaching Ltd (TLC to our friends!) was founded in 2003 by our two Directors – Angie Norden and Rachael Kirkham. Our vision, ‘coaching & empowering the next generation of inspirational leaders’ sums up how we feel about personal and professional development: it’s about helping everyone we work with to find positive reasons to improve their performance and then enabling them by developing their skills, behaviour and self confidence.

Recent CIPD studies showed that between 70% and 90% of development activities make no discernable difference upon organisational performance. We believe that we know why this is true; conventional ‘training’ attempts to change trainees’ behaviours without addressing their motivation. We work with all of our participants to help them to find the motivation for change as well as introducing the development activities that will give them the competence and confidence to increase their performance at work. We also use a flexible, blended approach to learning that combines:

- Group workshops
- Accelerated learning techniques to maximise the speed at which they learn and the amount of information they retain
- Action learning sets where participants have structured, supported workplace activities to fully embed their learning from the workshops
- Personal research and study followed by presentation to and discussion with their fellow participants
- Personal coaching
- 360 degree feedback
- Line manager involvement (with training for line managers if required)

We work hard to be knowledgeable, credible, leading edge and memorable! We believe in having fun and making our approach just a little bit different.....

1. Comprehensive Development Programmes

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Creating the STAY culture	<p>This ten-day programme, split into five two-day modules enables participants to introduce the STAY culture into their organisation.</p> <p>By implementing STAY as an organisational culture, you can inspire the best people to join your organisation, stay in your organisation and work with you to drive the organisation forward.</p> <p>Aimed at senior managers and those involved in organisational change, the programme will enable you to inspire people to join you, stay with you and lead your organisation forward.</p> <p>The programme comprises five two-day modules supported by work-based action learning assignments to ensure all knowledge, skills and techniques are fully transferred into the workplace</p>	<ul style="list-style-type: none"> • Introduction to STAY and development of key skills: 5 stages of STAY, advanced questioning, LAB profiling, identifying language preferences • Job analysis, recruitment, selection and induction: identifying skills and motivations, building selection processes that differentiate performance • Building high performance teams: managing team dynamics, managing through change, managing different personalities • Encouraging high performance and career development: assessing performance levels, creating positive performance strategies, giving feedback • Personal development and performance coaching: identifying learning needs, using multiple intelligences, flexible coaching styles 	<ul style="list-style-type: none"> • Wide range of techniques to develop a flexible leadership style • In-depth understanding of personal influencing & communication that can be used in every element of work and home life • Opportunity to think strategically and creatively • Increased confidence • Increased career development opportunities • Input from a range of experts • Personal coaching to ensure that you can translate key learning points into practical actions for your workplace • In-depth knowledge of job analysis and recruitment & selection • Effective management of team dynamics • Development of strategies to drive higher levels of performance and motivation • Development of a range of coaching & mentoring techniques 	<ul style="list-style-type: none"> • Leading edge techniques which are easy to transfer to your work environment to give you a competitive advantage and reduce operating costs • The programme gives your people the tools, techniques and confidence to implement high level organisational change • Creating the STAY culture in your organisation will inspire the best people to join your organisation, stay with your organisation and drive your organisation forward • By attending the programme, your people will increase personal flexibility and be able to use this flexibility to deliver inspirational leadership to motivate others to greatness • Streamlined recruitment processes ensure that you get the right people in the right roles at minimum cost • High performing teams • Development of internal performance coaches

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<p>Dynamic Personal Performance</p>	<p>By understanding how our minds work and how to effect positive change, you can learn to become your own coach and achieve things you never thought possible!</p> <p>This programme will enable you to unlock your true potential and harness this to meet your goals both at work and at home.</p> <p>To maximise the learning transfer from the programme, The Dynamic Personal Performance programme is structured into three two-day classroom-based workshops run at four-week intervals.</p> <p>Between the workshops, delegates complete personal assignments and are supported by programme coaches.</p>	<p>Workshop One: Unlock Your Potential</p> <ul style="list-style-type: none"> • Understanding the drivers of human behaviour • Identifying what's holding you back and creating strategies for improved performance • Harnessing your personal motivation • Identifying your key personality traits & finding ideal activities <p>Workshop Two: Enhancing Personal Charisma</p> <ul style="list-style-type: none"> • Understanding your natural communication style and its impact • Building relationships by establishing lasting rapport • Reading and understanding other people • Adapting personal communication style to reach a wider audience • Managing personal conflict <p>Workshop Three: Become Your Own Coach</p> <ul style="list-style-type: none"> • Understanding your true motivators and drivers • Creating goals and strategies that will engage and energise • Coaching techniques for self coaching and mentoring of others • Building instant confidence 	<ul style="list-style-type: none"> • A better understanding of the way that people tick and the comfort of knowing that you're not the only one that has insecurities! • Higher personal performance driven by higher levels of self belief and self confidence • Understanding of your personality traits and what activities will best suit your preferences • Quick and effective rapport building skills that enable you to talk to anybody and build lasting relationships • A more flexible approach to communication leading to a broader appeal and charisma • The personal resources to manage conflict • A deep understanding of what motivates you • Personal strategies to increase motivation and focus • Compelling goals that will motivate and energise you • The ability to coach yourself and drive your performance • Techniques for building confidence whenever and wherever you need it 	<ul style="list-style-type: none"> • Higher levels of self confidence lead to higher levels of motivation, performance and productivity • Higher levels of emotional intelligence • Increase in personal ownership for personal development and sustaining motivation – reduces onus on line managers to provide constant reassurance and motivation • Development of personal resources for increasing and focussing motivation – increased self-reliance • Increased personal flexibility and the ability to deal with a wider range of people • Better communication skills and rapport building leading to better working relationships • More objective management of conflict situations • Personal coaching and goal setting skills • Increased focus and direction leading to more attention given to important areas of work • Increased commitment to organisational goals

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<p>Step Up To Management</p>	<p>The Step Up To Management Programme is designed to give first time people managers the skills, knowledge and confidence to manage all aspects of their role: the business operations, their team and the individuals within the team.</p> <p>Confidence plays a major part in the manager's success. Without it, new managers frequently either fail to manage or rely on overly authoritarian methods to command respect from their team. Becoming a people manager takes even the best employees out of their comfort zone.</p> <p>To maximise the learning transfer from the programme, Step Up To Management is structured into four two-day classroom-based workshops run at four-week intervals. Between the workshops, delegates complete work-based assignments and are supported by programme coaches.</p>	<p>Introduction To People Management</p> <ul style="list-style-type: none"> • Understanding the drivers of personal, team and organisational drivers • Understanding and expanding personal management style • Action-centred leadership <p>Influential Relationships</p> <ul style="list-style-type: none"> • Reading and understanding other people • Adapting personal communication style to reach a wider audience • Creating personal influencing strategies <p>Problem Solving, Decision Making and HR Legislation</p> <ul style="list-style-type: none"> • Analysing problems to find root causes and effective solutions • Using all available information to make the best decisions • An introduction to the HR legislation which affects all people managers <p>High Performance Teams</p> <ul style="list-style-type: none"> • Identifying performance levels based upon ability and motivation • Creating strategies for sustained performance improvement • Setting motivational objectives and coaching towards their achievement 	<ul style="list-style-type: none"> • Seamless transition into your first management role • High levels of confidence to lead effectively and inspirationally • Identifying and flexing your natural management style • Balancing your leadership approach to incorporate the task, the team and the individuals you manage • Understanding what makes other people tick and how to influence them through your communication • Adapting your style to influence anyone and everyone you meet! • Developing personal charisma for better relationships with your team • Effective strategies for making the best business decisions • Comprehensive guide to HR legislation to stay on the right side of the law! • Identification of performance issues and creation of strategies to address every performance issue • Coaching skills to encourage self-reliance and ownership within the team 	<ul style="list-style-type: none"> • Seamless transition for first time managers into their leadership roles • People who want to manage and are motivated to do it to the best of their ability • Confident people managers who will create a more productive work environment and a highly motivated atmosphere • A balanced approach to leadership that pays attention to the tasks of the role, the team and the individuals within the team • First line managers with excellent communication skills and influencing style who will have a positive impact upon their people • Focussed, objective business decision making • People managers who are aware of their obligations related to HR legislation • People managers who will drive performance and set meaningful goals for team members • Development of performance coaches who can develop their team members

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<p>The Leadership Connection</p>	<p>Most organisations face a battle to recruit and retain talented people. Senior managers set the culture of the organisation and are pivotal to the ongoing motivation of staff. Loyalty is a choice. This programme is designed to develop leaders who attract loyalty, commitment and high performance. It is based upon the TLC five steps to leadership:</p> <ul style="list-style-type: none"> • Self awareness – why we do what we do and what is holding us back • Self belief – confidence from the ability to effect positive change • Understanding others – reading others and what drives them • Wider influence – tailoring our approach to meet the needs of others • Leadership competence – developing core competencies in areas such as communication, performance management and coaching <p>The Leadership Connection is structured into four two-day classroom-based workshops run at four-week intervals. Between the workshops, delegates complete work-based assignments and are supported by programme coaches.</p>	<p>Foundation Workshop</p> <ul style="list-style-type: none"> • Understanding the drivers of personal, team & organisational behaviour • Identifying limiting beliefs and replacing them with more useful ones! • Harnessing motivation and changing cultures <p>The Charisma Masterclass</p> <ul style="list-style-type: none"> • Reading and understanding other people • Adapting personal communication style to reach a wider audience • Creating influencing strategies <p>Creating Performance Excellence</p> <ul style="list-style-type: none"> • Identifying performance levels based upon ability and motivation • Creating goals and strategies for sustained performance improvement • Managing conflict and emotional responses <p>Mentoring For Sustainable Improvement</p> <ul style="list-style-type: none"> • Matching coaching styles to performance management strategies • Coaching beyond your level of expertise • Encouraging personal ownership through mentoring 	<ul style="list-style-type: none"> • In-depth understanding of natural leadership style and its impact upon other • Increased confidence in leadership activities • Development of your personal resources to increase your motivation and resilience when faced with stressful scenarios • Ability to flex natural styles to develop an approach to leadership that has a wider appeal to a greater number of people • Ability to read other people and identify their 'hot buttons' as you plan the best way to influence them • Creation of performance strategies aimed at driving productivity, quality and motivation upwards • Ability to identify and manage potential conflict situations at an organisational level • Moving from coaching to mentoring relationships to support and develop the future leaders of the organisation • Ability to offer effective career development support in areas that you have little or no knowledge about! 	<ul style="list-style-type: none"> • Development of a team of leaders rather than traditional managers who will engender loyalty and commitment within the organisation • Creation of a 'talent pool' of leaders who have the flexibility to undertake a number of key leadership roles • Increased levels of confidence and personal resources to encourage personal ownership of leadership issues • Development of charismatic styles of communication to engage and motivate employees • Increased level of influence both within the organisation and with external stakeholders such as customers and suppliers • Strategies to link into individuals' motivators to increase energy and passion for the organisation • Creation of performance initiatives and measures that will drive productivity and quality • Internal mentoring network capable of supporting career development initiatives and ensuring internal promotion and succession planning

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NLP Diploma	<p>This four-day course will be run in two two-day modules according to the high standards of INLPTA (the international accreditation body for NLP).</p> <p>The programme provides a thorough foundation in NLP techniques used for personal development within the business context.</p> <p>Participants who successfully complete the course will receive the INLPTA NLP Diploma qualification.</p>	<ul style="list-style-type: none"> • The basic principles, tools and techniques of NLP and Emotional Intelligence • The mechanics of communication • Identifying your own communication style • Appreciating different communication styles and adapting to other people • Building instant relationships • The subtleties of human behaviour • Bringing out the best in people • Taking other perspectives and gaining greater insights into how we think and act • Personal impact 	<ul style="list-style-type: none"> • A much more flexible approach to communication • The ability to adapt your natural style to meet the needs of a wide range of people • Fast, effective relationship building techniques • A deeper insight into what makes people tick and how to get the best out of them • A wider appreciation of how other people perceive situations – developing empathy for others • Wide range of practical applications for NLP skills in the workplace 	<ul style="list-style-type: none"> • Increased flexibility of staff • Vastly improved communication on a personal and organisational level • Better working relationships leading to increased co-operation • Ability to manage conflict effectively whilst reducing unhelpful emotional responses • More effective relationships with customers in both sales and service situations • Development of strategies to increase personal effectiveness, leading to higher productivity

2. Management & Leadership Development

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Introduction to coaching	<p>This two-day workshop is suitable for participants who are new to coaching.</p> <p>The workshop introduces delegates to the concept of developing others by asking questions to build ownership and self-awareness.</p> <p>The workshop also enables participants to build rapid, lasting relationships with the people they are coaching.</p>	<ul style="list-style-type: none"> • Defining coaching • Advanced questioning skills for use in coaching • Creating meaningful goals • The GROW model • Coaching case studies • Developing a coaching question bank • Using body language to improve coaching outcomes • Building coaching relationships using language preferences • Coaching with GROW and rapport techniques 	<ul style="list-style-type: none"> • Identifying when and where coaching is appropriate • Advanced questioning techniques to get results • Structured coaching which can be used for work-based performance issues • Creation of a bank of core coaching questions to understand goals & issues • Rapport building skills for rapid, lasting coaching relationships • Opportunity to try coaching in a safe environment 	<ul style="list-style-type: none"> • Development of internal coaches who are able to deal effectively with performance issues • Structured approaches to speed up the coaching process and obtain quicker performance improvements • Greater range of development solutions, reducing the amount of off-the-job training required • Increased ownership and self reliance for people who receive the coaching
Advanced coaching skills	<p>This workshop is suitable for participants who have some experience of work-based coaching and are looking for developing their coaching repertoire and creating a more flexible approach to coaching.</p> <p>The workshop enables participants to link their coaching to performance levels and tap into the coachee's motivating factors for more inspirational outcomes.</p>	<ul style="list-style-type: none"> • Identifying performance levels abased upon ability and motivation • The coaching continuum – alternative coaching styles • Linking coaching styles to performance levels • Setting compelling goals using the DESIRE • Inspirational coaching using the STRETCHING model • Identifying the coachee's inherent motivators • Creating energy & commitment through identifying the coachee's motivators 	<ul style="list-style-type: none"> • Taking basic coaching skills up to the next level • Developing a more flexible approach to coaching • Adapting your style to deal with the individual's current performance level • Developing inspirational coaching relationships using the STRETCHING model • In-depth understanding of coachees' motivations • Stronger influence using inherent motivators 	<ul style="list-style-type: none"> • More skilled internal coaches • Increased flexibility of internal coaching capacity • Identification of individual performance levels leading to accurately tailored coaching solution • Motivational goals leading to higher levels of energy, commitment and focus • Increased motivation and commitment through using the STRETCHING model • Moving upwards to mentoring relationships

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Creating mentoring relationships	<p>This one-day workshop is designed for experienced coaches who want to make the move to high level long-term mentoring relationships with high potential employees.</p> <p>The workshop encourages delegates to think in the big picture and develop their ability to mentor in subjects that are outside their areas of expertise.</p>	<ul style="list-style-type: none"> Defining the mentoring relationships Setting the ground rules of the relationships Big picture thinking Creative thinking techniques Using advanced questioning to support career development decisions Mentoring in subjects you know little or nothing about 	<ul style="list-style-type: none"> Increased credibility as mentoring skills develop Ability to mentor a wider range of people within the business More strategic, high level thinking Development of a bank of questions that enable you to offer support without an in-depth level of knowledge Ability to be inspirational and act as a role model 	<ul style="list-style-type: none"> Internal support mechanism for career development initiatives Multi-skilled mentors who can work outside of their own department Mentors act as catalysts for creativity and business innovation Motivated employees who develop their skills as a result of the mentoring relationship
From management to leadership	<p>This two-day workshop encourages participants to move from a functional management style to a more relational leadership approach.</p> <p>The workshop is suitable for managers who want to provide more motivation and inspiration to their teams to engender a culture of inclusion and creativity.</p> <p>Managers will increase their flexibility and learn to pay attention to the 'hearts and minds' as well as the 'pounds and pence'.</p>	<ul style="list-style-type: none"> Management v leadership Elements of effective leadership Building rapport using body language, voice tone, language and values & beliefs Developing personal flexibility Tailoring communication to meet the needs of all team members Creating a sense of team identity with a team charter Understanding others and planning interactions Creating compelling goals which combine precision with motivation 	<ul style="list-style-type: none"> Create more effective relationships with team members by dealing with them on a relational level Build rapport with anyone and everyone you are in contact with Increase personal flexibility to have a wider appeal Engender a culture of trust and loyalty within your team Ensure that all team members are pulling in the same direction and putting their focus in the right areas Increase all team members' motivation and therefore their productivity and quality levels 	<ul style="list-style-type: none"> Increased staff loyalty and retention due to the 'feel good factor' within the team and the organisation Higher motivation and engagement and therefore higher productivity & quality More effective communication where people talk on the same wavelength Team cohesion and focus based upon a shared team vision and charter Shared goals and values leading to less time wasted in disagreements and uncertainty

Coaching & empowering the next generation of inspirational leaders

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Inspirational leadership	<p>We always remember managers and role models who inspired and supported us. These are the people for whom we will go the extra mile and put in the extra effort.</p> <p>By attending this three-day workshop, participants will learn the secrets of truly inspirational leadership.</p> <p>The workshop is based upon a three-stage approach to understanding, influencing and motivating team members and creating an inspirational working environment.</p>	<ul style="list-style-type: none"> • The five steps to truly inspirational leadership • Self awareness –what impact do I have? • Developing personal resources to increase self belief and self confidence • Understanding others • Identifying personality preferences • Identifying language preferences • Identifying inherent motivators • Tailoring your approach to increase charisma & appeal • Creating compelling goals • Engaging hearts and minds 	<ul style="list-style-type: none"> • Increased awareness of personal impact • Development of alternative styles to increase flexibility • Identify unhelpful personal behaviours and beliefs and replace them for success • Ability to instantly read others and identify the best influencing strategy for all people you interact with • Deeper understanding of others' motivators leading to strategies to engage others and compel them into action • Increase in personal charisma and appeal • Making you a memorable leader and role model 	<ul style="list-style-type: none"> • Creation of a group of inspirational leaders who serve as role models to other employees • Increased leadership flexibility leading to wider appeal to a larger range of employees • High level communication and influencing skills • Increased ability to motivate others and compel them to take positive action towards organisational goals • Increased staff retention linked to personal loyalty and commitment to the leaders of the organisation
Building & leading high performance teams	<p>The old adage says that 'there is no I in team'. We fundamentally disagree! A team is a collection of 'I's who come together for mutual benefit but need compelling reasons to co-operate and work together.</p> <p>This two-day workshop gives participants an in-depth insight into the workings of teams, the interventions that have the most positive impact upon team dynamics and the best ways to balance the needs of the team with those of its individuals.</p>	<ul style="list-style-type: none"> • The drivers of team behaviour • Managing the six stages of team dynamics to positive outcomes • Getting the balance right – using personality preferences to allocate job roles • Encouraging team identity, direction and focus • Creating and maintaining a meaningful team charter • Inclusive team building activities using multiple intelligences 	<ul style="list-style-type: none"> • Identifying the characteristics and issues related to each of the six stages of team dynamics • Strategies to manage each of the six stages to a positive outcome • Motivated teams and team members due to balanced management approach • Focused teams with a shared direction and set of goals • Team building activities that actually meet their objective of bringing teams together! 	<ul style="list-style-type: none"> • Creation of teams that are moving in the same direction towards common goals • Effective management of the six stages of team dynamics that affect every single team • Staff retention due to the dual focus of team and individuals • Whole team inclusion by developing team building events that use knowledge of multiple intelligences to boost participation

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Retaining the best people	<p>The cost of recruiting and inducting new staff runs into tens of thousands of pounds, even for more junior roles.</p> <p>It is far more cost effective to retain and develop existing staff.</p> <p>In order to retain good staff, we must create an environment that compels them to stay loyal and productive.</p> <p>This three-day workshop helps delegates to understand the underlying factors that cause staff turnover and put strategies in place to create an engaging workplace culture.</p>	<ul style="list-style-type: none"> • The real reasons that people leave jobs • The impact of line managers upon retention • Elements of the ideal workplace culture • Espousing the values of the positive workplace • Building positive working relationships • The impact of our inherent motivators upon retention • Finding the right people for the right roles using LAB profiling • Managing career aspirations and progression • Giving staff a realistic incentive to stay 	<ul style="list-style-type: none"> • Understanding the thought process behind job moves & using this to minimise the risks of good people leaving • Creating positive working environments that are too good to leave! • Better working relationships that lead to mutual trust and respect • In-depth insight into what really motivates people and how to influence them • Better matches between staff and job roles leading to higher motivation • Long term career development • Lower turnover, lower recruitment & training costs 	<ul style="list-style-type: none"> • Lower staff turnover leading to lower recruitment and training costs • Enhanced reputation in the recruitment market place leading to becoming an employer of choice • Increased staff morale and motivation due to honest, open relationships and positive working environments • Effective communication leading to key messages getting through in the intended way • Internal progression and succession planning • Engaged, energised workforce
Leading remote teams	<p>More and more teams include members who work remotely – home working, working different shifts or working internationally.</p> <p>In remote relationships, accurate communication is essential. Profiling individuals' preferences will enable this process.</p> <p>This two-day workshop prepares participants to manage remote workers and ensure that they are motivated, focussed and kept in the loop.</p>	<ul style="list-style-type: none"> • Identifying the dimensions of remote teams in terms of time, space and culture • Creating processes that work remotely • Creating profiles of remote team members' personality, language and motivation preferences • Communicating effectively with remote team members using preference profiles • Cultural awareness • Preparing workers for international working 	<ul style="list-style-type: none"> • Understanding the needs of remote workers and teams • Effective strategies to manage remote workers • Minimise the risks associated with remote working • Collate detailed knowledge of the individuals' personal preferences which can then be used for communication, influencing and motivation • Wider knowledge of different cultures and ways of working 	<ul style="list-style-type: none"> • Managers who can manage remote teams and workers in a way that ensures they remain focused and motivated • Identification and management of risk factors associated with remote teams • Increased effectiveness of communication • Quicker integration of remote teams into organisational structures

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<p>Employment legislation for people managers</p>	<p>All people managers need a comprehensive understanding of current employment law in order to successfully carry out their people responsibilities whilst staying within the law!</p> <p>Whilst HR departments may set and monitor HR policies, individual managers can have a big impact by what they say and do. Help them to make the right decisions.</p> <p>This one-day workshop gives participants a comprehensive overview of current HR legislation and its implications.</p>	<ul style="list-style-type: none"> • The importance of staying within legislation and the potential consequences of getting it wrong • Defining forms of discrimination • Overview and details of current employment law including: sex, race, age, disability, religion and orientation discrimination • What you must do and what you must not do to stay within legislation • Practical case studies to solve employment legislation problems 	<ul style="list-style-type: none"> • In-depth understanding of legislation that affects people management activities • Practical advice on the must dos and must not dos to ensure you stay within the legislation • Advice on specific cases from employment law experts • Practical case studies to help you to understand the implications of legislation • Creation of strategies and processes to meet the needs of legislation 	<ul style="list-style-type: none"> • People managers who are skilled in dealing with people issues in a way that meets employment legislation needs • Up to date knowledge of employment legislation • Creation of a culture where all employees are treated with respect • Alignment between HR and people managers • Less grievances and employment tribunal claims • Lower turnover due to higher levels of employee satisfaction
<p>Creating lasting motivation</p>	<p>Our productivity is directly related to our motivation; the more motivated we feel, the more productive we are.</p> <p>Motivation is a very personal thing and therefore needs a personalised approach to keep individuals focused and energised.</p> <p>This two-day workshop will enable participants to identify key motivation traits in others and created personalised strategies for increased and sustained motivation.</p>	<ul style="list-style-type: none"> • The link between motivation and productivity • Getting motivation moving in the right direction • Five levels of motivation and how to satisfy them • Common motivation factors and how to use these to influence others • Our deepest motivators – understanding the LAB profiling process • Using LAB motivators to drive and sustain motivation • Creating personalised motivation strategies for others 	<ul style="list-style-type: none"> • Ability to increase others' productivity and quality levels by making a positive impact upon their motivation • Flexibility to manage motivation at all five levels • Simple ways to identify common motivation factors • Influencing strategies for all common motivation factors • In-depth understanding of LAB motivation preferences which can be used to plan individual strategies to ignite motivation and sustain it in the longer term 	<ul style="list-style-type: none"> • Managers' ability to drive performance and productivity levels upwards by creating effective motivation strategies • Increased management flexibility to motivate a wider range of people • Strategic plans to link influencing styles to individuals' motivation preferences • In-depth understanding of how to ignite and sustain motivation in others using the LAB profile

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<p>Encouraging exceptional performance</p>	<p>Performance management goes way beyond formal appraisal systems and competency frameworks.</p> <p>This two-day workshop will enable participants to manage performance on a daily basis: identifying performance levels, moving performance levels upwards, setting compelling goals, providing guidance, giving meaningful feedback and finding development opportunities</p> <p>The workshop is suitable for people managers or people who will be moving into people management roles.</p>	<ul style="list-style-type: none"> • The performance management cycle • Defining the purpose and focus of the job role • Encouraging contribution through the setting of compelling goals • Identifying performance levels based upon both ability and motivation • Creating performance strategies to move individuals to higher levels of ability and motivation • Meaningful feedback techniques • Linking development opportunities to performance levels • Using multiple intelligences to structure development activities 	<ul style="list-style-type: none"> • Practical processes and techniques to manage performance on a daily basis • Ability to spot current performance levels and understand the underlying reasons behind these • Practical strategies to move individuals into more useful performance levels by increasing motivation and ability • Develop a range of feedback styles that can be tailored to individual needs • Innovative approaches to development which is tailored according to performance levels and multiple intelligences 	<ul style="list-style-type: none"> • Structured process to effectively management performance, which works in tandem with corporate appraisal processes • Daily attention to performance management, ensuring that issues do not spiral out of control grow out of proportion • Proven strategies to increase performance by increasing both motivation levels and ability to perform the role • A more innovative approach to development that moves away from a reliance upon classroom training for all development needs

3. Sales & Service Skills

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Essential selling skills	<p>Whatever the product or service, people buy people. No matter how great the product or service, your sales team can make or break the sale through their interaction with your customers.</p> <p>This two-day programme is designed for newcomers to sales to enable them to build relationships, understand customer needs, match products and services to customer needs, spot buying signals and close the sale.</p>	<ul style="list-style-type: none"> Thinking like a customer – understanding the customers' issues, needs and wants Advanced questioning techniques Building great rapport with words and body language Matching products and services to customer needs Emphasising the benefits Spotting the buying signals Closing the sale Maintaining ongoing customer relationships 	<ul style="list-style-type: none"> Structured process to manage sales and customer relationships Getting under the skin of your customers to understand how they think and what they need Advanced communication, questioning and rapport building Finding the best time to close the sale and so increase your success rate Building long term customer relationships to ensure repeat business 	<ul style="list-style-type: none"> Sales techniques based upon relationships building to increase sales potential Long term customer management strategy to encourage repeat business and cross selling Timing the sales interaction to give the best possible chance of securing the business Customer loyalty through deeper sales relationships Attraction of more new customers through accurate targeting
NLP in sales	<p>Effective selling is based upon relationship building and advanced communication skills.</p> <p>By integrating NLP techniques into your sales process, you can build deeper relationships with your existing customers and increase the number of new customers that you attract into your business.</p> <p>This two-day workshop is designed for experienced sales people who want to take their sales techniques to a new level .</p>	<ul style="list-style-type: none"> The impact of relationship management in sales Using body language to boost rapport Understanding customers' language preferences Using language preferences to build influence & rapport Understanding customers' drivers and motivators using LAB profiling Using LAB motivators to build influence and rapport Creating personalised sales strategies using language and motivation traits 	<ul style="list-style-type: none"> Increased empathy with customers and more insight into their needs Advanced sales techniques to improve customer communication Better customer relationships and increased loyalty and retention Tailored strategies for influencing and motivating customers built upon knowledge of language and motivation preferences More customers, more sales, more commission! 	<ul style="list-style-type: none"> Greater insight into customers' needs and drivers Advanced relationship building using subtle techniques that are highly effective but not noticeable! Increased customer retention and loyalty Increased conversion rate from prospect to buying customer More opportunities to cross sell and upsell More customers, more sales, higher value sales

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Exceptional customer service	<p>It is a lot harder to attract new customers than to keep existing ones. Customers rarely shout about positive experiences but tell a lot of people about their bad experiences.</p> <p>Customer service and after sales care is therefore essential to maintain relationships and reputation.</p> <p>This two-day workshop is designed to engender the right mindset for customer service and develop a range of techniques for dealing with all types of customers.</p>	<ul style="list-style-type: none"> • Understanding the costs of bad customer service • What do customers want when they contact you? - understanding the drivers • When to listen, when to speak – timing your interventions • Dealing with emotional customers • Turning problems into recommendations • Balancing the needs of the customer with the needs of the organisation • Encouraging customer loyalty 	<ul style="list-style-type: none"> • Develop a strong incentive for providing excellent customer service • Develop deep levels of empathy for your customers • Understand the things that drive your customer to contact you • Deal effectively with customers who become emotional and less rational • Turn negative situations into positive outcomes where you receive customer recommendation • Develop longer term customer relationships 	<ul style="list-style-type: none"> • Employees who are motivated to provide excellent customer service • Developing employees who are thinking like customers and understanding what drives them • Effective management of interactions with emotional, less rational customers • Creating positive outcomes and recommendations from problems or complaints • Customer solutions that consider both customer retention and financial management
NLP in customer service	<p>The right interaction with a customer can be pivotal to the ongoing relationship with that customer and the messages that your customers give about you.</p> <p>Using NLP in customer service can take your customer relationships to new levels and enable your customer teams to turn around tricky situations to create a positive outcome.</p> <p>This two-day workshop introduces participants to tools & techniques of NLP and their application to customer service.</p>	<ul style="list-style-type: none"> • Thinking like a customer – understanding what drives our customers • Taking another perspective – using circles of empathy to get into your customers' heads • Building lasting rapport using body language, voice tone, words and values • Creating empathy on the telephone • Understanding customers' motivators and tailoring your approach to meet these needs 	<ul style="list-style-type: none"> • Develop a deeper understanding of customers' needs and drivers and the outcomes they want to achieve • Ability to build rapid, lasting rapport with a wider range of customers and colleagues • Developing more empathy and therefore better relationships with customers • Understand customers' deepest motivators and find ways to meet these 	<ul style="list-style-type: none"> • Deeper empathy with customers and understanding of their needs • Ability to match customer needs by building relationships • Skilled staff who are able to adapt their style to meet customers' needs • Identification of customer motivators and ability to adapt to meet these • Less escalated complaints, more recommendations • More customer retention

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Rainmaking – selling without the hard sell	<p>Responsibility for increasing sales is not the sole responsibility of the sales team; it is the responsibility of all employees to spot opportunities and develop sales leads through the power of relationships. Often, the best sales come from relationships where there is no 'hard sell'. Rainmaking is all about selling without selling!</p> <p>This two-day workshop is designed for non-sales people working in professional services who have regular customer interactions and can leverage their knowledge and relationships to build sales.</p>	<ul style="list-style-type: none"> • Introduction to rainmaking • Creating your 'elevator pitch' – summarising who you are and how you can help your customers • Setting your objectives – goal setting, self confidence and motivation • Identifying your targets – planning your network and rainmaking opportunities • Building meaningful relationships with rapport • Understanding the issues with advanced questioning • Planning your strategy • Making it happen – putting your plans into effect 	<ul style="list-style-type: none"> • Increased confidence in seeking out and developing sales opportunities • A structured approach for making sales as a part of your usual work • Motivation sales goals to keep you focussed • Identification of prospective targets for sales and strategies for approaching them in a subtle way • Advanced questioning and rapport building skills – useful in sales and in all your business dealings • Greater job satisfaction and credibility 	<ul style="list-style-type: none"> • Larger sales force – people selling as part of their usual customer interactions • People in the best place to gather information are scoping out sales opportunities and influencing customers • Better customer relationships gained through advanced communication and rapport building • Wider business networks leading to more sales prospects • More sales and more opportunities to upsell
Creating engaging sales proposals	<p>For higher value sales, face to face meetings are often followed by formal sales proposals. To ensure that you win the business, it is important that the sales proposal reflects the tone of personal interactions, is engaging and compels the customer to buy from you.</p> <p>This two-day workshop enables participants to tap into customer needs and tailor the proposal in a way that builds credibility and encourages them to buy.</p>	<ul style="list-style-type: none"> • The perfect proposal process – the key stages to successful proposals • Thinking like a customer – understanding needs and drivers and matching these • Building capability and credibility – proving you are the best people for the job! • Costing the proposal competitively • Structuring the proposal to be concise and informative • Compelling the customer to action - timetables, action plans and next steps 	<ul style="list-style-type: none"> • Proven structure for high quality sales proposals • Deeper insight into customer issues, needs and drivers • Strong match between customer drivers and products & services offered • Higher success ratio of business won to proposals generated • Proposals that create compelling reasons to sign up the business 	<ul style="list-style-type: none"> • Better success ratio of business won to proposals generated • More value in time spent writing sales proposals • Proposals that build professional credibility and capability for the organisation • Proposals that are costed to be competitive but advantageous to your business • Stronger customer relationships and long term retention

4. Business Skills

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Analytical problem solving	<p>Problems are a normal part of everyday business activities. In fact, if managed properly, they can be the catalyst for innovation and business improvement.</p> <p>To encourage business innovation and effective resolution of problems, people need structured approaches to problem solving.</p> <p>This two-day workshop will enable participants to analyse problems, identify the roots causes and generate innovative, practical, commercially- viable solutions.</p>	<ul style="list-style-type: none"> • Systematic processes for investigating and documenting • Specific questioning techniques to gather data • Differentiating the symptoms and root cause of problems • Differentiating between people and process issues • Bottlenecks, duplications and omissions in processes • Creative thinking techniques for generating multiple solutions • Finding viable solutions • Presenting solutions in the most appropriate way • Writing cost / benefit analysis reviews 	<ul style="list-style-type: none"> • Structured approach to analysing problems and finding solutions • Advanced questioning techniques to draw out information • Ability to address both people and process issues • Ability to identify symptoms and root causes • More creative approach to solution generation • Ability to present ideas and solutions in a way that will influence the audience to take positive action 	<ul style="list-style-type: none"> • Identification of root causes rather than symptoms, thereby dealing with the problem at the deepest levels • Consistent approach to effective problem solving • Increased creativity leading to higher levels of innovation • Creation of solutions that are innovative yet commercially viable and cost effective • Buy-in from others due to influential presentation of ideas and solutions • Business growth and competitive advantage
Internal consultancy skills	<p>By developing a team of internal consultants, your organisation will be able to reduce your need for external consultants to support you in making business process improvements.</p> <p>This two-day workshop will give participants the analytical and relationship building skills to both analyse business processes and build rapport with stakeholders to draw out information and influence them to adopt new ways of working</p>	<ul style="list-style-type: none"> • What is internal consultancy? • Making the transition to internal consultant • Setting the ground rules of consultancy relationships • Setting objectives, outcomes and measures • Building effective relationships with your 'clients' • Gathering information through directed questioning • Identifying key issues • Generating and presenting a range of viable options • Planning and implementing solutions • Facilitating workshops 	<ul style="list-style-type: none"> • Development of a range of tool and techniques for problem solving and business improvement • Rapid and lasting rapport building skills • Advanced questioning techniques for gathering more accurate information • Rapid identification of important issues • Creative thinking for innovation • Practical ways of taking ideas into implementation • High levels of credibility and influence with colleagues 	<ul style="list-style-type: none"> • Self-sufficiency to manage business improvement projects internally • Cost-efficiency by the use of internal resources • Highly skilled internal consultancy team with the flexibility to work on a wide range of projects and subjects • Higher levels of creativity and business innovation within the organisation • Creative solutions developed by people with an in-depth knowledge of the culture and issues of the organisation

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Business writing	<p>Whatever your business, various forms of written communication will be used to influence the stakeholders of your organisation. Your organisation will be judged by the quality and accuracy of written communications. The more influential they are, the more likely people are to take action.</p> <p>This one-day workshop enables participants to create written communication that are grammatically accurate and influential for the audience.</p>	<ul style="list-style-type: none"> • The rudiments of accurate spelling and grammar • Identifying the target audience for the communication and understanding their needs • Adapting your communication style to meet the needs of the target audience • Choosing the most appropriate communication method for audience and message • Using compelling language to encourage the audience to listen to the messages and take action • Writing effective emails, memos, letters and reports 	<ul style="list-style-type: none"> • Higher credibility through increased accuracy of spelling and grammar • Identification of target audience and their specific needs • Identification of the most appropriate method for communicating your message • Developing compelling language to encourage a positive response • Compelling writing style that is more likely to give you your desired outcome 	<ul style="list-style-type: none"> • Written business communication that are grammatically correct, accurate and informative • Flexibility of approach based upon the needs of the target audience • Accurate choice of medium for communication • Increase in positive outcome as a result of the compelling written style • Credibility both internally and externally through effective written documents
Report writing	<p>Reports are designed to present information, ideas, options and solutions. They are almost always written with the purpose of persuading people to adopt ideas and take action.</p> <p>Creating reports that are concise yet informative, worth reading and positively influential is an art form.</p> <p>This one-day workshop will enable participants to write clear, informative reports that persuade the audience to adopt their ideas and actions.</p>	<ul style="list-style-type: none"> • Creating communications with accurate spelling and grammar • Adapting your communication style to the needs of the target audience • Using clear, unambiguous language • Choosing the most appropriate style for their audience and message • Structuring and formatting an effective business report • Illustrating reports to maximise their impact • Creating well-structured reports which give the required information and are attractive to the reader 	<ul style="list-style-type: none"> • Higher credibility through increased accuracy of spelling and grammar • Identification of target audience of the report and their specific needs • Developing compelling language to encourage a positive response • Structured approach to report writing • Illustrating reports to enhance readability • Compelling writing style that is more likely to give you your desired outcome 	<ul style="list-style-type: none"> • Creation of reports that people actually want to read and take notice of! • Consistent approach to structuring reports • Flexibility of style based upon the needs and drivers of the intended target audience • Creation of reports that are concise but informative and compelling • Compelling style that influences people to take positive action • Credibility both internally and externally through effective written documents

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Negotiation for win / win outcomes	<p>When we talk about negotiation, we can mean both formal commercial negotiations and more informal ones that happen daily.</p> <p>The most effective negotiators understand the value of the issues at stake, work to find win/ win outcomes and are able to adapt their style depending upon the people they are negotiating with.</p> <p>This two-day workshop enables participants to use the six steps to effective negotiations and develop a flexible style that is adapted according to the other negotiators.</p>	<ul style="list-style-type: none"> • The TLC six steps to negotiation • Preparing for negotiations by gathering information and determining negotiation positions • Determining the value of the issues under negotiation for both parties • Using power levers to gain confidence and a strong negotiating position • Build empathy & relationships with the other negotiators • Understanding key traits of the other negotiators & using this to tailor your negotiation style • Finding mutually beneficial solutions 	<ul style="list-style-type: none"> • Structured negotiation process • Emphasis upon preparing for negotiations – gathering information and analysing negotiating positions • Introduction to the psychology of negotiation and how to read the other parties • Developing flexibility of communication style to adapt to different negotiating personalities • Relationship building techniques • Building long term relationships through win / win outcomes 	<ul style="list-style-type: none"> • Higher success rate in commercial negotiations • Well-prepared negotiators who can flex their approach to cater for the other party's approach • Rapid identification of other party's personality and communication preferences and flexibility to change their approach to match other party • Development of long term good relationships with other negotiators • Creation of win / win outcomes which benefit both parties and create mutual goodwill
Interviewing skills	<p>As organisations devolve more of the responsibility for recruitment to line managers, interviewing becomes an essential part of the line managers' toolkit. Effective interviews sell the organisation, test the candidates' skills and adhere to employment legislation.</p> <p>This two-day workshop is suitable for anybody involved in recruitment interviewing and enables participants to interview in a way that truly differentiates between candidates and stays within current employment legislation.</p>	<ul style="list-style-type: none"> • Biographical and competency-based interviews and their use • Structuring interviews to give candidates the opportunity to display their abilities and understand the vacancy • Using job descriptions and CVs / application forms to structure interviews questions • Adhering to employment legislation when interviewing • Creating the right environment • Using appropriate questioning to elicit required information • Use the Observe – Record – Classify – Evaluate method to assess competency-based exercises 	<ul style="list-style-type: none"> • Selection of the most appropriate interview structure and questions to fully test candidates • Structured interview formats that truly differentiate between candidate performance levels • In-depth knowledge of employment legislation and how to stay within the law! • Creating interview environments that put candidates at ease • Effective methods of questioning and assessing candidates 	<ul style="list-style-type: none"> • Line managers who can select and create effective interview processes • Selection methods that truly differentiate between candidates and enable you to find the best fit for the job • Interview processes that stay within current employment legislation • Interview process that can be adapted for candidates with special needs • Interviews that promote a positive impression of your organisation

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Business process mapping	<p>Although there are many different methodologies for mapping business processes, the key skill lies in the thought behind the process and not in the way that it is displayed.</p> <p>This two-day workshop gives participants a standard approach to mapping business processes and offers insights into how to identify, analyse and improve the process.</p> <p>Whilst it is not linked to any specific methodology, the workshop follows best practice and common symbols / forms of denoting processes.</p>	<ul style="list-style-type: none"> Using the key terms and symbols of business process mapping to communicate processes to others Using brown paper mapping to identify the key elements and flow of business activity Using standard templates to map and communicate business processes Identifying the key stakeholders of processes Analysing mapped processes to identify problems and issues Redesigning processes for business changes and increased efficiency Comprehensive case study to test out all tools & techniques 	<ul style="list-style-type: none"> Structured approach to mapping, analysing and redesigning processes Standard set of symbols and mapping techniques to display and communicate existing business processes Identification of process stakeholders and their role within the process Structured approach for analysing processes to identify problems and improvements Facilitation and communication skills for better relationships Business process redesign for business efficiencies 	<ul style="list-style-type: none"> Standard approach to the structuring and communication of business processes Communication and facilitation skills to build rapport with process owners and ensure co-operation Formal mapping of all key business processes Analysis of existing ways of working to identify problems and inefficiencies Business efficiency improvements through the analysis and redesign of key business processes
Risk assessment	<p>The proactive identification and mitigation of potential risk factors is an essential part of effective business management. Business managers must be aware of the potential risks and then put plans in place to manage the risks if they occur.</p> <p>This workshop will enable you to identify and analyse risks and make plans for the pro-active mitigation and reactive contingency management of these risks.</p>	<ul style="list-style-type: none"> Identifying risks at a corporate, operational and project level Conducting comprehensive stakeholder analysis and PESTLE analysis Assessing the impact and likelihood of risks Prioritising the possible risks using their impact and likelihood scores Creating risk mitigation strategies for all high-priority potential risks Creating practical contingency plans Implementing and monitoring risk management strategies 	<ul style="list-style-type: none"> Comprehensive approach for identifying and mitigating risks within your organisation Structured techniques for analysing the organisation and its key stakeholders Standard method for prioritising risks and mitigation strategies Practical contingency planning techniques Practical ways of implementing and monitoring risk management strategies 	<ul style="list-style-type: none"> Consistent approach to identifying and managing risks Identification of potential risks to the success of the organisation Comprehensive approach to the inclusion of all key stakeholders Structured priority list of potential risks to clarify where to place the greatest attention Practical strategies for mitigating risks and planning for contingencies

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<p>Time & priority management</p>	<p>Time is a limited resource upon which we tend to place more and more demands.</p> <p>Time management is not as simple as using a diary and prioritising activities. To effectively manage our time, we must understand our beliefs about how we spend time.</p> <p>This one-day workshop enables delegates to find the incentive to manage their time and offer a range of techniques for increased personal efficiency.</p>	<ul style="list-style-type: none"> • Understanding your own time management issues and taking steps to overcome them • Understanding your own internal body clock and its impact upon your time management • Assessing where you should be spending your time • Setting meaningful objectives • Prioritising activities • Delegating activities • Organising your environment • Dealing assertively with time wasters • Managing meetings 	<ul style="list-style-type: none"> • Personal approach to time management based upon your individual time management barriers and issues • Links into your personal body clock to create a personal time map and management strategy • Practical techniques for prioritising and delegating • Techniques for setting compelling objectives that increase motivation & energy • Effective ways to manage your time stealers 	<ul style="list-style-type: none"> • Better use of time • More time available for important work tasks • Increase in personal ownership for time management by finding an incentive to become more efficient • Compelling objectives that spur people into action • Effective management of time wasting activities, therefore increasing time available for work activities

5. Communication Skills

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Personal influence, charisma and credibility	<p>This five-day programme is designed to give participants the confidence, personal flexibility and impact to influence both individuals and groups to achieve exceptional outcomes.</p> <p>It will enable participants to understand the impact that they have on others and others' communication preferences in order to deliver high-impact, professional communications in 1:1 meetings, group meetings, sales & customer service scenarios or presentations.</p> <p>The programme is split into two modules of three days and two days approximately 4 weeks apart and supplemented by work-based assignments.</p> <p>It draws upon a range of proven communication and influencing techniques including: NLP, personality profiling using the MBTI, LAB motivation patterns, rapport building through body language and voice tone, the influencing style inventory and the six-step approach to negotiation.</p>	<ul style="list-style-type: none"> Identifying your natural communication & influencing styles & impact Increasing your charisma by identifying others' communication & influencing needs and adapting your style to them Tapping into others' hot buttons and motivating them to take action Using body language and voice tone to build rapport and gain influence Identifying others' language, personality and motivation preferences and using this knowledge to influence Influencing 1:1s & groups Creating incredible presentations that keep the audience enthralled Identifying power levers and maximising your impact The six-steps of negotiation to find win / win outcomes Building lasting, mutually beneficial relationships Create personalised influencing strategies that can be adapted to every situation and individual 	<ul style="list-style-type: none"> Increased personal charisma and credibility both in and out of the workplace Increased flexibility through a wider range of influencing techniques Ability to rapidly read others and adapt your style to meet others' communication needs Greater influence and ability to meet your objectives More effective 1:1 meetings More effective group meetings Personalised influencing strategies to have a positive impact upon everybody you interact with Fabulous presentation skills that wow your audience and help you to achieve your objectives Advanced negotiation techniques to create win / win outcomes and develop mutually beneficial relationships Regular achievement of your personal objectives and greater recognition 	<ul style="list-style-type: none"> Creation of a team of flexible communicators who are able to adapt their style and meet the needs of everybody they interact with Inspirational communications that win the hearts and minds of employees and engender motivation and loyalty High levels of confidence and professionalism within the organisation Greater influence with the organisation's key stakeholders – employees, customers and suppliers Influential sales and customer service interactions that meet the needs of the customer and give the best possible chance of securing and repeating business Effective negotiations which achieve the organisation's objectives at the same time as creating win / win solutions that maintain business relationships

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Introduction to NLP	<p>Neuro Linguistic Programming is a comprehensive philosophy for organisational development.</p> <p>By developing the skills to influence through language, non-verbal communication and using NLP techniques to engender the most useful behaviour traits in your people, organisations can bring about higher levels of professionalism, customer focus and success.</p> <p>This two-day workshop introduced participants to the fundamentals of NLP and enables them to integrate key techniques into their working practices.</p>	<ul style="list-style-type: none"> • What is NLP? • The origins and foundations of NLP • The key pre-suppositions of NLP • Setting well-formed outcomes • Developing alternative perspectives using perceptual positions • Relationships with time – how to identify and influence how we view time • Identifying our sensory preferences and their influence upon the language we use • Integrating NLP into the workplace 	<ul style="list-style-type: none"> • Great introduction to the world of NLP! • Effective goal setting techniques for yourself and other people • Greater empathy by understanding others' position and drivers • Management of time for self and others • Identification of sensory preferences in others and use of this information to have a greater influence • Quick and easy ways to integrate NLP into your current working practices for increased influence, efficiency and success 	<ul style="list-style-type: none"> • More effective working practices that incorporate NLP • Better communication within the organisation as people gain a deeper understanding of others' needs, preferences and inherent drivers • More efficient time management strategies • Increased empathy and co-operation • Reduced levels of conflict and unhelpful personality clashes • Better team working • Practical techniques for integrating NLP at work
Using NLP in communication	<p>The philosophies and techniques of NLP can revolutionise the way in which individuals communicate with one another.</p> <p>This two-day workshop introduces participants to the key elements of NLP and its application to improving communication both in and out of the workplace.</p> <p>No prior knowledge of NLP is required to attend the workshop.</p>	<ul style="list-style-type: none"> • The three laws of effective communication • Breaking down barriers to communication using NLP • Building rapport using body language, voice tone, words and values & beliefs • Identifying and reflecting language preferences for greater influence • Identifying and influencing using our deep-seated motivators • Creating & communicating compelling outcomes 	<ul style="list-style-type: none"> • Practical techniques to break down barriers to effective communication • Rapid and lasting rapport built at deep levels with colleagues and customers • Greater influence with everyone that you interact with leading to the achievement of your goals and action plans • Creation of objectives that compel you and others into positive action • Greater self confidence 	<ul style="list-style-type: none"> • Greatly improved communication at personal, team and organisational levels • Deeper, longer-lasting relationships with staff, customers and other key stakeholders • Greater influence • Achievement of important objectives • Higher levels of motivation leading to higher productivity and quality

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Communication and transference in the workplace	<p>Communication is the key to the achievement of organisational objectives.</p> <p>We all communicate in different ways and need to understand these differences in order to break down barriers and get our messages across in the intended way.</p> <p>This three-day workshop enables delegates to develop a more flexible, targeted approach to communication in 1:1 & group meetings and presentations.</p>	<ul style="list-style-type: none"> • Developing the basic skills of effective communication: active listening, questioning, feedback & body language • Building immediate and long-lasting rapport with your audience • Identifying your target audience & understanding their communication needs • Tailoring communication to your target audience • Using compelling language to achieve your objectives • Structuring and delivering effective presentations • Dealing with difficult behaviour traits 	<ul style="list-style-type: none"> • Development of a range of core communication skills which can be used in all people interactions • Effective rapport building skills which make it easy to build better relationships • Tailored communications that meet the needs of your intended audience • Sparkling presentations that engage and motivate the audience • Practical strategies for managing difficult people and situations 	<ul style="list-style-type: none"> • Development of core communication skills that are the basis of organisational success • Greater levels of rapport and relationship building • Tailored communications that hit the spot for the intended audience groups • Engaging presentations that compel staff, customers and other stakeholders to action • Practical ways to deal with difficult people and situations in an objective, professional way
Advanced communication	<p>If we can identify others' communication needs and adapt our style to meet their needs, we can greatly increase our personal influence, impact and credibility.</p> <p>This two-day workshop will enable delegates to read others' preferences in terms of language, personality and motivators and create effective strategies for communicating with individuals and groups in an influential and compelling way.</p>	<ul style="list-style-type: none"> • Making the three laws of communication work for you • Building rapport at four levels – body language, voice tone, words and values & beliefs • Identifying and reflecting language preferences • Identifying and reflecting personality preferences • Identifying and reflecting key motivation traits • Using knowledge of language, personality and motivation preferences to structure truly motivational communication 	<ul style="list-style-type: none"> • Practical strategies for adhering to the three key laws of effective communication • Ability to read other people quickly in terms of language, personality and motivation preferences and use this to create tailored communications that hit the spot every time • Greater influence with every person you interact with • Ability to influence individuals and groups • Ability to motivate others into positive action 	<ul style="list-style-type: none"> • More effective communication with both internal and external stakeholders • Comprehensive communication information for individuals leading to tailored approaches to communication and influencing that hit the spot every single time! • Greater influence to compel others to take positive action, therefore enabling the organisation to achieve its objectives

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Building rapport	<p>Rapport building is the key to creating mutually beneficial relationships that engender trust, openness and respect.</p> <p>We build rapport naturally with people who share our interests or inherent preferences.</p> <p>This one-day workshop enables participants to extend this natural ability and gives them the tools and techniques to build rapport with everybody they interact with.</p>	<ul style="list-style-type: none"> • Understanding the nature of rapport building • Replicating what we do naturally • The four levels of effective rapport building • Building rapport through body language • Building rapport through voice tone • Building rapport through sensory language • Building deepest rapport by engaging at a values & beliefs level 	<ul style="list-style-type: none"> • Shortcutting the rapport building process and replicating your natural ability to widen your appeal • Developing the skills to build relationships with a wider range of people • Effective use of body language, voice tone and sensory language to deal with difficult people and situations • Building rapport at the deepest levels by finding common ground 	<ul style="list-style-type: none"> • Better internal working relationships • Better working relationships with external stakeholders • Increase customer loyalty and retention • Greater empathy, understanding & tolerance • Greater integration and relationship building with a wider range of personalities and interests • More effective communication on both an individual and a group level
Presentation skills	<p>Many people have an inherent fear of giving formal presentations in front of groups of work colleagues.</p> <p>This two-day workshop enables participants to develop a range of presentation tricks and techniques to create professional presentations and boost their confidence in presentation situations.</p> <p>By developing effective ways to structure and deliver presentations, participants will gain in confidence and credibility and maybe even look forward to giving presentations!!</p>	<ul style="list-style-type: none"> • What makes a presentation effective? • Understanding the needs of your audience • Identifying and matching your audience's hot buttons • Using compelling language to motivate people into positive action • Keeping your audience engaged and interested • Structuring the perfect presentation • Tips and techniques for inspiring presentation delivery • Practical experimentation, feedback & action planning 	<ul style="list-style-type: none"> • Increased confidence to design and deliver fabulous presentations • Ability to structure meaningful, motivational presentations that meet the needs of the audience and compel them to take positive action • Ability to deliver presentations in a way that engages the audience and motivates them to take on board your ideas • Experimentation with presentation techniques in a safe environment with developmental feedback 	<ul style="list-style-type: none"> • Increased confidence in delivering presentations • Development of a team of people who are confident and competent to represent the organisation in both internal and external presentations • Structuring and delivery of presentations that give the organisation a professional, credible and attractive image • Presentations that compel employees, customers and other stakeholders into taking positive action

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Dealing with difficult people	<p>NLP philosophy tells us that there are no difficult people – just people who are different from us.</p> <p>Sometimes this can be hard to believe but it is a very useful starting point to resolving interpersonal problems.</p> <p>This one-day workshop gives participants an insight into what drives people to be 'difficult' and enables them to create effective strategies to overcome difficult behaviour.</p>	<ul style="list-style-type: none"> • What is 'difficult'? • Understanding the positive intent behind unhelpful behaviour traits • Influencing people to change their behaviour by tapping into their positive intent • The impact of personal beliefs and confidence • Maintaining self esteem • Creating an incentive for positive change • Key unhelpful behaviour traits and how to positively influence them 	<ul style="list-style-type: none"> • Learn to be fascinated rather than frustrated when faced with challenging situations • Deeper understanding of the reasons for unhelpful behaviour • Working with the positive intent and therefore more likely to find a mutually agreeable outcome • Range of tools and techniques for turning unhelpful behaviour around • More self confidence as skills develop 	<ul style="list-style-type: none"> • Less interpersonal conflict as people gain a deeper understanding of one another • Higher levels of tolerance as people start to appreciate difference • Greater co-operation between both individuals and groups • Less unhelpful behaviour as people have the skills to turn around negative behaviour traits • Better working atmosphere throughout the organisation
Giving meaningful feedback	<p>Before we can make changes to our behaviour, we need to understand the impact that it has and the potential problems that it creates.</p> <p>We also, of course, need to give people feedback to let them know that they are doing a great job!</p> <p>This one-day workshop enables participants to give meaningful, developmental feedback at the most appropriate time in the most appropriate way.</p>	<ul style="list-style-type: none"> • Understanding the objective behind the giving of feedback • The impact of self esteem and comfort zones • Maintaining self esteem when giving feedback • Matching the feedback model to the person and situation • Encouraging ownership through asking questions • Useful feedback models • Experimentation with a range of feedback models 	<ul style="list-style-type: none"> • Finding a good incentive for providing constructive, meaningful, motivational feedback • Ability to manage others' comfort zones to increase ability and confidence • Use of a range of feedback techniques that can be used flexibly to match the needs of the person and situation • Greater personal ownership for development issues through the use of powerful questions • Higher self confidence 	<ul style="list-style-type: none"> • Development of a positive feedback culture where people are comfortable giving constructive feedback to one another • Increased levels of self esteem and therefore higher performance • Tailored feedback techniques for increased flexibility for a range of people and situations • Personal growth and development from meaningful feedback • Higher motivation levels

6. Personal Development

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Assert yourself!	<p>Assertive behaviour is not a natural state of mind; it is learnt behaviour. It is also the most useful form of behaviour in the workplace. Often, non-assertive behaviour is linked to low self confidence or self esteem.</p> <p>This one-day workshop will enable participants to behave in an assertive way and meet their objectives in a win / win environment and deal effectively with others' non-assertive behaviour.</p>	<ul style="list-style-type: none"> • Different types of behaviour (aggressive, passive, responsive and assertive) and the strengths and limitations of each • Finding my preferred style and when this is appropriate • Acting in an assertive way to achieve win / win outcomes • Dealing with non-assertive behaviour from others • Conflict styles and choosing the most appropriate response • Review of a previous experience to find a better way to manage it 	<ul style="list-style-type: none"> • Increased confidence to act assertively through the development of a range of tools and techniques • Deeper understanding of your personal approach, the reasons behind it and its likely impact • Simple ways to become assertive • Techniques to deal with others' non-assertive behaviour and turn this behaviour around into a more useful state • Conflict management 	<ul style="list-style-type: none"> • Increase in assertive behaviour within the organisation leading to better working relationships and the achievement of objectives • Reduction in unhelpful aggressive or passive behaviour traits • Higher self confidence and therefore higher productivity • More open organisational culture • Reduction in interpersonal conflict which distracts from achievement of goals
Personal effectiveness	<p>Personal performance is often linked to confidence levels. Unless we believe in our ability, we are unlikely to succeed. Personal effectiveness is based upon building both the tools and techniques to increase performance and confidence.</p> <p>This two-day workshop will enable participants to develop the tools and techniques for succeeding in a competitive working climate, by having the confidence to interact positively with people at all levels.</p>	<ul style="list-style-type: none"> • Identifying your current behaviour and its impact • Increasing your personal energy through self-motivation techniques • Building confidence to allow more positive achievement • Building your personal charisma through verbal and non-verbal language • Building immediate and long-lasting rapport with everyone you meet • Communicating in an appropriate, inspiring way to influence everyone • Network effectively to build your personal contacts 	<ul style="list-style-type: none"> • Use of self motivation techniques to boost personal energy levels • Higher levels of self confidence and development of the personal resources to boost confidence • Wider comfort zone leading to more opportunities • Ability to build relationships and influence everyone you interact with • Wider network of personal and professional contacts 	<ul style="list-style-type: none"> • Higher levels of personal energy in the workplace • Greater self confidence leading to higher quality and productivity • Development of the personal resources to manage confidence and energy levels • Better working relationships • More open communication within the organisations • Wider networks both inside and outside the organisation

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Personal goal setting	<p>Do you ever wonder why you don't quite achieve your objectives? Often, this is because we don't set meaningful goals.</p> <p>This one-day workshop is based around the TLC DESIRE model for setting compelling goals. It will enable participants to create motivational goals that combine precision with motivation and are so compelling that you can't wait to get started!</p>	<ul style="list-style-type: none"> • What really motivates me? • Uncovering our true motivators • What do I want to achieve and why is it important? • Combining precision with motivation to create truly compelling goals • The DESIRE model for motivational goal setting • Creating my compelling goals • Action planning to achieve my DESIRE goals 	<ul style="list-style-type: none"> • In-depth understanding of personal drivers and motivating factors • Definition of exactly what it is you are trying to achieve and the reasons behind this • Practical approaches for setting goals that are both well-defined and motivational to you • Support and feedback from skilled facilitators as you create your personal goals 	<ul style="list-style-type: none"> • Increased motivation based upon the setting of goals that are both well-defined and also motivational to the individual • Higher productivity from focussed objectives, a greater sense of direction and increased motivation levels • Increased ownership for personal development and performance achievements
Managing and motivating yourself	<p>We cannot truly motivate other people; the only person we can really motivate is ourselves.</p> <p>We all have our own drivers and motivating factors. Motivation, therefore, is completely personal.</p> <p>This two-day workshop enables participants to develop the personal resources to manage their state of mind and understand their personal drivers and harness these to create long-lasting motivation.</p>	<ul style="list-style-type: none"> • Drivers of human behaviour • Emotional Intelligence competencies at work • The impact of personality • Identifying my personality preferences • Developing a more flexible style for other personalities • Managing internal thoughts and feelings to enhance behaviour • Harnessing positive emotions • What motivates me? • Uncovering true motivating factors • Setting compelling goals for maximum achievement 	<ul style="list-style-type: none"> • In-depth understanding of what drives your behaviour • Practical techniques for managing your behaviour and overcoming bad habits to change your behaviour patterns • Understanding the impact of your personality preferences and developing flexibility to interact with other personality types • Harnessing of inherent motivations to achieve your goals • Higher performance levels and more job satisfaction 	<ul style="list-style-type: none"> • Development of personal resources to manage behaviour and replace unhelpful patterns with more useful ones • Ability to self-motivate and take responsibility for own success • Higher levels of motivation • Higher productivity • Increased flexibility and ability to interact effectively with a wider range of people • Reduced interpersonal conflict • Personal ownership for the achievement of personal and organisational goals

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Managing stress	<p>Stress costs UK industry over £1 billion every year.</p> <p>Every employer has a duty of care to look after the physical, mental and emotional wellbeing of its staff. This includes the management of stress.</p> <p>This one-day workshop helps participants to identify the underlying causes of stress in themselves and others and make effective interventions to minimise both the symptoms and root causes of stress.</p>	<ul style="list-style-type: none"> • What is stress? Why does it occur? • The physiological and psychological impact of stress • Identifying the signs of stress • Managing the causes of stress • Creating focus, direction and motivation • Stress-busting techniques – relaxation exercises • Confidence building techniques 	<ul style="list-style-type: none"> • Identifying your personal stress triggers and tell tale signs • Identifying signs of stress in others • Practical techniques for managing the symptoms of stress • Practical techniques for managing stress at the root causes • Time out for relaxation • Confidence building techniques you can use whenever you need a boost 	<ul style="list-style-type: none"> • Meeting your duty of care to staff • Creation of a culture where everyone is responsible for identifying stress • Management of stress at its root causes rather than superficial management of the symptoms • Personal ownership for stress management • Practical relaxation and confidence boosting techniques that can be used whenever required
Managing conflict	<p>Conflict is a natural part of team dynamics. In fact, in some situations, conflict can lead to innovation and business improvements.</p> <p>The key is to manage conflict in a way that surfaces the issues and deals with them in a way that provides satisfactory resolution for all parties.</p> <p>This one-day workshop enables participants to identify the root causes of conflict and their natural responses to the conflict whilst finding mutually beneficial resolutions.</p>	<ul style="list-style-type: none"> • Identifying the different levels of conflict, its causes and likely impact • Identifying your natural responses to conflict, its benefits and possible drawbacks • Developing a more flexible response to conflict • Using power levers to gain influence in conflict situations • Managing emotional responses using transactional analysis • Creating tailored conflict management strategies 	<ul style="list-style-type: none"> • Ability to analyse conflict more objectively, therefore removing some of the emotion • Development of a more flexible approach to conflict, choosing the most appropriate conflict management style • Analysis of the power levers at play and the ability to gain influence • Management of emotional responses in a way that has a long-term positive effect on all parties • Conflict strategies tailored for your issues 	<ul style="list-style-type: none"> • Objective analysis of conflict and creation of practical strategies to manage the conflict to a satisfactory conclusion • Surfacing of conflicts that may otherwise fester and become more serious • More objective and professional ways of dealing with conflict • Removal of unhelpful emotional responses when managing conflict • Increased levels of professionalism and objectivity in difficult situations

7. HR & Trainer Development

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Absence management	<p>Absence has a huge effect upon business operations. It has to be carefully managed to ensure that people understand the implications of taking regular absences. Of course, we must also ensure that we are supporting people who have genuine illnesses.</p> <p>High levels of absence often signal issues with motivation at work.</p> <p>This one-day workshop enables participants to manage both the symptoms and the root causes of absence at work.</p>	<ul style="list-style-type: none"> • Building the business case for absence management • Types and of absence, their characteristics and impact • Spotting patterns in absence • Linking absence management into disability discrimination legislation • Conducting effective return to work meetings • Creating and rolling out absence management policies • Identifying motivation issues • Improving motivation at work at an organisational level 	<ul style="list-style-type: none"> • Identification of different absence types, their causes, their impact and their management strategy • Understanding the bigger picture through spotting of patterns and trends • Staying within key employment legislation • Practical absence management strategies and policies • Identification of motivation issues at work and practical techniques to overcome these 	<ul style="list-style-type: none"> • Lower absence levels leading to reduced costs of absence and higher productivity • Strategic approach to absence management which addresses both the symptoms and the root causes • Absence management strategies that stay within disability legislation • Identification of motivation and morale issues and practical solutions which will positively impact upon absence and wider organisational issues
Harnessing diversity in the workplace	<p>A diverse workforce brings many benefits to an organisation – not least the myriad experiences and talents that a diverse range of employees bring with them.</p> <p>True diversity is not simply about providing equality of opportunity; it is about understanding and welcoming difference of all kinds. It goes way beyond legislation.</p> <p>This one-day workshop enables participants to understand the true nature of diversity and create a work environment that is truly inclusive.</p>	<ul style="list-style-type: none"> • Defining the full extent of diversity at work • Understanding the impact of employment legislation upon diversity • Understanding key cultural differences • Work planning that is sensitive to cultural needs • Going beyond legislation to create a truly diverse workplace • Tapping into difference – identifying personality differences and their needs • Building inclusive teams 	<ul style="list-style-type: none"> • Full understanding of what diversity at work really means • Diversity activities that meet the requirements of all key employment legislation • Understanding of cultural differences • Development of work plans that are sensitive to cultural needs • Taking diversity to another level by considering less obvious differences • Understanding of key differences in personality • Fully inclusive teambuilding 	<ul style="list-style-type: none"> • Increased levels of tolerance and understanding in the work place • Approaches to diversity that meet the needs of employment legislation and therefore minimise the risk of tribunals • Work planning to combine cultural sensitivity with the operational needs • Inclusive teams that enjoy working together and take time to understand the needs of individual members • Variety of opinions and ideas leading to more innovation

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Designing cost effective recruitment & selection processes	<p>Recruitment and selection processes should provide maximum return on investment by selecting candidates who will add the greatest value to the organisation.</p> <p>The work should start with job analysis and LAB profiling before designing activities that truly differentiate performance levels.</p> <p>This three-day workshop enables candidates to analyse roles, use LAB profiles and design selection processes that will identify the best candidate for the job.</p>	<ul style="list-style-type: none"> Analysing job roles to understand key requirements Introduction to LAB profiling and its use in recruitment and selection processes Attracting the right candidates through LAB-based adverts Screening processes to ensure candidates have the right LAB profiles Design of selection exercises that differentiate between performance and give an insight into future potential of candidates Making selection decisions using LAB and skills data 	<ul style="list-style-type: none"> Job analysis techniques In-depth understanding of LAB profiling and its use in recruitment and selection Using LAB to attract the most suitable candidates Creating screening processes that quickly remove unsuitable candidates Selection exercises that provide the information you need to make decisions Assessment of current ability and future potential Finding the right candidate based upon both ability and motivation traits 	<ul style="list-style-type: none"> Streamlined recruitment and selection processes Maximised return on investment for recruitment activities Right people in the right roles Leading edge processes to give competitive advantage Recruitment advertising that attracts the right people and discourages the wrong people Quick, effective methods of differentiating performance Assessment of current ability and future potential for more targeted succession planning
Designing effective assessment centres	<p>Research suggests that assessment centres are the amongst the most effective way of finding the best candidate.</p> <p>Assessment centres give the best exposure to candidates and enable you to test out key competencies and skills. They are, however, labour-intensive & time consuming.</p> <p>This three-day workshop enables participants to design and deliver assessment centres that differentiate performance and identify the best candidate</p>	<ul style="list-style-type: none"> Identifying competencies Creating high-level assessment plans to ensure all competencies are tested Designing assessment exercises that test competencies and replicate real life activities Designing scoring systems Integrating exercises into the assessment centre Timings and logistics Assessment centre facilitation and observation skills Making selection decisions 	<ul style="list-style-type: none"> Creation of assessment centre structures and exercises that test the essential competencies and knowledge for the job role Support in managing the timings and logistics of assessment centre delivery Comprehensive scoring systems to aid decision making Key facilitation skills to manage the event and promote the best image of the organisation 	<ul style="list-style-type: none"> Development of in-house capability to design and manage assessment process Rigorous selection process to give you faith in selection decisions Testing of core skills and competencies to place the best person in the job role Structured way to test skills and make decisions for equality of opportunity Enhanced image of the organisation as an employer of choice

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Creating competency frameworks	<p>Well-defined competency frameworks are the foundation of effective people strategies as they link into recruitment & selection, performance management, skills development and other core processes. However, developing meaningful competencies takes time and research.</p> <p>This three-day workshop enables participants to identify the key skills that add value to your organisation and create a comprehensive set of competencies that help to drive the organisation forward.</p>	<ul style="list-style-type: none"> • What is a competency and why use them? • Identifying the core competency requirements for your organisation • Consulting with others to develop competencies – using repertory grid and critical incident analysis techniques • Defining competencies and their underlying behaviours • Introducing competency performance levels • Using competencies for managerial other roles • Developing your competencies 	<ul style="list-style-type: none"> • In-depth understanding of the structure of competencies • Identification of the key competency requirements for your organisation • Development of internal consultancy techniques • Definition of competency descriptions and behaviours • Identifying performance levels within competency frameworks • Development of competency frameworks that can be used at all levels of the organisation • Support as you create your own competency framework 	<ul style="list-style-type: none"> • Well-defined competencies that add value to your core people processes • Bespoked competencies that meet the specific needs of your organisation • Cohesive people policies joined by common competencies • High level competency definitions coupled with detailed behavioural indicators • Structured performance levels that differentiate between levels of the hierarchy • Internal consultancy teams
Creating performance management processes	<p>Effective performance management processes and strategies will help to drive the performance of individuals and your organisation forward.</p> <p>Success is dependent upon robust yet flexible processes that engage staff, provide meaningful feedback and enable personal development.</p> <p>This three-day workshop enables participants to design and roll out both the formal elements of performance management and the expected behaviours of performance managers.</p>	<ul style="list-style-type: none"> • Understanding the drivers of performance • The importance of competencies • The performance management cycle and interventions at each stage • Creating feedback channels • Elements of successful performance appraisals • Linking performance management to training and development activities • Engendering a performance culture in the organisation • Line manager development 	<ul style="list-style-type: none"> • In-depth understanding of the drivers of performance at work • Formal and informal performance management activities that cover all stages of the performance management cycle • Creation of performance management strategies and processes that actually work! • Linking performance management into core people management activities • Creation of a performance culture throughout the organisation 	<ul style="list-style-type: none"> • Formal and informal performance management activities that cover all stages of the performance management cycle • Creation of performance management strategies and processes that actually work! • Linking performance management into core people management activities • Creation of a performance culture throughout the organisation • Higher levels of performance at all levels of the organisation

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
Accelerated learning – making your learning funky!	<p>Recent research suggests that between 70 and 90% of training activities have no tangible benefits to organisational success. This is quite often because the learning event fails to engage the learner.</p> <p>Using accelerated learning in training can increase knowledge retention and speed of learning by up to 300%.</p> <p>This three-day workshop introduces delegates to the leading-edge techniques of accelerated learning and how to integrate them into learning events.</p>	<ul style="list-style-type: none"> • The 7 principles of accelerated learning • Getting creative • Engaging both sides of the brain in learning • Stimulating the senses • Creating the perfect AL environment • Engaging the audience with sensory language • Memory boosting techniques • Multiple intelligences in learning activities • Creating visual masterpieces • Accelerated learning design and delivery case studies 	<ul style="list-style-type: none"> • Greater engagement with delegates • Use of the whole brain in learning activities • Creation of more memorable learning events • Rapid transfer and retention of knowledge • Creation of learning activities that cater for the full range of learning styles and multiple intelligences • Reduced training times and costs as key information is transferred quicker and more efficiently 	<ul style="list-style-type: none"> • Creation of a range of funky learning events that engage delegates • Creation of a learning culture where people want to attend learning events • Motivated training team who enjoy their work • Higher level of knowledge transfer and retention • Less time taken to transfer knowledge and skills, leading to lower costs • More lasting benefits for the organisation as people find compelling reasons to improve performance
NLP in learning	<p>A lot of our learning happens at a subconscious level. Indeed, learning is only truly transferred when it is programmed into the subconscious.</p> <p>Integrating NLP techniques into learning events can increase subconscious learning as trainers incorporate of building rapport and changing behaviour patterns.</p> <p>This two-day workshop introduces a range of NLP processes and enables participants to integrate them into learning events.</p>	<ul style="list-style-type: none"> • Principles of NLP in learning • Creating subconscious learning opportunities • The impact of beliefs upon performance • Finding motivational drivers for personal development • Setting compelling objectives • Using metaphors to identify development needs • Building rapport by body language, voice tone and shared values • Engaging participants using sensory language 	<ul style="list-style-type: none"> • Development of a range of skills and techniques that are transferable across all learning activities • Learning at a subconscious level that sticks • Finding a compelling reason for delegates to improve their performance through training • Identification of true development needs • Better relationships with delegates • Creation of memorable, engaging learning events 	<ul style="list-style-type: none"> • Higher proportion of learning taking place at a subconscious level, therefore leading to greater retention of knowledge • Identification of true development needs • Delegates find a compelling reason to develop their skills and so put more effort into the learning events • Higher levels of engagement with delegates and more effective relationships • Increased reputation for the internal training team

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Multiple intelligences in learning	<p>Multiple intelligences are a key part of the incorporation of accelerated learning techniques into learning activities.</p> <p>Tapping into individuals' preferred intelligences can increase their engagement and the learning that they derive from the event.</p> <p>This one-day workshop introduces participants to the eight multiple intelligences and how to integrate them into the design and delivery of learning activities.</p>	<ul style="list-style-type: none"> • Background to multiple intelligences • Identifying my preferred multiple intelligences • Introduction to the eight multiple intelligences • Activities to switch our multiple intelligence preferences on and off • Multiple intelligence activities and exercises • Incorporating a range of intelligences into one activity • Multiple intelligences in training design 	<ul style="list-style-type: none"> • In-depth understanding of the eight multiple intelligences that learners tap into during training • Identifying your preferred multiple intelligences and their impact upon your training • Creation of a range of ice-breakers, energisers and exercises that cater for the whole range of multiple intelligences • Practical techniques for incorporating all eight intelligences into learning 	<ul style="list-style-type: none"> • Deeper level of engagement with delegates due to the learning event engaging with all eight multiple intelligences • Transference of skills to the design and delivery of all types of learning events • Creation of learning events that delegates enjoy and look forward to attending • Increased reputation of the internal training team • Greater return on investment from training spend
Whole brain learning	<p>We learn best and adopt the best performance strategies when we are using both the left hand side and the right hand side of the brain.</p> <p>Traditional training tends to engage the left side of the brain and so does not tap into the creative, emotional side of our thinking.</p> <p>This one-day workshop enables participants to design and deliver learning events that engage both sides of the brain and so encourage learners to create the most effective performance strategies.</p>	<ul style="list-style-type: none"> • The key areas of the human brain • Are you a lefty or a righty? Understanding how you use your brain • The six processing levels of the brain • Increasing your brain's flexibility • Left and right brain processing levels • Engaging the right hand side of the brain by stimulating the senses • Creating whole-brain learning activities 	<ul style="list-style-type: none"> • In-depth understanding of the key areas of the human brain and their contribution to learning • Identifying your personal brain strategies • Developing a more flexible use of the brain's hemispheres • In-depth knowledge of the six processing levels of the brain and their impact upon learning and communication • Creation of exercises and activities that engage the whole brain during learning activities 	<ul style="list-style-type: none"> • Deeper level of engagement with delegates due to the learning event engaging with both sides of the brain • Transference of skills to the design and delivery of all types of learning events • Creation of more effective, whole brain performance strategies • Creation of learning events that delegates enjoy and look forward to attending • Increased reputation of the internal training team • Greater return on investment from training spend

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Designing engaging training events	<p>The design of learning events will have a huge impact upon the way in which they are delivered and the way in which they are received.</p> <p>If learning events are not engaging and memorable, they will be a poor investment as participants will not remember the key messages and will fail to make improvements.</p> <p>This three-day workshop enables participants to design appealing, engaging learning events that transfer knowledge and embed learning.</p>	<ul style="list-style-type: none"> • Following the training cycle to design a complete experience • Setting learning objectives • Designing sessions to for retention of information • Designing sessions that suit all learning styles and multiple intelligences • Design engaging and enjoyable sessions • Icebreakers and exercises to energise and reinforce • Using a variety of media • Checking retention • Evaluation measures • Designing innovative resources that enhance and support learning events 	<ul style="list-style-type: none"> • Leading edge techniques for designing engaging and meaningful learning events • In-depth knowledge of accelerated learning techniques and their use in training design • Ability to design practical exercises which encourage delegate participation and reinforce learning • Embedding of key learning points by knowledge checks • Practical techniques for evaluation the effectiveness of learning events 	<ul style="list-style-type: none"> • Creation of a team of training designers who can create learning events that meet the needs of the business • Design of events that convey the key messages and give participants the incentive the make changes to behaviour • Design of learning events that maximise speed and amount of knowledge retention through the use of accelerated learning • Better return on investment from training activities due to the creation of events that prompt performance improvements
Delivering engaging training events	<p>However well a learning event has been designed, it will fail to meet its objectives if it is not well delivered and facilitated.</p> <p>Effective delivery of learning events is engaging, informative and memorable.</p> <p>This three-day workshop enables delegates to develop inspiring delivery and facilitation skills that ensure maximum learning transfer and overcome problems with delegates who are exhibiting unhelpful behaviours.</p>	<ul style="list-style-type: none"> • Structuring sessions to maximise attention, engagement and retention • Using icebreakers and exercises to energise delegates and reinforce learning points • Making learning training engaging and enjoyable • Using accelerated learning techniques in training delivery • Use appropriate language, voice tone and body language to engage learners • Checking knowledge retention and experimenting with new skills during sessions 	<ul style="list-style-type: none"> • Leading edge techniques for delivering engaging and meaningful learning events • In-depth knowledge of accelerated learning techniques and their use in training delivery • Advanced rapport building skills for building better relationships with delegates • Practical techniques for dealing with the differing needs of delegates • Ensuring knowledge retention in a range of inventive ways 	<ul style="list-style-type: none"> • Creation of a team of training deliverers who can facilitate learning events that meet the needs of the business • Delivery of events that convey the key messages and give participants the incentive the make changes to behaviour • Delivery of learning events that maximise speed and amount of knowledge retention through the use of accelerated learning • Higher levels of delegate engagement • Better reputation for internal training team

Programme Title	Overview	Key Contents	Benefits to Learner	Benefits to Organisation
<p>The trainer's design & delivery masterclass</p>	<p>Internal training programmes are essential to the successful development of knowledge skills and behaviours within the organisation.</p> <p>The internal training team are best placed to deliver workshops about organisation-specific skills and knowledge and must therefore combine this expert knowledge with first class training and facilitation skills.</p> <p>This five-day programme is suitable for people new to training and development or those wanting to polish their training and facilitation skills.</p> <p>It enables participants to develop skills in both the design and delivery of training and learning events and introduces the concept of accelerated learning into learning and development.</p> <p>During the programme, participants will have the opportunity to design and deliver learning sessions and learn from the feedback of facilitators and fellow delegates</p>	<ul style="list-style-type: none"> • Following the training cycle to design a complete learning experience • Setting meaningful objectives for each training session • Designing and delivering sessions that maximise retention of information • Designing and delivering sessions in a way that meets the needs of all learning styles • Designing and delivering sessions that appeal to each of the ten multiple intelligences • Designing and delivering engaging and enjoyable training sessions • Incorporating icebreakers to energise delegates and reinforce learning points • Designing and delivering exercises that keep attention and reinforce learning points • Using a variety of media to enhance learning activities • Checking learning retention • Building evaluation measures into learning activities • Designing appealing learning resources (slides, handouts etc) that support and enhance the learning experience • Keeping control of the learning environment • Providing meaningful developmental feedback to learners 	<ul style="list-style-type: none"> • Comprehensive introduction to designing and delivering learning events • Integration of best practice techniques into existing training design & facilitation skills • In-depth understanding of key learning theories – learning cycle, learning styles, multiple intelligences • Integration of accelerated learning techniques into training design and delivery • Integration of learning evaluation measures into all learning activities • Design and delivery of learning activities that will engage learners, maximise learning retention and get your point across • Design of appealing resources to supplement and support learning events • Dealing with delegates who are exhibiting unhelpful behaviours • Developing a range of feedback styles to support delegates during the learning process 	<ul style="list-style-type: none"> • Comprehensive skillbase for new trainers and designers of training • Integration of best practice techniques into all learning activities • Increase in confidence and competence throughout the training team • Creation of an internal training team who are able to design and deliver high quality learning events and so reduce reliance on external providers! • Integration of accelerated learning techniques into learning activities, therefore increasing the speed of knowledge retention and the amount of knowledge retained by up to 300% • Ability to create appealing support materials and resources • Increased confidence and ability in dealing with delegates who are exhibiting unhelpful behaviours • Ability to offer delegates meaningful feedback and so enhance the learning experience