SUCCESSFUL LEARNING SOLUTIONS

MANAGER OF OTHERS COURSE OVERVIEWS: 2023

SUCCESSFUL
LEARNING SOLUTIONS
We are your solution

Contents

ABOUT THE TRAINING PROVIDER

At Successful Learning Solutions (Ltd) we have a proven track record of achieving results for our clients in the field of Learning and Development. But most of all, we have a love and passion for enabling growth and success by creating a desire in our learners to enhance their knowledge, skills, talents and abilities.

As a young child takes opportunities every day to learn, grow and develop their knowledge, skills and talents - we believe this passion for learning should never stop! And with us, it never does!

Based in Edinburgh, United Kingdom - with Teams in 3 different countries, Successful Learning Solutions continues to offer proven and effective Learning Solutions on an international basis.

Here are some examples of how we support learning:

Universities and Colleges	Other Training Providers	Private Businesses and Corporates	General Public

1. **Universities** and **Colleges** use us to design and deliver skills training on an **Associate** basis.
2. Other **Training Providers** contact us when they require experienced Trainers to support them on an **Associate** basis and to deliver Apprenticeship training.
3. **Corporates** and **businesses** contact us to increase skills development within their organisation.
4. The **general public** enroll on our training courses via our online store, or through REED.

We offer face-to-face and live tutor-led virtual training covering the following areas:

- ✓ Management Development
- ✓ Customer Service
- ✓ Personal & Team Development and Effectiveness
- ✓ Personal Well-being
- ✓ Communication Skills
- ✓ English support for Employability
- ✓ IT Skills
- ✓ Data Analytics.

Please view our website for further details: www.SuccessfulLearningSolutions.co.uk

TRAINING DEVELOPMENT & DELIVERY

Our courses are high impact and bespoke to the needs of our clients. We skillfully adapt the delivery of our courses to the needs of our client and learner profile. We like to keep learning fun and always create a safe environment conducive to adult learning.

Although our courses vary in length, modules can be delivered across half-day sessions – if preferred. This allows for learners to minimize time out of office and allows larger clients to book more than 1 cohort for the day - where it makes sense to do so.

Suggested timings of sessions are:

- **AM Only**: 09h30 to 12h30 (this includes a 15min tea-break)
- **PM Only:** 13h00 to 16h00 (this includes a 15min tea-break)
- **Full day:** 09h30 to 16h00 (this includes two 15min tea-breaks and 45min lunch)

Evening and Saturday classes can also be accommodated – if required.

It is recommended that learners attending a PM Only session have a full lunch break prior to their attending the session.

Class delivery takes place predominantly through a variety of the following medium, methods and activity types – irrespective of whether F2F or Virtual learning is scheduled:

- ➢ Lecture and active conversations
- ➢ Video clips
- ➢ Group work (f2f and virtual)
- ➢ Research & interviews
- ➢ Role-plays
- ➢ Homework assignments
- ➢ Self and formal reflection and assessments.

Skillful facilitation techniques focus on fun, practical and relevant activities which drive meaningful and team-centered conversations and learning within a safe learning environment. This accommodates various learning styles, preferences and abilities while at the same time increasing both memory retention, confidence and practical skills.

Although meaningful and sometimes direct conversation may be had, learners are always encouraged to feel relaxed to share their own life experience and learnings where relevant – without fear of feeling victimized. A relaxed environment is important to facilitate new learning.

TRAINING RESOURCES

The following would need to be provided for and arranged by Clients for any F2F **on-site** training (Covid-related guidelines would apply, if applicable):

- **Venue**: A room large enough to facilitate team activities and group work. Desks may need to be rearranged to create an open space for activities.
- **Projector or TV** with connection for a laptop.
- **Internet / wifi**: Please confirm if this will be available for use.
- **Flipcharts / Flipchart paper and whiteboards**: These will be used for team activities.
- **Catering**: Tea / Coffee and great nibbles goes a long way to put a smile on learner's faces!

For **virtual** sessions, a stable internet connection and quiet learning area would be required by learners. Sessions can be accessed via a Zoom or Teams link at home via their laptop / mobile device or tablet.

Note: It is generally accepted that Zoom provides a superior end-user learner experience, is easier to set up – and much easier to train with.

PRICING OF OUR SERVICES AND COURSES

COLLEGES, UNIVERSITIES AND OTHER TRAINING PROVIDERS

If you are a **College, University or another Training Provider** using our services, we will negotiate with you a flat rate for training / development on your behalf, as Associate Training Consultants.

This rate remains the same, irrespective of Training Consultant or course selected **(except tor premium-priced courses).**

Note, we are VAT registered, and charge VAT (20%) on all our products and services.

Premium Pricing

A limited selection of our courses / programmes is subject to a **Premium Price Adjustment**.

The adjustment is to cover any licensing costs, and other related costs associated with developing and delivering a specialist premium course or programme.

Premium courses / programmes are indicated as follows:

The adjustment is equal to an **additional 30%** of the total cost for the training.

PRIVATE COMPANIES / CORPORATES AND MEMBERS OF THE PUBLIC

If you are a **Private Company / Corporate** or **member of the Public** looking for training, our **individual** course prices are listed on our online store, and on REED.

Please note, these are for individual courses being bought. If you are looking for training of **more than 3 individuals**, then please contact us for hugely **discounted** offers!

Note, we are VAT registered, and charge VAT (20%) on all our products and services.

ATTEND OUR ACCELERATED LEARNING PROGRAMMES

Our fast-track learning programmes are intensive, high energy training sessions designed to prepare and energise an individual to fulfil a particular role or function to the best of their ability.

Unlike stand-alone courses, programmes capitalise on the learning synergy created through a targeted approach to learning, over time. Attending an aligned, progressive class, with the same Training Consultant, and the same fellow-learners over time allows for the creation of wholistic, fast-paced learning.

Please review our programmes below, and identify which ones you can use to fast-track learning within your organisation or team. The details of each programme can be found within the relevant section of this catalogue – or just click on the title below:

Programme Name	Duration	Target Audience
Business English for Employability	Minimum of 4.5 days, spread over 90 minute sessions	Those who speak English tp an intermediate / advanced level, yet find their command of the English language is forming a barrier to employment, learning or promotion.
Customer Service Excellence, Brand Ambassador	8 half-days	This programme is designed for those new into both the job-market, and into a customer service role. It will in a very direct and effective way help new ones become skilled, passionate and resilient in their new role. It will also help new ones quickly develop and sharpen their skills to a point where a customer would never notice that they are new to the role.
I Want to Become a Training Consultant	5 days	Those currently new to designing or delivering training and are wanting a comprehensive grounding in the field of Learning & Development.
Fast-Track Development to Management	8 half-days	This 8-week programme (8 half-days) is designed to help fast-track those who are not yet managers, but who are actively pursuing and aspiring a career in management.
Managers – Keeping your Saw and Skills Sharp	16 half-days	All managers and leaders, Team-leaders and supervisors. The only way you can manage effectively is by continually keeping YOUR saw and YOUR skills sharp. In an ambiguous era, future-fit leaders need to balance and embrace competing demands. This 16-week programme (16-half-days) is designed to keep you thinking, developing and growing as a manager. More than that, it will ensure that you bring your team with you in your development; that they too benefit from this programme. The result: A sharper, more pro-active and resilient YOU – and a team that thrives on change and a high-performance culture.

Programme Name	Duration	Target Audience
Ms Word: From Beginner to Advanced	4 days	Anyone whose role requires them to create, edit and process documents and who wants to use the modern features and AI within MS Word while integrating their learning with the skills of research and business report-writing. These new learnings when combined will ensure a learner is comprehensively adept to fulfil any position requiring these business-critical skills.
Using and Presenting with PowerPoint: From Beginner to Advanced	4 days	Anyone whose role requires them to present information. This integrated wholistic approach to PowerPoint will ensure you are noticed not only for your advanced use of PowerPoint – but also your eloquent delivery of your intended message.
Excel: From Beginner to Expert User	3.5 days	Anyone whose role requires them to work with data. This programme will fast-track your Excel knowledge, skills, and competence from a beginner to an expert level. It will give you the confidence to challenge process and procedure in the workplace; to increase productivity through automation and to stand-out in analysing and presenting data.
Excel: From Intermediate to Super-User	5 days	Anyone whose role requires them to work with large data using Excel past an advanced level. Starting at an advanced level, it will take deep-dives into various aspects of Excel to create, automate and proficiently analyse, revise and synergise many business processes and functions – including large data. This is also a natural progression from the 3.5-day 'Excel: From Beginner to Expert User – Programme'.
Data Analytics	6 days	Anyone who analyses large data, including data scientists, business analysts, researchers, and students.
Master Artificial Intelligence for Productivity	3 days	Artists, writers, bloggers, game developers, graphics designers and anyone who wants to learn more about AI tools.
AUTOCAD: From Beginner to Advanced User	8 days	Architecture, engineering, and construction businesses of any size looking to use CAD to help improve their drafting, design quality and lead times. Individuals who would like to learn the software and become Freelance Designers
Autodesk Inventor	7 days	Manufacturing & design businesses of any size looking to improve their products, production quality & lead times. Individuals who would like to learn the software and become Freelance Designers

COURSE OVERVIEWS

FOR MANAGER OF OTHERS

FAST-TRACK DEVELOPMENT TO MANAGEMENT – PROGRAMME (8 HALF-DAYS)

About this programme:

Managers of the future are going to have to challenge the traditional ideas of management and push back against the many business practices that are outdated and no longer relevant. They will have to adapt to the future employee, which means new ways of working and thinking about work.

If you aspire to climb the corporate ladder, the power to do so rests largely in your own hands. The first step to becoming a manager is often taking initiative.

This is your opportunity. This 8-week programme (8 half-days) is designed to help fast-track those who are not yet managers, but who are actively pursuing a career in management. It will provide you with the necessary confidence, knowledge and skills to successfully achieve your desired career as a Manager. All YOU have to do, is take the initiative.

Target Audience:

Those aspiring to a career in management.

This programme will integrate the following learning:

- Gaining alignment: your current role; performance review and current manager
- Understanding the key roles of a manager and exploring factors that make for stand-out leaders
- Identify how relationships and team dynamics change on becoming a manager
- Identify and action-plan: Your strengths / development areas / who will help you
- Understand the role effective communication plays as a manager
- Exploring and emerging as a leader in:
    - ✓ Empathy
    - ✓ Delegation
    - ✓ Negotiation
    - ✓ Resilience
    - ✓ Mentorship
- Shaping and Adapting to the Manager of the future.
- Create a developmental action plan.

Prerequisites for attending:

- None.

About this programme:

The business environment continues to shift substantially. Leaders are in a new context. There are new rules, and YOU as a manager need to adapt how you think and act to succeed in the years to come. YOU need to lead your Team successfully through constant change, without tiring out.

The only way you can do this effectively is by continually keeping YOUR saw and YOUR skills sharp.

In an ambiguous era, future-fit leaders need to balance and embrace competing demands.

This 16-week programme (16-half-days) is designed to keep you thinking, developing and growing as a manager. More than that, it will ensure that you bring your team with you in your development; that they too benefit from your programme.

The result: A sharper, more pro-active and resilient YOU – and a team that thrives on change and a high-performance culture.

Target Audience:

All managers and leaders, Team-leaders and supervisors.

This programme will integrate the following learning:

Each lesson will revolve around learnings, discussions, and application of a specific topic. Learners will receive homework assignments which will involve research, discussion, and application within the team they lead – and a report-back of learnings and changes to both their Manager and the Training Consultant. Topics include, but are not limited to:

- How to actively demonstrate you have a 'fit-for-future' disposition and culture
- Empathy vs Delegation vs Accountability – Finding the balance
- Mentorship: For yourself and your team
- Fit for future: Exploring changes in AI and Technical Skill requirements
- Leading my Team – what should I be doing differently?
- Authenticity – It's importance for YOU and your TEAM
- Effectively navigating through constant change
- Existing team culture vs desired culture – how to close the gap
- Sharpening the saw – mental wellbeing and physical health (you and your team)
- Examining latest legislation applicable to managers
- High performing teams – where is my team?
- Strategic thinking vs Critical thinking – how does this impact my role?
- Why using data to tell a story is important
- Examining the learning and development needs of my team.

Prerequisites for attending:

- Must be an existing manager of others.

ASPIRING LEADERS: PREPARING MYSELF TO BECOME A MANAGER (1-DAY)

About this course:

Even for the most gifted individuals, the process of becoming a leader is a rigorous and many times an exhausting journey. The rewards, however, can be enormous.

A survey on managers across many disciplines was asked the question, "As a new manager, what do you wish you learned early in your career?" What follows in this course, is a result of their responses.

Target Audience:

- Those entering a leadership role

Attending this workshop will help you to:

- Understand the key roles of a manager
- Identify how relationships and team dynamics change on becoming a manager
- Identify and explore factors that make good leaders
- Understand the role communication plays as a manager
- Identify and develop your own leadership strengths
- Create a developmental action plan.

SUCCEED IN YOUR FIRST MANAGEMENT JOB (1-DAY)

About this course:

Effective professionals earn promotions that may eventually land them leading a team. Unfortunately, most organizations simply place you in a management job, give you the title of manager, and expect you to figure it out on your own. You can become more effective if given the right tools and training.

As a new manager your job as is fundamentally different now. When you were an individual contributor, you were responsible for only your own work. Now you are responsible for the work of the members of your team, your direct reports.

This course gives you the essential managerial tools you need to become a great manager in your organization and a great boss to your direct reports. This course will teach you the most effective managerial behaviors you can engage in. You will learn how to develop a professional relationship with your direct reports, give effective performance feedback to your team, delegate task and projects in a way that gets results, develop your team so you can get more out of them and advance their careers.

Target Audience:

- Newly promoted manager

Attending this course will help you to:

- Lead and manage a team of people to achieve results
- Provide effective feedback
- Build professional relationships with your team
- Delegate tasks and projects effectively
- Coach your team to support positive growth and team-dynamics.

Prerequisites for attending:

None

AVOIDING 10 COMMON MISTAKES NEW MANAGERS MAKE (1-DAY)

About this course:

It's your first day. Changed role. Changed responsibilities. Same organization. Same people. Same culture. But everything has changed. Everything.

This is the reality of a new manager. It doesn't matter if you've been with an organization for 20 years or 20 minutes, it's a whole new ball-game now.

Your role is unlike any other pre-management position you've held before. The job description is much broader including verbs like lead, direct, and determine. The responsibilities and stakes are higher with the ability to impact – either positively or negatively – on a greater scope.

Start on the right foot. Learn about the 10 mistakes new managers make and how to avoid them.

Target Audience:

- This course is for new managers or any director or human resource professional helping support a new manager.

Attending this course will help you to:

- Explore how to gain insights into 10 mistakes new managers make and recognize how to avoid them
- Discover the priorities managers need to focus on in their first six months
- Explore strategies to simplify the complexity of the role
- Map a path to being fully competent in your new role
- Discover how to rectify previous mistakes with a revolutionary method
- Identify and formalise a mentor to assist your development.

Prerequisites for attending:

- Anyone interested in management or related fields.
- Newly appointed managers.

EFFECTIVE LEADERSHIP (1-DAY)

About this course:

Leadership refers to the ability to mentor, train, or guide. No matter the industry, employers prefer to hire applicants who show they have leadership potential for 2 reasons:

1. Employees with leadership skills show more initiative and are more likely to invest themselves in helping the company grow.
2. The company can eventually promote employees with strong leadership roles to better management positions.

Target Audience:

Anyone in a leadership role or working toward a leadership role.

Attending this course will help you to:

- Improve your management skills
- Create authenticity in your leadership style
- Focus on being a mentor
- Understand the importance of generosity
- Promote cultural intelligence.

Prerequisites for attending:

- Those in a Leadership role
- Those working toward a leadership role

FROM BUDDY TO SUPERVISOR: SUPERVISORY SKILLS (1-DAY)

Attending this workshop will help you to:

- Uncover what makes for being a great manager
- Review how your work-role, relationships and team dynamics have changed since becoming a manager
- Understand where your team fits into the team development life-cycle
- Learn what could be considered appropriate and not appropriate behaviour as a new manager
- Actively demonstrate how key aspects of communication impact team dynamics
- Learn how to become less passive, less aggressive yet more assertive with your team
- Become more confident in:
  - ✓ delegating within the team
  - ✓ having difficult conversations with team members.

LEADING AND MOTIVATING HIGH PERFORMANCE TEAMS (1-DAY)

Attending this workshop will help you to:

- Analyse leadership styles and factors contributing to effective teams
- Setting standards for effective team communication
- Reduce conflict in teams through use of collaborate approaches to team working
- Understand what motivates team members, and how you can use this to the benefit of the team
- Understand how a team members' preferred learning style may impact their contribution to the success of your team
- Provide effective, constructive and motivating feedback to team members
- Plan appropriate actions on what and how to further develop your team
- Create a team charter and code of conduct which will focus on your team's commitment to:
  - ✓ each other
  - ✓ your customers.

MANAGING TEAMS FOR PERFORMANCE (1-DAY)

About this course:

It's the most important job for any leader: managing your people and helping them develop and thrive. But how do you create a positive culture that encourages their growth? And what do you do if - despite all your best efforts - an employee just isn't performing well?

As a manager, you want to ensure your team is as strong and successful as possible. By using the strategies taught in this course, you'll learn how to create the conditions to help them thrive, and ways to navigate the inevitable awkwardness when an employee misses the mark.

You'll emerge a stronger leader, who is better prepared to guide your team and cultivate their unique skills in the workplace.

Target Audience:

 Anyone in a Management role

Attending this workshop will help you to:

- Uncover the process of elevating your team's performance
- Evaluate how team dynamics impacts team performance
- Review your organisation's performance management process alongside that of other organisations
- Use performance reviews as a motivator, rather than a tick-box exercise
- Identify good practice in conducting performance management reviews
- Conduct performance reviews ensuring good practice
- Gaining commitment for appropriate action to address underperformance.
- Develop a plan of action to elevate your team's performance.

HIRING AND MANAGING A VIRTUAL TEAM (1-DAY)

About this course:

Remote work is a global phenomenon and it's growing. The number of employees working remotely has grown by 4% each year for the last 5 years. Sooner or later, all companies will have to offer some kind of option to work remote otherwise they'll risk losing talent and falling behind.

Understanding & implementing the best practices of remote hiring and remote management could be the difference between success and failure.

Target Audience:

- Anyone interested in hiring their first remote employee
- Managers looking to learn the best practices of managing remote workers
- Anyone interested in planning & maintaining a positive work culture with remote employees
- Anyone interested in increasing the productivity of their remote workers.

Attending this course will help you to:

- Assemble a great team of qualified, talented remote workers
- Select the best online tools to successfully complete projects
- Form great communication and leadership habits to inspire your team
- Create a virtual culture for your team over time
- Establish helpful policies and procedures to evaluate their performance.

Prerequisites for attending:

None

LEADING YOUR HYBRID TEAM (HALF-DAY)

Attending this workshop will help you to:

- Set realistic expectations
- Practice inclusive management techniques
- Be more flexible with varying circumstances of team members
- Identify signs of burnout within your team.

IMPROVE COMMUNICATION IN YOUR HYBRID TEAM (HALF-DAY)

Attending this workshop will help you to:

- Set communication protocol
- Hold team members accountable to a shared communication goal
- Be more adaptable in an ever-changing world
- Identify tools that can improve communication in your hybrid team.

MANAGING REMOTE TEAMS (1-DAY)

About this course:

Managers often find themselves leading teams digitally but are not often given the tools for how to lead remotely.

This course covers practical and affective tools and processes for remote team leadership and management.

Target Audience:

- Managers and members of remote teams
- Professionals wanting to get into the gig economy
- Leaders of decentralized teams who want more effective tools for leadership.

Attending this course will help you to:

- Effectively manage decentralized teams
- Use the right tools for monitoring progress and performance
- Implement Leadership principles for aligning team members to corporate goals
- Review a practical guide on frequency and scheduling of communications
- Set up a Protocol guide for communications before, during, and after online meetings
- Review tips for digitalization of processes
- Improve time management and monitoring of deliverables
- Improve productivity and profitability through empowerment
- Practically engage and support remote team members with family responsibilities
- Ensure the mental heath, particularly of isolated team members, is cared for.

Prerequisites for attending:

None

DEVELOPING PERSONAL RESILIENCE FOR MANAGERS (1-DAY)

About this course:

This training course helps delegates reflect on their management style and consider how they can build on their personal resilience skills and encourage their team members to develop a more resilient, positive approach to pressure and change.

A resilient manager can help create an environment where team members are encouraged to support each other and work collaboratively, even in challenging times.

The key to this training course is the understanding that the positive attitudes and behaviours which generate resilience can be developed. The theme of the training involves introducing areas of personal resilience and how they can be improved. During this process, facilitated discussion will be used to link individual resilience to both team and organisational resilience.

Target Audience:

- Anyone in a Leadership Role

Attending this course will help you to:

- Adopt a more flexible, adaptable and positive approach to change, as a Manager
- Initiate more creative approaches to problem-solving
- An understanding of the benefits of positive role modelling during challenging times
- Develop the ability to retain a sense of control and objectivity under pressure
- An appreciation of the rewards of developing and restoring important relationships
- Recognise the importance of self-care and strategies to support those struggling within your team
- Develop skills that can help to reduce workplace/home anxiety
- An improved understanding of personal and team boundaries and how they can be strengthened
- Promote greater awareness of how teams can collectively enhance resilience and consider possibilities for developing a future resilience plan together.

Prerequisites for attending:

- Should be in a Leadership Role.

RESILIENCE LEADERSHIP (1-DAY)

About this course:

If you are a supervisor who wants your team to perform well in adversity, you need to be a Resilience Leader. Resilient people perform well despite challenges and high stress. Resilient teams are adaptive, collaborative, and innovative. Resilient leaders achieve organizational goals, even when faced with overwhelming challenges.

To maintain a resilient organization that is ready for constant change, leaders need to do more than focus on their own resilience; they must become Resilience Leaders. Resilience Leaders model behaviors that build resilience, and by doing so, encourage their employees to do the same. They recognise when employees are struggling and have supportive conversations that demonstrate that they care. They help employees find solutions and a path forward. Resilience Leaders actively foster their teams' resilience so that groups of employees become more capable than any one individual.

Target Audience:

- Managers who want high performing teams
- Managers who lead teams operating in stressful or changeable environments that want to keep their team motivated and performing well
- Managers who are struggling with performance challenges on their team due to adversity and stress

Attending this course will help you to:

- Define resilience and explain why resilience is essential in the workplace
- Identify common characteristics of low resilience in yourself and others
- Engage in activities and use skills/tools that build your resilience
- Model resilience skills and tools in your workplace
- Support and mentor employees with low resilience
- Evaluate your team's resilience
- Foster the 7Cs of team resilience
- Conduct an exercise to identify, manage and progress your team's resilience.

Prerequisites for attending:

None

STRESS MANAGEMENT TRAINING FOR MANAGERS (1-DAY)

About this course:

This course enables delegates to identify signs of stress in their team members; discuss the employee's stress triggers with them; and agree individual strategies to be reviewed at a later date.

Target Audience:

- Those in a Management role

Attending this course will help you to:

- Understand what stress is and the risk implications for employees and the organisation
- To identify signs of stress at an early stage
- Create the right climate of psychological safety to encourage open discussion about stress
- Consider how your behaviour impacts the risk of stress
- Implement frameworks and practical approaches/tools that you can use to facilitate conversations about stress
- Provide support to others through practising your approach using practical scenarios
- Understand the importance of action planning now, and taking steps as soon as possible to reduce the risk of stress
- Access further support and resources, including techniques to manage your own stress

Prerequisites for attending:

- None

BULLYING IN THE WORKPLACE – MANAGEMENT TRAINING (1-DAY)

About this course:

There is increasing awareness of the effect bullying and harassment can have on individual, team and organisational welfare. Not only are all staff members adversely affected, but the increasing costs of compensation can be staggering.

Managers have the responsibility to create a workplace which is free from bullying and harassment. Our training in tackling bullying gives managers the knowledge and confidence to identify and manage inappropriate behaviour and increase awareness to work towards a zero-tolerance approach to all forms of bullying at work.

Target Audience:

- Anyone in a management role

Attending this course will help you to:

- Understand the differences and similarities in bullying and harassment
- Learn how to recognize signs of overt and particularly covert bullying
- Go behind the stereotypes and understand more of the psychology of the bully and the victim
- Appreciate the short and long term effects bullying could have on the victim and the organisation
- Recognise the organisational factors which might perpetuate a bullying culture within the organisation
- Understand how setting expectations, role modelling and gaining trust can reduce the risk of bullying
- Appreciate the evolving legal context
- Able to put in place good practice in responding to allegations: investigating fairly; supporting parties; resolving complaints quickly and effectively and managing the outcomes.

Prerequisites for attending:

None

CONFLICT MANAGEMENT AT WORK – FOR MANAGERS (1-DAY)

About this course:

Conflict is an inevitable part of working life. And it's not always bad.

But, often, it is. It can be stressful, harm productivity, spoil working relationships, and lead to damaging behaviours.

And, if you have any level of responsibility as a team leader, supervisor, or manager, fixing it may well be down to you.

As a manager or a leader conflict management is a part of your job!

So you need the tools to deal with conflict at work.
And this course will provide you with the tools to confidently deal with conflict situations.

More than that, you'll learn how and why conflict arises, and how to minimize it before it takes hold.

Target Audience:

- Managers and supervisors at all levels

Attending this course will help you to:

- Recognize the signs of conflict early, so you have a chance to stop it
- Reduce the incidence of conflict, by listening well
- Understand how conflict escalates, so you can stay calm and stop the escalation
- De-escalate conflict, so you bring your relationship back to normal
- Resolve conflict, using a variety of strategies and tactics
- Develop your resistance to being drawn into conflict

Prerequisites for attending:

None

TREATING OUR EMPLOYEES FAIRLY (1-DAY)

About this course:

To be an effective manager, you need to develop many different skills. Among them is the ability to treat employees fairly and show them care and appreciation.

This course focuses on what fairness means in the relationship between managers and their employees and discusses areas where showing fairness is most essential. It also provides techniques that you can use to demonstrate fairness while managing your direct reports.

This course also describes what it means to be a caring manager and ways you can show that you have these characteristics.

Learn how to make a fair workplace culture at scale that supports diversity, equity, and inclusion, and analyse how personal beliefs might influence decision-making.

Target Audience:

- Managers at any level
- Team Leaders and Supervisors
- Business Owners

Attending this course will help you to:

- Identify actions and behaviors that can affect your fairness as a manager when dealing with people
- Recognise best practices for handling information and applying standards fairly as a manager
- Select the methods of communicating openly to show fairness as a manager
- Identify ways to show fairness through respect and neutral decision making
- Recognise ways to show caring through listening and sharing
- Recall techniques to show you care as a manager through knowing employees and showing concern
- Recognise methods of treating employees fairly and with care as a manager.

Prerequisites for attending:

None

BE APPROACHABLE AS A COACH AND MANAGER (1-DAY)

About this course:

The course will teach you how to be the most approachable person you can be and leverage that approachability into a great coaching relationship with your team.

Gain the tools you need to encourage interactions and coach your team to the next level.

Target Audience:

- Current team leaders & managers
- Company members interested in coaching and inspiring their colleagues
- Team members interested in taking on leadership roles.

Attending this course will help you to:

- Assess your current approachability
- Increase your "approachability" quotient
- Learn the coaching skills needed to develop your team
- Gain the skills to establish credibility, trust and communication

Prerequisites for attending:

None

MANAGING DIFFICULT CONVERSATIONS (1-DAY)

About this course:

Most people enjoy good relationships at work, most of the time. However, even in the best workplace, with the best managers and employees, issues arise and problems can occur.

This course will help to prepare you for a difficult conversation in the workplace and provide practical tips on how to handle the conversation well.

Whether you have to deliver bad news, address a performance issue, customer or employee complaint or conflict between personal and work needs, this course will support you.

Remember, if there is something wrong, most people would prefer to resolve it quickly so all parties can get on with the job. Not addressing difficult conversations can affect employee morale, business productivity - and land you in deeper trouble than when it started.

However, there is a lot that can go wrong during difficult conversations and so it is really important to consider what to do, how to do it AND how to manage the emotions of all involved.

Resolving issues and moving forward successfully gives your people confidence in you as a leader, confirms your professional reputation in the workplace and builds a constructive workplace culture of success and happiness. Whether you are a Manager, Team Leader, Supervisor - or want to be - you will learn the skills for managing difficult conversations at work, transforming one of the most stressful parts of your job description into one where you feel confident and calm.

Target Audience:

- New Managers, Team Leaders and Supervisors - anyone who has people management responsibilities and wants to be sure they manage difficult conversations confidently
- Anyone who is aspiring to Leadership or Management Roles and wants to effectively demonstrate this capability.

Attending this course will help you to:

- Follow a step by step process to successfully plan, prepare and handle a range of difficult conversations at work
- Review proven techniques and unsuccessful examples using relevant case studies
- Identify What Professional Development they may need to deepen their capabilities as Team Leaders and Managers.

Prerequisites for attending:

None

MAKE MEETINGS WORK (1-DAY)

About this course:

Meetings can be the best way to share information, make sure everyone's voice is heard, and create decisive action plans. But meetings can easily go awry and waste everyone's time. Take the lead to make sure that the time you spend in meetings matters. Use these best practices to develop precise agendas, keep people on track, and make meetings work.

Target Audience:

- Current team leaders & managers
- Those who regularly lead meetings or are new to leading meetings
- People who have trouble managing their time
- Those who want to improve their self-discipline

Attending this course will help you to:

- Invite the right people to your meeting
- Plan & use an agenda
- Achieve your meeting objectives
- Plan for the unknown

Prerequisites for attending:

None

MANAGING DIFFICULT PARTICIPANTS WHILE PRESENTING OR CONDUCTING A MEETING (HALF-DAY)

About this course:

This training course is designed to give you the basic tools you need to manage difficult behaviors of the participants of a meeting. You will learn both simple and complex techniques that will give you the confidence to deal with emotional or rational but difficult people, and leave a positive and lasting impression.

This is a hands-on workshop and your participation will help make it a valuable experience. Use this time to begin the process of developing your skills along with other participants who share the same desire to improve their dealing with negative-tuned people skills.

Target Audience:

- Team Leads/Supervisors
- Managers
- Project Managers
- Human Resources Consultants

Attending this course will help you to:

- Learn Facilitation skills for regular and difficult people
- Find guidelines for successful meetings
- Identify causes and address difficult behaviors in meetings
- Use techniques for uniting, focusing, and mobilizing participants in a meeting
- Apply assertiveness techniques to manage difficult participants

Prerequisites for attending:

None

CREATING AND MAINTAINING A POSITIVE WORKPLACE CULTURE (1-DAY)

About this course:

Creating and maintaining a productive work environment has much to do with the culture. It's important that people share respectful communication, avoid bias and demonstrate empathy for each other.

A successful workplace culture relies on all these, but particular it relies on those who lead by example.

Target Audience:

- Any business leader
- HR Consultant
- Supervisors and Team Leaders

Attending this course will help you to:

- Understand what is meant by 'workplace culture' and how it impacts productivity
- Explore the relationship between your role as a manager, and the culture of your team, and organisation
- Identify your current team culture vs your desired organisational culture
- Lead others by influencing their performance and understanding through effective communication skills – linked to your desired culture
- Use different tactics to eliminate or avoid common biases in group settings.
- Demonstrate empathy while listening to others, leading and reflecting on oneself and one's actions.

Prerequisites for attending:

None

HELP YOUR TEAM EMBRACE CHANGE (1-DAY)

About this course:

The market changes, a key member of the team leaves, technology shifts unexpectedly – there are never-ending forms of difficult change at work. Thus, your career success has a lot to do with properly navigating these change situations. One of the biggest challenges in this area is how leaders help their employees embrace difficult changes. Change causes confusion and worry and your job is to help them find their way back to clarity, positivity, and productivity.

This course will show you how to manage relationships and resources to ensure your team successfully embraces change.

Target Audience:

- Professionals of all varieties who wish to become leaders.
- Established leaders who want to improve their effectiveness at work.
- Executives and senior leaders who are looking to instigate change in the workplace.

Attending this course will help you to:

- Identify and own your role in change situations
- Effectively listen to your team to understand their current reaction to change
- Apply collaboration techniques to ensure a positive outcome
- Build a clear perspective for those undergoing change
- Professionally manage reactions to change
- Support positivity and wellness.

Prerequisites for attending:

None

MOTIVATIONAL TECHNIQUES TO IMPROVE AND SUCCEED AS A TEAM (1-DAY)

About this course:

Learn important principles and effective practices of intrinsic motivators for team success; autonomy, mastery and purpose.

Target Audience:

- Coaches, managers, leaders and anyone with influence in a team environment
- Anyone that relies on teams to get things done.

Attending this course will help you to:

- Understand the importance of mastery in teams and how it incentivises teams and individuals to work harder and more productively
- Harness the power of purpose and generate a sustainable level of intrinsic team motivation
- Understand what intrinsic motivation is and why it's more powerful than extrinsic motivators
- Emphasise the importance of skills and learning in a team environment
- Explore the link between mastery and leadership and how this drives sustainable team motivation
- Co-create a statement of purpose with a team and embed it in everything they do
- Use your broader perspective and long term vision to inspire teams beyond their daily work

Prerequisites for attending:

None

INTRODUCTION TO TRANSFORMATION LEADERSHIP (1-DAY)

About this course:

Leadership Skills will make or break a Business or Corporation. This course will give you the Practical Leadership Skills you Need to Succeed.

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Target Audience:

- Foremen and Team Leaders
- Future Leaders
- People In Positions Of Authority Or Influence
- Managers and Business Owners.

Attending this course will help you to:

- Master the skill of coaching and developing a remote Sales Team
- Develop the 'new conversations' that Managers and Salespeople need to Improve engagement and retention
- Develop a shared vision and goal everyone wants to achieve
- Create team buy-in and accountability around all change, coaching, and results
- Improve employee engagement, trust and collaboration with your team and co-workers.

Prerequisites for attending:

None

MANAGING AND IMPROVING EMPLOYEE PERFORMANCE (1-DAY)

About this course:

It's the most important job for any leader: managing your people and helping them develop and thrive.

But how do you create a positive culture that encourages their growth? And what do you do if - despite all your best efforts - an employee just isn't performing well?

As a manager, you want to ensure your team is as strong and successful as possible. By using the strategies taught in this course, you'll learn how to create the conditions to help them thrive, and ways to navigate the inevitable awkwardness when an employee misses the mark. You'll emerge a stronger leader, who is better prepared to guide your team and cultivate their unique skills in the workplace.

Target Audience:

- Leaders at all levels.

Attending this course will help you to:

- Develop strategies to motivate your employees effectively
- Effectively communicate your expectations to employees clearly and unmistakably
- Identify if an employee is underperforming due to skills or attitude
- Know what to do if an employee continually fails to improve
- Effectively talk to an underperforming employee about next steps.

Prerequisites for attending:

None

CREATE A SAFE WORKING ENVIRONMENT FOR YOUR TEAM (1-DAY)

About this course:

In this course you will learn practical ways in which you can improve the psychological safety of your team environment.

Learn from international best practice research about why this matters and how you can achieve your goals.

This course is geared towards giving you the tools and insights you need in the following ways:

- ✓ *One on one lessons* that are engaging and insightful to help you achieve the learning outcomes
- ✓ *Wipeboard lessons* that provide an overview of key lessons and insights so you get the bigger picture
- ✓ *An assignment* that brings it all together and gives you a chance to put it all into practice
- ✓ *Handy worksheets* that give you a how-to guide and a reference for the critical lessons and insights
- ✓ *A learning pathway* through the course in logical sections and lessons that consecutively build your confidence and skill level

Target Audience:

- ☺ People who want to improve the psychological safety of team environments
- ☺ Team members, coaches, managers and leaders who want to create safe working environment for their team.

Attending this course will help you to:

- ☺ Protect your team from outside interference and issues that might distract
- ☺ Understand the importance of a psychologically safe environment, within which teams feel supported and protected
- ☺ Implement practical steps to set up a safe working environment for your team to be successful and more productive
- ☺ Learn how competing interests and "politics" can derail a team if they are blamed and need to defend themselves
- ☺ Create a team culture that embraces failure rather than fears it or tries to avoid it
- ☺ Effectively turn conflict situations into development opportunities
- ☺ Ensure that the correct amount of work comes into your team environment so that the team is set up for success
- ☺ Ensure the right people are on the team or available to the team as additional skills and capacity that they need.

Prerequisites for attending:

None

DEVELOP YOUR EMPATHY AS A MANAGER (1-DAY)

About this course:

Why are some people just easier to talk to than others? It's as if there is something about them that makes it easier for us to open up to.

You probably know someone like that, who genuinely cares for others and understands them, who achieves a level of trust that nurtures their fulfilment.

What sets them apart from others?

They've taken specific time to nurture their empathy.

Target Audience:

- Employees and managers who need hands-on techniques to develop their empathy.

Attending this course will help you to:

- Understand the common relationship dynamics that put a strain on empathy
- Learn about the listening and responding barriers that compromise our relationships
- Discover practical guidelines to become an active empathetic listener
- Learn how to empathically manage conflicts in relationships
- Learn how to deal with those lacking in empathy
- Review the boundaries of empathy in the workplace.

Prerequisites for attending:

None

MANAGE SOCIAL MEDIA IN THE WORKPLACE FOR BETTER MENTAL HEALTH (1-DAY)

About this course:

This learning resource examines the challenges and risks that social media and social networking tools pose for employers, looks at the law on virtual communication and provides guidance for employers on how to manage social media use in the workplace.

The increasing use of social media has wide-ranging implications for today's workplace. While there are huge benefits to our highly connected society, the use of social media can pose challenges for businesses and organisations in areas such as:

- reputation management
- online defamation
- time theft
- privacy and confidentiality
- recruitment
- data protection and whistleblowing
- professional networking
- cyber-bullying
- mental health.

Target Audience:

- Managers
- Business owners
- HR Professionals.

Attending this course will help you to:

- Explore common social media platforms and social networking tools
- Understand how and why people use social media
- Understand the key risks posed to employers and businesses by social media use and misuse
- Review important aspects of the law and ethics relating to social media
- Implement different ways of managing social media use in the workplace
- Draw up and implement a workplace social media policy
- Identify risks to mental health posed by misuse of social media.

Prerequisites for attending:

None

HOW TO MANAGE DIFFICULT EMPLOYEES (1-DAY)

About this course:

Successfully managing difficult employees is an important management challenge. It can sap management time and energy, and cause stress and anxiety. This course provides a logical framework to help managers approach emotionally-charged employee situations in an unemotional, business-like way.

It describes why it's important to assess employee talent levels and understand employee motivations. It discusses the importance of managing someone "up or out," the reasons for diligent documentation, and the need to adhere closely to company policies in delicate personnel matters.

Target Audience:

- Anyone working in the field of management
- May be of most value to managers facing challenges with a difficult employee.

Attending this course will help you to:

- Learn to handle potentially emotional employee issues in an unemotional, professional way
- Understand what it means to manage an employee "up or out"
- Recognize why diligent documentation matters greatly when managing difficult employees
- Identify, review and adhere closely to Human Resources and company procedures.

Prerequisites for attending:

Currently in a Manager or HR role.

MANAGING DIVERSE TEAMS: LEADING ACROSS CULTURES (1-DAY)

About this course:

In a globalised business environment such as ours, it is imperative for leaders to possess the leadership abilities and knowledge needed to lead effectively across cultures.

You will learn how to leverage your cross-cultural experiences to increase your influence and effectiveness in different cultural contexts. You will gain an understanding of the Cultural Intelligence (CQ) framework, including the four CQ capabilities (Drive, Knowledge, Strategy, and Action) and how to apply them in the workplace.

The course will also address the role of implicit bias in global organisations and how we can minimise it from eroding value in your organisation and undermining your effectiveness as a leader.

Finally, you will learn how to create an action plan to develop critical CQ capabilities and to achieve your personal leadership development goals, to better meet the needs of your teams and organisation.

Target Audience:

- Professionals who work with people from different cultural backgrounds
- Leaders responsible for managing diverse teams and promoting inclusivity within their organisation
- Business professionals, educators, healthcare providers, and anyone else who interacts with people from a variety of cultural backgrounds.

Attending this course will help you to:

- Develop leadership skills and competencies needed to effectively lead in a global business environment
- Develop a working knowledge of the Cultural Intelligence (CQ) framework, including the four CQ capabilities (CQ Drive, CQ Knowledge, CQ Strategy, & CQ Action)
- Learn to apply these capabilities and to limit the negative impact of implicit bias in the workplace
- Obtain strategies and practices for minimising the negative effects of implicit bias
- Create an action plan for developing CQ capabilities
- Gain an understanding of the importance of cultural intelligence in global leadership
- Obtain tools and knowledge needed to effectively lead across cultures.

Prerequisites for attending:

None

MANAGING STAFF WITH CHALLENGING BEHAVIOR (1-DAY)

About this course:

This course will equip managers with skills needed to manage staff with challenging behavior. We will explore different types of challenging behavior, and the consequences of letting them go unchallenged.

There will be a strong focus on how to prepare, conduct, and follow-up difficult conversations with staff displaying challenging behavior. Students will learn how to identify helpful and unhelpful norms in their teams, and how to develop positive norms, to prevent challenging behavior.

Target Audience:

- Managers
- Supervisors
- HR Consultants

Attending this course will help you to:

- Understand the negative consequences of challenging behavior.
- Identify challenging behavior before it escalates.
- Address challenging behavior, through effective conversations with staff.
- Develop positive norms in the team, preventing challenging behavior,

Prerequisites for attending:

- Learners need to have experience working in teams.
- Learners need to be open to resolve challenging behavior, leading to a win-win outcome for manager and employee

MANAGING ABSENCE AT WORK (1-DAY)

About this course:

Failing to manage employee absenteeism and sickness at work costs UK companies' money and time and can potentially decrease workplace cohesion.

By effectively managing absence at work, you will avoid unnecessary pitfalls including excessive absenteeism from employees. You will improve staff motivation whilst reducing the financial strains that are associated with poor attendance levels.

Our comprehensive 1-day Absence Management Training Course is designed to help hr staff, line managers or team leaders manage sickness absenteeism confidently.

Target Audience:

- Anyone in a supervisory role
- HR Consultants

Attending this course will help you to:

- Reduce employee absence by dealing with persistent offenders
- Recognise the types of long term and short-term absences
- Discover the importance of managing absence and the cost to the business
- Learn how to conduct professional return to work interviews
- Identify up to date staff absence policy & procedures.

Prerequisites for attending:

None

LEADING WITH EMOTIONAL INTELLIGENCE (1-DAY)

Attending this workshop will help you to:

- Understand what emotional intelligence is
- Know what emotional intelligence looks like within a leadership role
- Examine 5 elements of leading with emotional intelligence
- Implement 5 ways to lead with emotional intelligence
- Identify practical exercises that will help to increase your emotional intelligence as a manager.

LEADING WITH EMPATHY (HALF-DAY)

Attending this workshop will help you to:

- Recognise the impacts of showing / not showing empathy as a manager
- Learn ways to show / display empathy as a manager
- Understand your biases – and how the impact others
- Implement 4 ways of management empathy
- Analyse what others often get wrong when showing empathy in the workplace.

HOW APPROACHABLE AM I? (HALF-DAY)

Attending this workshop will help you to:

- Recognise the impacts of being / not being approachable to:
    - ✓ my team members
    - ✓ the culture and working environment of my team
- Apply 8 techniques to become more approachable to others

REMOVING THE BARRIERS TO EFFECTIVE COMMUNICATION IN MY TEAM (1-DAY)

Attending this workshop will help you to:

- Identify common communication barriers that currently exist in teams
- Review 10 communication principles to implement with your team
- Ask relevant questions that will improve team communication
- Outline a team communication strategy to increase communication effectiveness
- Implement 6 steps to help breakdown communication breakdown in teams.

MANAGING IN A 'VUCA' WORLD (1-DAY)

Attending this workshop will help you lead your team in a world filled with VUCA:

- ✓ volatility
- ✓ uncertainty
- ✓ complexity
- ✓ ambiguity.

As a manager, you will learn:

- The importance of reflecting on the principles of VUCA
- Strategies to counteract VUCA
- Of any barriers of managing in a VUCA world
- About benefits of managing in a VUCA world.

GETTING THE BEST RESULTS FROM PERFORMANCE REVIEWS (HALF-DAY)

Attending this workshop will help you to:

- Understand the role of performance reviews – and how they should work
- Adjust how reviews are conducted with covid-19 in mind
- Consider 5 important points while preparing for the review
- Develop guidelines for during the review session
- Know what to consider after the performance review.

PREVENTING MANAGER DEPENDENCY (HALF-DAY)

Before you know it, you've spent much of your day helping your team to do their jobs, while your own tasks are left untouched.

Attending this workshop will help you:

- Influence your team to operate more independently, when appropriate
- Develop 4 essential techniques to get your team comfortable working without your constant guidance
- Why training your team to be 'conflict competent' matters
- Coach your team to use their own initiative.

TRANSFORMATIONAL LEADERSHIP (HALF-DAY)

Attending this workshop will help you:

- Understand the impacts and benefits of transformational leadership
- Identify areas for self-improvement
- Improve your relationship with your Team
- Be an effective team
- Distinguish yourself as a leader.

COACHING AND MENTORING MY TEAM AS A MANAGER (1-DAY)

Attending this workshop will help you to:

- Juggle between the wearing of '2 hats':
  - ✓ manager
  - ✓ mentor
- Recognise effective listening and questioning skills
- Identify possible barriers to effective coaching and mentorship
- Recognise the benefits of workplace coaching and mentoring
- Identify how to overcome potential barriers to coaching and mentoring
- Demonstrate the use of various coaching / mentoring methodologies
- Set smart goals for your coachee / mentee
- Motivate your coachee / mentee to achieve their goals
- Identify and practice key skills required to become an effective coach / mentor.

HOLDING DIFFICULT CONVERSATIONS (HALF-DAY)

Attending this workshop will help you to

- Identify what makes for a difficult conversation
- Implement guidelines for preparing your conversation
- Deal with an emotional employee
- Become more confident in holding such conversations with your team members.

CONFLICT RESOLUTION (1-DAY)

Attending this workshop will help you to

- Understand why conflict often occurs
- Identify your natural response to conflict
- Understand the nature of conflict, and how to reduce it
- Embrace a 5-step plan to deal with conflict
- Practice resolving and managing conflict situations.

RETAINING YOUR EMPLOYEES (1-DAY)

Attending this workshop will help you to:

- Know how to keep your employees satisfied
- See the benefits of respecting your employees
- Build Trust in your employees
- Understand the role recognition plays in retaining employees
- Recognise the difference of rewarding vs recognition of employees

HOW TO DELEGATE (HALF-DAY)

Attending this workshop will help you to:

- Recognise the importance of delegation in the workplace
- Barriers to delegation
- Implement the principles of delegation:
  - ✓ why
  - ✓ who
  - ✓ when
  - ✓ what
  - ✓ how
- Review 8 ways managers use to successfully delegate
- Know how to keep in control – despite delegating to others.

PEOPLE ANALYTICS (1-DAY)

About this course:

People analytics (also known as HR analytics) or you can say talent analytics.

It is the kind of analytics which helps HR managers and executives to make data-driven decisions about their employee or the workforce. It gives you expertise in using statistics, technology on unused but very important people's data which can help you in making better business decision and management for your company.

Research by McKinsey shows that effective people analytics can help in an 80% increase in recruiting efficiency, 25% rise in business productivity and 50% decreases in attrition rate.

Target Audience:

- ◉ HR Consultants
- ◉ Managers

Attending this course will help you to:

- ◉ Identify key areas of people analytics
- ◉ Decide the best strategies, tools and analysis to implement in your particular business area.
- ◉ Use important aspects of the data driven approach, and to effectively analyse the results.

Prerequisites for attending:

None

DELIVERING QUALITY WORK AS A TEAM, WITH AGILITY (1-DAY)

About this course:

'Agile' is all about adaptability and responding to change.

Each company has their own version of Agile. Learning one framework may not be the best approach for your company.

Understanding Agile principles and values on the other hand will enable you to identify and implement a relevant framework designed around your organisation's goals, culture and mission more easily.

Target Audience:

- Anyone working in a company undergoing transformation
- Mangers
- HR Consultants

Attending this course will help you to:

- Deliver quality work that solves problems
- Take ownership of your assignment
- Implement a 5-step method to help you incorporate Agile into your workplace
- Apply quality work through clear communication and focus on clients.

Prerequisites for attending:

None

SALES PLANNING (1-DAY)

About this course:

Sales Planning is a key function in the procedure of the sales management process. Sales planning is an effective method that involves **sales forecasting, demand management, setting profit-based sales targets**, and the **written execution steps** of a sales plan.

Sales Planning is the process of organising activities that are mandatory to achieve business goals. A sales plan contains a strategic document that figures out your business targets and several resources. These can be used for inter-linking activities which you perform to reach your desired goal.

Target Audience:

- Anyone in a sales environment
- Sales managers

Attending this course will help you to:

- Understand what a sales plan is, and why it is important
- Identify what to include in a sales plan
- Effectively write a sales plan relevant to your business
- Examine 7 key areas to help you draft an effective sales plan.

Prerequisites for attending:
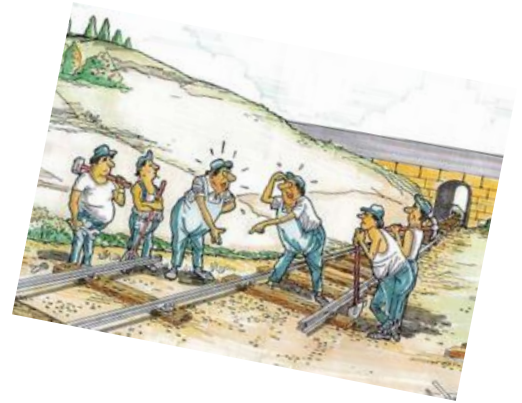
None

TEAM AND COMPANY EFFECTIVENESS

BECOMING MORE EFFECTIVE AS A TEAM (2-DAYS)

Ask yourself

Team? What Team?

Why is it that my team feels dysfunctional? Why do we find it difficult to work together? What can I do differently? Surely it's my manager's fault?

Other teams seem to work well together – why can't we?

Target Audience:

- Whole Teams

Attending this workshop will help your team to:

- Learn of the benefits and principles of successful teamwork
- Identify practical things to do, include and avoid as a team
- Identify and clarify each team member's role within the team
- Review how some teams successfully manage to operate effectively
- Identify strengths of your current team
- Identify and review areas in your current team that can be improved or changed
- Role-play working as an effective team
- Develop a team statement to guide and support your team into the future.

Please note the following:

- Both duration and content can be customised to meet client requirements.
- This workshop would be a closed-group session for a particular Team.
- A consultant would need to meet with the client prior to the workshop to discuss inclusion of team-specific information.

BUILDING A RESILIENT TEAM (1-DAY)

About this course:

Imagine a work environment where all team members are working towards the greater good, where trust, commitment and loyalty are commonplace and where coming to work is something each member positively looks forward to. Sound like utopia? Maybe for some, but we know that with understanding and commitment it can be achieved.

This course is for whole teams to learn together what is needed to collectively build their resilience. There is no one blueprint… teams are as individual as…well individuals! In a relaxed, fun and informal environment participants will hear the latest research on this topic. They will also learn how others have approached the need to build resilience and how each and every member can play a role in creating a team which is supportive, cohesive and high performing.

The team will be helped to identify specific practical actions they can take and will also have the space to consider how these actions can best be implemented.

Workshops include practical fun exercises, videos, stories, guided visualization, case studies, games, discussion and action planning.

Target Audience:

- Whole Teams

Attending this course will help your Team in the following areas:

- Individuals in a resilient team thrive in an atmosphere of change rather than resisting it. They can bounce back from challenges, stay productive and resist damage.
- Resilient teams have overlapping connections and skill sets – they have a clear understanding of what these are and how together they can work towards the goals of the team.
- Individuals in resilient teams learn to value their differences, these differences broaden the team's skill set. Working in synergy they know that the whole team is greater than the sum of its members.
- Resilient teams value problem solving and as a result they invest time and energy into this, they are not afraid to ask for help when needed and creatively resolve conflict.
- Resilient team members openly discuss their ideas, thoughts and beliefs to the other members as they are working in an atmosphere of trust.
- Resilient teams are able to engage action in the face of ambiguity, even when risks are involved, rather than waiting for stability to return.
- Through their awareness of the importance of self-care and the value they place upon it, resilient teams know what practical actions to take in order to keep physically and emotionally healthy during periods of uncertainty.

Prerequisites for attending: To be attended as a Team

IMPROVE CROSS FUNCTIONAL TRAINING SKILLS (1-DAY)

About this course:

Cross Functional Training is designed to equip individuals with the skills and knowledge needed to effectively work in cross-functional teams. This course covers various topics such as communication, collaboration, project management, and conflict resolution.

Target Audience:

This course is ideal for professionals who work in or lead cross-functional teams, including managers, project managers, team leaders, and team members.

Attending this course will help you to:

- Understand the benefits and challenges of working in cross-functional teams
- Develop effective communication and collaboration skills to work with individuals from different backgrounds and disciplines
- Learn project management techniques to effectively manage projects in a cross-functional environment
- Develop conflict resolution skills to effectively handle conflicts that may arise in cross-functional teams.

Prerequisites for attending:

Participants should have a basic understanding of project management and team management. It is also recommended that participants have some experience working in teams or leading teams.

EFFECTIVE COACHING AND MENTORING SKILLS (1-DAY)

Are you required to coach and mentor others as part of your job? Can you effectively use tried and tested methodologies to increase the effectiveness of your sessions? Are you aware of barriers to coaching and mentorship sessions? How do you build rapport and gain a motivated buy-in with your coachees / mentees?

Attending this workshop will help your team to:

- Recognise effective listening and questioning skills
- Recognise the benefits of workplace coaching and mentoring
- Describe the difference between coaching & mentoring
- Identify how to overcome potential barriers to coaching and mentoring
- Demonstrate the use of various coaching / mentoring methodologies
- Set SMART goals for your coachee / mentee
- Motivate your coachee / mentee to achieve their goals
- Identify and practice key skills required to become an effective coach / mentor.

RESPONDING TO MENTORSHIP: MY ROLE AS A MENTEE (HALF-DAY)

Attending this workshop will help you to:

- Understand the importance and benefits of having a mentor
- Identify desirable traits of a mentor
- Understand difference between coaching and mentoring
- Understand your role in the mentor / mentee relationship
    - ✓ The formal contract
    - ✓ Role of the mentor
    - ✓ Expectations of the mentor
    - ✓ Managing your expectations
- Identify possible barriers to effective coaching and mentorship – and how to overcome them.

DIVERSITY - GETTING ALONG WITH OTHERS IN THE WORKPLACE (HALF-DAY)

Attending this workshop will help you to:

- Review common team and conversation annoyances created by diversity
- Identify how diversity currently applies to your team
- Understand how diversity in your workplace can cause barriers
- Learn how to overcome potential barriers caused by diversity
- Practice overcoming such barriers in your team
- Develop a personal plan to break down diversity barriers in your team.

WORKING WITH A NEW BOSS (HALF-DAY)

Attending this workshop will help you to:

- Start the new relationship in a positive way
- Get to know key aspects of your new boss
- Make the relationship work
- See the importance of helping your new boss succeed
- Prepare important conversations to have with your new boss.

ACCEPTABLE WORKPLACE BEHAVIOUR (1-DAY)

About this course:

The Appropriate workplace behaviour course aims to enhance your understanding of appropriate and inappropriate workplace behaviour.

You will gain a deeper awareness of inappropriate behaviours such as discrimination, bullying and harassment and learn some strategies for being an effective bystander.

Target Audience:

- Everyone

Attending this course will help you to:

- Increase your knowledge and understanding of discrimination, bullying and harassment
- Review up to date relevant legal frameworks dealing with workplace behaviour
- Understand the impact discrimination, bullying and harassment may have on individuals and the workplace
- Increase your ability to respond to discrimination, bullying and harassment in the workplace.

Prerequisites for attending:

None

WORKPLACE ETIQUETTE (1-DAY)

About this course:

This course will help students understand the importance of professionalism and provides a complete overview of essential aspects of professionalism to consider while in the workplace.

Students are encouraged to self-assess and manage their level of professionalism for the benefit of their occupational success while being mindful of the impact they have on their organization. By setting consistent expectations for professionalism, an organization can build a team that will meet the needs of customers and thrive.

Target Audience:

- Those who wish to understand the importance of professionalism in the workplace and how it impacts themselves, others, and organizations as a whole.
- Those new to the workplace
- Apprenticeship placements.

Attending this course will help you to:

- Understand the importance of professionalism in the workplace
- Maintain a high level of professionalism
- Analyse the impact professionalism has on an organization
- Consider suitable E-mail etiquette to practice in the workplace

Prerequisites for attending:

None

BUILD BETTER RELATIONSHIPS (1-DAY)

About this course:

Relationships: we all want better professional and personal relationships. Improving your **questioning skills** is a powerful way to build stronger, better relationships. That's why, according to Anthony Robbins, **successful people ask better questions**.

Asking questions is a critical communication skill that most of us pay little attention to. It is the linchpin to building **stronger relationships**, both **professionally and personally**. Learn to understand others before making, and acting on, inaccurate judgments that end up making things worse rather than better.

Asking questions connects and engages; deepens and strengthens our relationships. Good questions reduce tension and conflict.

Target Audience:

- Anyone who wants stronger relationships
- Anyone who wishes to understand others better
- Anyone who wants to reduce stress, tension and conflict in their relationships.

Attending this course will help you to:

- Have open, more trusting relationships
- A deeper understanding of others and their perspectives
- Develop a way to stop judging and start listening
- Make decisions based on information rather than assumption
- Achieve reduced levels of tension and conflict.

Prerequisites for attending:

None

WORK ETHIC (1-DAY)

About this course:

Work ethic relates to valuing work and putting in the effort to yield results.

It's a soft skill that employers value and appreciate. It also yields incredible personal benefit.

Target Audience:

- Anyone in a management role
- HR Consultant
- Anyone new to the job market

Attending this course will help you to:

- Recognise the importance of taking responsibility seriously
- Understand the role discipline plays
- Recognise why being dependable is important
- Demonstrate commitment
- Display professionalism

Prerequisites for attending:

None

INCREASING MY CROSS-CULTURAL INTELLIGENCE (1-DAY)

Today's workplaces are more multicultural than ever, and it's normal to work with people from many different places and backgrounds. This has opened up many new opportunities – but it's also created some challenges.

Attending this workshop will help you to:

- Understand the advantages of having knowledge of cultures different to my own
- Avoid common mistakes when dealing with various cultures; particularly when it comes to:
    - ✓ body language
    - ✓ food
    - ✓ language and gestures
    - ✓ clothing and colour
    - ✓ personal space
    - ✓ business cultures
    - ✓ social customs
- Be more confident in exploring different cultures in my workplace.

ADAPTING TO WORKING FROM HOME (HALF-DAY)

Attending this workshop will help you to

- Identify practical changes you may need to make to your home environment
- Become confident in communicating with your team using an online virtual medium
- Establish team expectations for working from home, including those of your manager
- Identify barriers to your effectiveness and productivity – and what you can do to overcome these
- Look after and nurture your mental wellbeing
- Balance your work / home / family commitments.

DEALING WITH DIFFICULT BEHAVIOUR AT WORK (HALF-DAY)

Attending this workshop will help you to:

- Reflect on examples common to the workplace
- See the value in reflecting inwards for each situation
- Review practical steps that you can take to help deal with difficult behaviour, before and while it is happening
- Deal with people who lack empathy
- Recognise and deal with various personality types
- Display assertive techniques and conversation at the appropriate time.

BOOST YOUR INTERPERSONAL SKILLS (HALF-DAY)

Attending this workshop will help you to:

- Understand what is meant by interpersonal skills
- Recognise the importance of having good interpersonal skills in the workplace
- Adapt 4 techniques to improve your interpersonal skills.

WORKING EFFECTIVELY IN A VIRTUAL TEAM (HALF-DAY)

Attending this workshop will help you to:

- Overcome common challenges for virtual teams
- Communicate more effectively as a virtual team
- Raise issues as a virtual team
- Explore useful tools to helps teams working virtually
- Build team relationships and avoiding isolation.

FRAUD AWARENESS IN THE WORKPLACE (HALF-DAY)

Attending this workshop will help you to:

- understand what fraud is and how it can be attempted in your business
- review your employer's key policies relating to fraud and reporting suspicious activity
- review key fraud indicators and fraud mitigators implemented within your business
- review past accounts of fraud, and their implications.

COMPANY VALUES IN ACTION (HALF-DAY)

Do my employees know – as in *really* know - our Company Values and Mission Statement? More importantly, do they *live* and *work* by them? Do they know *why* our Company Values are important and the *implications* of not embracing them? Are new employees aware?

Can my workplace benefit from an awareness campaign to put our Company Values **IN ACTION?**

Attending this workshop will help your company to

- Create an awareness of what your Company Mission Statement and Company Values both mean and represent
- Review with each Team how your company, clients and employees can be impacted by these (positive / negative)
- Identify real-life situations and scenarios of how Company Values can be implemented in the workplace
- Reward / commend real examples within your company of when this was recently done
- Enthuse staff and teams to live Company Values during every-day routine.

Please note the following:

- Both duration and content can be customised to meet client requirements.
- This workshop would be a closed-group session for a particular client.
- A consultant would need to meet with the client prior to the workshop to discuss inclusion of client-specific information.

CONTACT US

If you would like to book any training, or discuss how we can assist you / your project with any Learning & Development service, then please contact us as follows:

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