effective

workshop outlines

2022

workshop formats & pricing

90 minutes – £350

bitesize

Available for all topics in this brochure.

For bitesize outlines, please get in touch

3 hours - £650

half day
(includes everything in bitesize)

Detailed half day workshop outlines are in this brochure

6 hours - £950

full day
(includes everything in half day)

+ IMPACT facilitation… see next page for details

This brochure contains outlines for our full range of half day workshops.

We are always happy to customise, so if you don't see the perfect fit, or are looking for a topic that isn't listed, please get in touch.

bitesize (90 minutes)

Introduction to the topic & key principles

core content

key knowledge & skills

short activities

half day (3 hours)

Everything in bitesize +

-> deeper dive into the topic
-> principles into practice
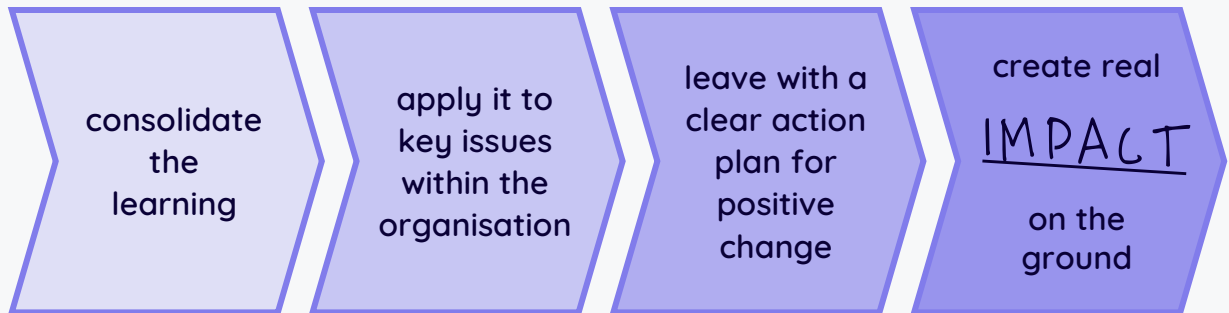
additional learning content

extended activities & discussion

casework & simulation

full day (or two halves)

Everything in half day + 3 hours of high impact embedding, practice and application of the learning to 'real life' projects and issues...
... to ensure high learning ROI.

| consolidate the learning | apply it to key issues within the organisation | leave with a clear action plan for positive change | create real IMPACT on the ground |

Icon		Icon		
reflection & consolidation		'real life' case work & projects		How we deliver this part of the workshop will be shaped by your preferences and required impact.
self directed research		role play / simulation		
your ideas & suggestions		facilitation		
tools & templates		teamwork & collaboration		
action learning set		Presentation (solo/group)		

Organisaitonal outcomes from previous IMPACT style workshops include:

A blockbuster team dedicated to removing organisational obstacles to change

Introduction of values agreements into the company's PR&D process

A team of coaching champions to support the development & spread of a coaching culture

half day workshop outlines

half day workshop outlines

effective

WHO & WHY ?

Appraisals:
A Modern Makeover

Anyone with a role in your organisation's appraisal process... who wants to design and ensure the delivery of an effective appraisal system that works well for the organisation and all staff.

Outcomes

✓ Apply the best principles and practice for modern appraisals

✓ Successfully tackle any problems or issues that arise

✓ Help ensure you, all managers and staff have a positive approach to appraisals

Content

• Current experience of participants – what works, what doesn't, and why

• Best current principles and practice

• Problems into solutions: main concerns and how to prevent or tackle

• Applying principles and practice through case work

Learning Approaches

core learning input

your ideas & suggestions

paired activities

good practice guide

learning recap quiz

role play / simulation

case work

🏢 on site or 🏠 online

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

Programme Manager, Coventry
"

effective

WHO & WHY ?

Being Strategic

For anyone with either a strategic role in their organisation, or who wants a greater understanding of what 'strategy' means, and how to think strategically.

Outcomes

✓ Create a strategy for your organisation or any relevant unit

✓ Ensure your strategy influences, and is influenced by, operational requirements

✓ Promote a greater understanding of, and commitment to, a strategic approach

✓ Be able to think strategically

Content

● What is meant by strategy, and how it connects to other key organisational drivers

● Strategic components

● Creating a strategy: case work

● The connecting rod: strategy & operations

● Thinking strategically

Learning Approaches

🔲 core learning input

🧩 learning recap quiz

🔄 brainstorm

👥 paired activities

🧠 self-assessment questionnaire

💡 your ideas & suggestions

📁 'real life' case work

🏢 on site or 🏠 online

"

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

Manager,
Manchester

"

effective

Challenging Conversations

WHO & WHY ?

For anyone who will sometimes be involved in challenging conversations, and wants a set of tools, tips and techniques to minimise the risk of such conversations occurring, and to manage them effectively should they happen.

Outcomes

✓ Take actions to prevent or minimise the chance of a challenging conversation occurring

✓ Deal skilfully with a challenging conversation should it happen

✓ Feel more confident in your role and responsibilities within such a conversation

Content

- What makes a challenging conversation challenging
- Three key factors that contribute to a conversation being challenging
- Key skills, tools, tips and techniques
- Applying the learning through case work

Learning Approaches

- core learning input
- paired & group activities
- solo activities
- facilitation
- role play / simulation
- good practice guide
- reflection & consolidation

on site or online

"
Trainer has excellent communication skills, very easy to respond to

Manager,
Merseycare NHS
"

effective

WHO & WHY ?

Change & Transformation

For those with responsibility for either making and leading a change, or for responding effectively to imposed change... whether the change is, or is intended to be, transformational.

Outcomes

✓ Recognise and own your role and responsibilities in the change process

✓ Use the relevant stages of a 12-step process to manage any change effectively

✓ Tackle proactive and reactive change skilfully and with confidence

✓ Identify when change is or should be transformational, and how to manage the transformation

Content

• Change: transformational or not?

• Proactive and reactive change

• Your role and responsibilities

• The 12-step change process

• Applying the process: a case study

Learning Approaches

🟦 core learning input

🟩 facilitation

🟧 your ideas & suggestions

🟧 good practice guide

🟪 paired activities

🟩 reflection & consolidation

🟨 case work

🏢 on site or 🏠 online

"
The 12-point plan is a really useful checklist

Manager, IWM
"

effective

Changing The Culture

WHO & WHY ?

"Culture eats strategy for breakfast" (Drucker)
For anyone who wants to ensure that the culture of their organisaitonal unit is healthy and fit for purpose.

Outcomes

✓ Know what steps to take to create a culture that is aligned to your organisation's requirements

✓ Understand the main difficulties or obstacles in creating such a culture – and how to remove or minimise them

✓ Develop an approach that helps gain the buy in of staff and other stakeholders

Content

- Why culture is important, and how to recognise it

- Your own experience

- What to do to build an effective culture: key strategies and skills

- Changing the culture: a case study

Learning Approaches

- core learning input

- your ideas & suggestions

- paired activities

- learning recap quiz

- self-assessment questionnaire

- case work

- reflection & consolidation

on site or online

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

Manager, Midlands Heritage Company "

effective

WHO & WHY ?

For anyone who wishes to be as skilled as possible in personal or team communication, and who wants to learn this new, powerful technique.

Clean Language

Outcomes

✓ Be able to assess your own and others' current practice and help adjust it to be more personalised, inclusive and non-judgmental

✓ Be able to identity and promote the benefits of clean language

✓ Feel confident in using the clean language technique

Content

● What is 'clean language'; examples; how and why does it work

● Key principles & process

● Key skills & techniques

● Applying the learning through case work

Learning Approaches

core learning input

multimedia learning input

open discussion

paired activities

reflection & consolidation

case work

role play / simulation

on site or online

"

NEW!

We'd love your words to be here next time...

10% discount for all new workshops booked before end March 2022

"

effective

WHO & WHY ?

Coaching

For those who either currently coach and would like.to refresh their learning, or for those who want to explore the role and advantages of coaching as part of their management skill set.

Outcomes

✓ Clear understanding of the coaching approach

✓ Choose when and how to use coaching as an effective management tool

✓ Use a range of coaching models

✓ Develop key skills and strategies to avoid or manage difficulties

Content

● The what, why and how of coaching

● Coaching models

● Key skills and challenges

● Coaching v instruction

● Practical case work

Learning Approaches

🎬 core learning input

💡 your ideas & suggestions

🎬 videos

👥 paired & group activities

🦎 role play / simulation

💬 open discussion

🧑 reflection & consolidation

🏢 on site or 🏠 online

"
A brilliant course - transformational

CEO, ThinkTank
"

effective

WHO & WHY ?

Creativity & Innovation

For anyone who wants to develop a more creative and innovative culture in their team or organisation... or wishes to improve their own creativity and innovative thinking ability.

Outcomes

✓ Think more creatively

✓ Use a number of tools to engender creative thinking

✓ Confidently apply key techniques to discover innovative solutions to old or existing problems

✓ Feel more confident in your own creativity or innovation

Content

• You go first: a creativity challenge

• Creativity examples, tools and skills

• 10 requirements for successful innovation

• Putting both to the test: case work

Learning Approaches

■ core learning input

■ puzzles & games

■ research-based learning

■ paired activities

■ group activities

■ good practice guide

■ learning recap quiz

🏢 on site or 🏠 online

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

Manager, AQA "

effective

WHO & WHY ?

Customer Service Excellence: Top Down

For anyone that wants to provide excellent customer service from top to bottom, and wishes to start with a strategic focus to ensure high quality consistency throughout, leading to clear individual ownership for making a positive difference...

Outcomes

✓ Use strategies to build a comprehensive and high quality approach to customer service

✓ Staff members know their responsibilities for customer service excellence

✓ Staff are encouraged to provide ideas for customer service improvement

Content

• The strategic approach: the Customer Service Triangle & Grid

• Everest of Excellence: a continuous improvement culture

• What does the customer want? 11 key customer drivers

• Taking ownership: MADness & Moments of Truth

Learning Approaches

core learning input

tools & templates

paired & group activities

case work

action learning set

learning recap quiz

'real life' case work

on site or online

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

Senior manager, West Midlands "

effective

WHO & WHY ?

Customer Service Excellence: Bottom Up

For anyone that wants to provide excellent customer service and wishes to start with individual responsibility for making a positive difference, leading to a more strategic view of comprehensive customer service across the organisation as a whole.

Outcomes

✓ Staff recognise the importance of high quality customer service

✓ Front line staff are more confident and competent in such delivery, taking ownership for the level of service they provide

✓ Customer satisfaction is at a high level and/or improving

✓ You model excellent customer service – for internal as well as external customers

Content

● MADness & Moments of Truth

● Just how good can you be?

● The Customer Service Triangle

● The Customer Service Grid

● Putting it into practice: case work

Learning Approaches

● core learning input

● brainstorm

● tools & templates

● paired & group activities

● your ideas & suggestions

● learning recap quiz

● 'real life' case work

on site or online

"

Important and insightful ideas I can put into practice straight away.

- private nursing provider, Manchester

"

effective

WHO & WHY ?

Customer Service: Challenging Behaviours

For anyone managing or delivering a first response to customers who are unhappy or behaving in a challenging way. This workshop provides simple yet effective tools and techniques for a positive response.

Outcomes

✓ Front line staff feel equipped to respond in a skilled & confident manner

✓ Such staff have less anxiety in dealing with challenging customer behaviours

✓ Staff remain in control when facing such challenging behaviours

✓ Staff know they will be fully supported by their managers in using such responses

Content

● Facing challenging behaviours: your experience and possible responses

● 5 key techniques for face to face and over the phone responses

● Putting the learning into action: case work

● Your good practice guide for first response

Learning Approaches

core learning input

role play / simulation

your ideas & suggestions

paired activities

solo activities

good practice guide

case work

on site or online

"I enjoyed the participation with colleagues... Lots of resources which I will use going forwards when dealing with more challenging customers.

- Participant
Weaver Vale Housing Trust

effective

WHO & WHY ?

Decision Making
Tools & Techniques

For anyone who wants either 'to review what's out there' in terms of decision-making techniques, or who wishes to improve their way of making any decision.

Outcomes

✓ Your decision making knowledge and skills set are improved

✓ You are more able to match your decision-making approach to the context and desired outcomes

✓ You feel more confident and capable when facing a variety of situations requiring a decision

Content

- How do you make decisions? Case work

- Review: what works, what doesn't – and what outcomes do you need?

- Strategies and techniques: a possible toolbox

- Trying them out: practical case work

Learning Approaches

- core learning input

- paired & group activities

- tools & templates

- your ideas & suggestions

- solo activities

- open discussion

- case work

- reflection & consolidation

on site or online

> "So engaging from the start – from all the background to how we make decisions, to the really helpful tools I will definitely be using to help me organise my work and make better decisions inside and out of work.
>
> - Participant, Royal Museums Greenwich

effective

WHO & WHY ?

Delegation

For anyone who feels they should be making more use of delegation, and wants to know how to get it right.

Outcomes

✓ Select what, who and how to delegate with more confidence

✓ Provide a clear and effective brief

✓ Use delegation as a powerful developmental tool

✓ Take your management style preference into account when delegating

Content

• What, who and how: the building blocks of effective delegation

• Effective briefing

• Development through delegation

• Your management style

• Putting it all together: case work

Learning Approaches

core learning input

learning recap quiz

role play / simulation

your ideas & suggestions

paired activities

quiz round

reflection & consolidation

on site or online

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

Manager,
Mersey Tunnel Police
"

effective

WHO & WHY ?

Effective Teams

> For anyone either building a team, or wanting to improve existing team performance.

Outcomes

- ✓ Ensure the key requirements for an effective team are considered and developed
- ✓ Clear understanding of key roles and the skills required to deliver them
- ✓ Encourage the team to clarify and commit to individual guarantees and team expectations
- ✓ Set and evaluate performance requirements

Content

- From group to team…
- Key characteristics & roles
- Team guarantees & expectations
- Team leadership & performance

Learning Approaches

- core learning input
- self-assessment questionnaire
- teamwork & collaboration
- facilitation
- open discussion
- learning recap quiz
- case work

on site or online

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

CEO, West Midlands Museum

effective

WHO & WHY ?

Emotional Intelligence

For those wanting a thorough understanding of Emotional Intelligence, and an assessment of their own strengths and areas for development in its various elements.

Outcomes

✓ Understand what Emotional Intelligence means

✓ Know Goleman's EI framework

✓ Clear picture of own EI strengths, weakness and areas to work on

✓ Confidence and competence in identifying and using EI skills

Content

● What is Emotional Intelligence?

● Goleman's 5 elements

● The elements applied

● Case work

● Self-assessment

Learning Approaches

▪ core learning input

▪ open discussion

▪ self directed research

▪ teamwork & collaboration

▪ paired & group activities

▪ your ideas & suggestions

▪ self-assessment questionnaire

🏢 on site or 🏠 online

"

Interesting, informative, thought provoking and worthwhile. Thank you.

- Participant, RMG

"

effective

WHO & WHY ?

Facilitation Skills

For those who facilitate meetings and want to improve, or who Chair meetings and want to consider how to facilitate effectively in that role.

Outcomes

✓ More skilled and confident in your facilitation role

✓ Ensure others in the meeting understand your role and contribution

✓ Prevent or address typical difficulties

✓ Be available as a skilled facilitator for other groups

Content

● You go first: facilitate a meeting…

● Review: what worked, what didn't work; suggested good practice

● Key facilitation roles and skills

● Further case work; principles into practice

Learning Approaches

🎬 core learning input

👥 group activities

🦎 role play / simulation

💬 open discussion

🗣️ reflection & consolidation

💡 your ideas & suggestions

📋 good practice guide

🏢 on site or 🏠 online

" NEW!

We'd love your words to be here next time…

10% discount for all new workshops booked before end March 2022

"

effective

WHO & WHY ?

Get That Job

This workshop is offered to any organisation that wishes to help any of its staff apply for a job – either as a general developmental support, or to help people apply for jobs as a result of internal restructure or change.

Outcomes

✓ Staff more likely to know their strengths and areas to work on

✓ Staff feel more confident and skilled

✓ Morale is improved

✓ Greater chance of positive performance though the selection process

Content

● Job search and preparation

● CV, application form and covering letter – on paper or online

● Impressive interviewing...and the rest: presentations, assessment centres

● Putting it into practice: case work

Learning Approaches

core learning input

role play / simulation

tools & templates

'real life' case work

self directed research

your questions (Q&A)

facilitator's ideas & suggestions

reflection & consolidation

on site or online

"

NEW!

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"

effective

WHO & WHY ?

Giving & Receiving Feedback

For anyone who wants to check out or improve their skills in giving and/or receiving feedback, and to develop key skills for giving blind spot feedback

Outcomes

✓ Improved skills in giving and/or receiving feedback

✓ Know how to identify blind spots in others, and give appropriate feedback

✓ Invite feedback about any possible personal blind spots

Content

● What helps, what hinders?

● Giving feedback a BOOST

● How to receive feedback

● Blind spot feedback

● Case work

Learning Approaches

■ core learning input

■ paired activities

■ brainstorm

■ facilitator's ideas & suggestions

■ case work

■ role play / simulation

■ your questions (Q&A)

■ reflection & consolidation

🏢 on site or 🏠 online

> " I now feel comfortable and confident providing feedback to my team, and feel a lot more positive. I felt I learned a great deal.
>
> Manager, Laterooms "

effective

WHO & WHY ?

Growth Mindset

For anyone who wants to maximise their own, their team's – or their children's - opportunities for effective learning.

Outcomes

✓ Understand what helps or hinders personal learning and development

✓ Apply growth mindset to your learning and development strategy

✓ Transfer any of this learning to your children, if appropriate

✓ Challenge and improve how you think about yourself, your attitude and your actions

Content

• Case study: the creative crossword…

• The two mindsets

• The SELFF approach to a growth mindset

• Self-assessment and reflection

Learning Approaches

- puzzles & games

- core learning input

- paired & group activities

- multimedia learning input

- self-assessment questionnaire

- your ideas & suggestions

- facilitator's ideas & suggestions

- reflection & consolidation

🏢 on site or 🏠 online

"
Very uplifting, showing how it's so often not the world around us that we are defeated by, but our own response to events. Thank you for reminding me I have a choice not to be like that.

- Participant,
Royal Museums Greenwich
"

effective

WHO & WHY ?

For anyone who wants to work with others in a way that creates a positive impression, enhances your influence and helps you be more persuasive.

Influencing Skills

Outcomes

✓ Create and sustain a positive first impression

✓ Be more able to gain the support and buy in of others

✓ Present your case in a persuasive manner

Content

• What helps, what hinders: your personal experience

• Creating a positive impression

• The influencing triangle

• Credibility, likeability & affinity

• Being persuasive

Learning Approaches

core learning input

role play / simulation

your ideas & suggestions

paired activities

open discussion

solo activities

reflection & consolidation

'real life' case work

on site or online

" Engaging presenter talking knowledgeably about an important topic. Very useful – would highly recommend. "

Auditor, Co-op Group

effective

WHO & WHY ?

Interpersonal Skills

For anyone who wants to understand and develop the key micro-skills and behaviours that help build and sustain positive relationships with others.

Outcomes

- ✓ Use a number of skills to communicate effectively with others
- ✓ Use a range of questioning approaches to achieve positive outcomes
- ✓ Show others that they know you are paying attention
- ✓ Choose helpful words, phrases and body language

Content

- Questioning skills
- Listening skills
- What you say, and how you say it
- Body language

Learning Approaches

- core learning input
- self-assessment questionnaire
- good practice guide
- learning recap quiz
- your ideas & suggestions
- paired activities
- role play / simulation
- reflection & consolidation

🏢 on site or 🏠 online

"

NEW!

We'd love your words to be here next time...

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,,

effective

WHO & WHY ?

JEDI: justice, equality, diversity & inclusion

For anyone who wants to see their organisation, team or themselves work effectively to achieve a positive, healthy and sustainable JEDI culture and set of behaviours.

Outcomes

✓ Understand the legal requirements of JEDI

✓ Know how to implement actions at an organisational level

✓ Understand how to make a personal stand to address JEDI-related issues

✓ Feel confident and empowered to be a positive role model

Content

● The 4 elements of JEDI explained

● JEDI, the law and best practice

● Bias & prejudicial behaviours

● Actions that organisations can take

● Actions that individuals can take

Learning Approaches

core learning input

open discussion

videos

audios

paired activities

self directed research

reflection & consolidation

on site or online

NEW!

We'd love your words to be here next time...

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effective

WHO
&
WHY ?

Leadership

For those who would like to explore what leadership means – to themselves, to their team, or to the organisation.

Outcomes

✓ Decide what leadership means to you

✓ Know the difference between leadership & management

✓ Confidently present your leadership manifesto

✓ Demonstrate leadership with confidence

Content

● What is leadership?

● Leadership & management

● The leadership role

● Takes on leadership

● Followership

● Your leadership manifesto

Learning Approaches

core learning input

open discussion

paired activities

your ideas & suggestions

research-based learning

solo activities

case work

reflection & consolidation

on site or online

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

Senior Manager, Manchester
"

effective

WHO & WHY ?

Learning How To Learn

For anyone who wants to examine how they actually learn; what helps, what hinders, and how different learning strategies might work better than existing habitual methods.

Outcomes

✓ Greater understanding of your existing learning strategy, and how effective it is

✓ Awareness of, and opportunity to try, new ways of learning

✓ Tailor a blend of learning approaches for different learning requirements

✓ Help others assess and if necessary adjust their learning approach

Content

• Case work: how do you (think you) learn?

• The learning process

• Learning models

• Reflection, & case work revisited

Learning Approaches

core learning input

paired & group activities

tools & templates

your ideas & suggestions

self-assessment questionnaire

case work

reflection & consolidation

on site or online

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

Senior Tutor
FE College

effective

WHO & WHY ?

Management Roles & Responsibilities

Anyone with a current management role, or aspirations to one, who wants a clear understanding of roles, responsibilities and required skills. This workshop also provides opportunity to assess current competencies to identify areas for development.

Outcomes

✓ know the key responsibilities expected of a modern manager

✓ know the key skills required to deliver each responsibility

✓ Assess current competencies in these skill areas, match this to the organisation's expectations, and plan to close any gaps

Content

● 6 key responsibilities

● key skills underpinning each responsibility

● work-life balance

● self-assessment, matching & action planning

Learning Approaches

core learning input

tools & templates

your ideas & suggestions

solo activities

self-assessment questionnaire

open discussion

on site or online

NEW!

We'd love your words to be here next time...

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WHO & WHY ?

Management Styles

For those who want to identify the range of management styles typical in their role; assess their own match against these styles; and consider how effective each style might be to be successful in their role

Outcomes

✓ Know the 6 styles most commonly used by managers and how they fit together

✓ Identify the skills needed to deliver each style, and plan to close any gap

✓ Be able to consciously choose the most appropriate style for any given context

Content

- The 6 key styles; overview and detail

- 3 key factors affecting your style(s)

- Case work

- Self assessment & action planning

Learning Approaches

core learning input

role play / simulation

videos

quiz round

your ideas & suggestions

self-assessment questionnaire

facilitator's ideas & suggestions

on site or online

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

New Manager, Oxford

effective

WHO & WHY ?

Managing Overload

For anyone who feels overloaded, and who wants to explore effectively managing the external overload, and / or coping effectively with any inevitable overload that exists.

Outcomes

✓ Have ways of minimizing external pressures

✓ Have ways of managing your internal response

✓ Feel less stressed

✓ Be more confident in any overload situation

Content

• Your current overload problems & current strategies

• Out there: tackling the external pressures

• In here: tackling my internal response

• Consolidation & where to from here...

Learning Approaches

core learning input

paired & group activities

videos

role play / simulation

your ideas & suggestions

solo activities

reflection & consolidation

on site or online

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

Manager,
Knowsley MBC

effective

WHO & WHY ?

Managing Performance:
Setting Up For Excellence

For anyone responsible for managing the performance of others – and themselves – and who wants to have a clear and consistent method for setting and assessing performance.

Outcomes

✓ Identify which performance level most applies to you

✓ Effectively use the PIMST model to set and assess performance requirements

✓ Know the difference between hard and soft measures, and how to brief effectively

✓ Manage any tension between individual and team performance requirements

Content

● What do you do? sharing your experience

● 4 performance levels

● The PIMST approach to managing performance

● Hard & soft measures & effective briefing

● Team performance

Learning Approaches

core learning input

learning recap quiz

your ideas & suggestions

solo & paired activities

tools & templates

facilitator's ideas & suggestions

case work

on site or online

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

Team Leader,
Chichester
"

effective

WHO & WHY ?

Managing Performance:

Resolving Poor Performance

For anyone responsible for managing others, and where there is a need to prevent poor performance or address it effectively.

Outcomes

✓ Clarity on what constitutes poor performance

✓ Identify and assess the main reasons for poor performance

✓ Minimise the likelihood of it occurring

✓ Assess whether exceptional performance is also an issue, and if so, know how to deal with it

Content

● Case study: what would you do?

● is it poor performance? The PLUCKS checklist

● 4 main reasons for poor performance

● Can high performance be poor performance?

● Case work

Learning Approaches

🎬 core learning input

📁 case work

💬 open discussion

💡 your ideas & suggestions

👥 paired & group activities

💡 facilitator's ideas & suggestions

🦎 role play / simulation

🏢 on site or 🏠 online

"A real eye opener!"

Senior Manager, Merseytravel

effective

WHO & WHY ?

Managing Stress

For anyone who wishes to know more about preventing stress, and dealing effectively with its release should it occur; and/or who wants to learn helpful strategies to help others.

Outcomes

✓ Know what causes stress, and its impact

✓ Use the TEBI Model to prevent and release stress more effectively

✓ Create an action plan to minimise the cause and negative effects of stress

✓ Help others who are affected by stress

Content

● Pressure and stress

● Cause and effect: The TEBI Model

● Managing TEBI

● Preventing stress

● Releasing stress

● Helping others

Learning Approaches

🎬 core learning input

🎬 videos

👥 paired & group activities

📄 tools & templates

💡 your ideas & suggestions

👤 solo activities

🗣 reflection & consolidation

🏢 on site or 🏠 online

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

Manager,
Liverpool
"

effective

WHO & WHY ?

Managing Uncertainty

For anyone who is currently faced with or struggles with uncertainty; who would like to manage the downside better, and identify then take advantage of any upside.

Outcomes

✓ A more positive and confident approach to dealing with uncertainty

✓ Practical strategies to help manage uncertainty better

✓ Create a climate or culture where uncertainty is accepted and managed constructively – for both the individual and organisational benefit

Content

● Your issues

● Case study

● The downsides: a PintoS approach

● The upsides: 4 key approaches

● Case study revisited

Learning Approaches

🔲 core learning input

🔲 open discussion

🔲 facilitation

🔲 brainstorm

🔲 reflection & consolidation

🔲 case work

🔲 teamwork & collaboration

🏢 on site or 🏠 online

" Get this trainer to do more sessions – this is one of the best I've done.

Manager, AQA

effective

Meeting Skills

WHO & WHY ?

For anyone who wishes to learn how to make meetings more productive, effective and enjoyable.

Outcomes

✓ Identify and take ownership of your meeting role and responsibilities

✓ Anticipate and recognise difficulties, and how to prevent or manage them effectively

✓ Be a role model Chair or member for any meeting

✓ Contribute productively to any meeting, whatever your role

Content

- Why meetings go wrong: questionnaire

- 3 key factors – and how to make the best of each

- Key roles and responsibilities

- Dealing positively with difficulties

- Practical case work

Learning Approaches

- core learning input

- learning recap quiz

- paired activities

- action learning set

- self-assessment questionnaire

- facilitation

- your ideas & suggestions

- role play / simulation

on site or online

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

Senior Manager, Merseytravel

effective

WHO & WHY ?

Mentoring

For anyone who is, or would like to be, a mentor, and would like to clarify the role, responsibilities, skills and benefits of being a mentor.

Outcomes

✓ Be a confident and skilled mentor

✓ Clarify and agree expectations of self and mentee with mentee

✓ Establish agreed process and documentation with any mentee

✓ Provide effective and personalised support to the mentee

Content

- Your views: what, who, why and how
- What: definition
- Who: mentor and mentee R & R
- Why: purpose(s)
- How: process, skills & challenges
- Case work

Learning Approaches

- core learning input
- tools & templates
- videos
- paired activities
- case work
- open discussion
- role play / simulation
- your questions (Q&A)

🏢 on site or 🏠 online

" NEW!

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effective

WHO & WHY ?

Negotiation Skills

For anyone who might need to negotiate, and would like to learn how to do it effectively.

Outcomes

✓ Be a more confident and skilled negotiator

✓ More likely to conduct a successful negotiation

✓ Recognise and where necessary counter tactics by those you are negotiating with

Content

• Definition and key principles

• The negotiation matrix

• Attitude and key skills

• Tactics – and how to overcome them if used against you

Learning Approaches

core learning input

learning recap quiz

case work

open discussion

your ideas & suggestions

reflection & consolidation

role play / simulation

on site or online

"

Brilliant,
inspiring deliverer.
Thank you

Project Manager,
Coventry

"

effective

WHO & WHY ?

No Tech Project Management

For those who want a short and simple way of planning a project without needing to use any digital technology (other than perhaps a camera to photograph the finished product!)

Outcomes

✓ Create the stages required without using digital resources

✓ Save time, cost and anxiety by avoiding learning new ways and using familiar resources

✓ A more enjoyable and engaging approach to project planning and management

Content

● Rationale and benefits

● Key stages & what you need for each

● No tech techniques

● Case work: project planning the no tech way

Learning Approaches

🔲 core learning input

👥 paired & group activities

🌱 facilitation

📁 case work

💡 your ideas & suggestions

📋 good practice guide

💡 facilitator's ideas & suggestions

👥 reflection & consolidation

🏢 on site or 🏠 online

"

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"

effective

WHO & WHY ?

Nudge Theory

For anyone who wants to know more about behavioral science, and the ways in which understanding and anticipating human behaviour can be used to powerfully and positively influence behaviour.

Outcomes

✓ Understand the key principles and methods of Nudge Theory

✓ Feel confident in applying these to positively influence behaviour

✓ Begin to apply Nudge to relevant applications within the organisation

✓ Improve success rates of behaviour change interventions, with less expense (higher ROI)

Content

• Nudge quiz, history & principles

• Nudge methodology: EAST & DUSI

• MINDSPACE explained, with examples

• Case work and reflection

Learning Approaches

🎬 core learning input

❓ quiz round

📄 tools & templates

🧩 learning recap quiz

🎬 videos

👥 open discussion

📁 case work

🏢 on site or 🏠 online

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

WHO & WHY ?

Partnerships

For those who have responsibility for forming or managing partnerships, or are members of partnerships, and want to develop best practice through their role

Outcomes

✓ A more complete understanding of the principles and best practice of partnerships

✓ Clarity around own role, responsibilities, and contribution

✓ Know how to identify and resolve difficulties

✓ Contribute to the effective delivery of partnerships

Content

● What, how and why of partnerships – participants' research & views

● Key principles and practice for effective partnerships – with examples

● Extended case study of a real example: presentation and discussion

● Personal takeaways and where to from here?

Learning Approaches

● core learning input

● your ideas & suggestions

● reflection & consolidation

● good practice guide

● case work

● teamwork & collaboration

● your questions (Q&A)

on site or online

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WHO
&
WHY ?

Positive Relationships

For anyone who wants to build and develop strong and positive relationships with others, and learn about ways in which to do this.

Outcomes

✓ Recognise the importance of building and sustaining relationships

✓ Use key strategies and techniques to build such relationships

✓ Invest in managing relationships as a key part of your role

✓ Potentially develop strong and positive relationships with others you work with

Content

● Managing relationships, not people – & why it's important

● What helps, what hinders?

● 3 key building blocks

● 3 key tools & self-assessment

● Review and action planning

Learning Approaches

core learning input

open discussion

tools & templates

self-assessment questionnaire

role play / simulation

your ideas & suggestions

paired & group activities

reflection & consolidation

on site or online

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effective

WHO & WHY ?

Powerful Presentations

For anyone who either feels nervous in presenting, or anyone who simply wants some key hints and tips to present powerfully – and to get honest and balanced feedback to help them improve.

Outcomes

✓ Use a range of skills and techniques to improve presentation

✓ Feel more comfortable and confident in presenting

✓ Give powerful and effective presentations

✓ Gain the actions or reactions you want

Content

• Your issues and concerns

• Practical: presentation 1 & feedback

• Handy hints and tips, particularly to help with feedback given

• Practical: presentation 2 & feedback

• Final hints and tips; reflection

Learning Approaches

core learning input

solo & paired activities

reflection & consolidation

open discussion

case work

self directed research

presentation (solo/group)

facilitator's ideas & suggestions

on site or online

" I had lost confidence in my ability to present effectively and its coming back! I have suggested to senior management here that we investigate asking you to do a session for the staff here… I honestly think that many people would benefit.

local authority councillor, Knowsley "

effective

WHO & WHY ?

Problem Solving

For anyone who would like to feel more confident in solving problems, and have access to a range of techniques and skills that will help.

Outcomes

✓ Know the type of problem you are dealing with, and how to define it

✓ Apply a range of problem solving techniques to any problem

✓ Feel more confident and capable as a problem solver

Content

● Puzzles, and definition of problem solving

● 2 types of problem solving

● Key problem solving skills & techniques

● Case work & reflection

Learning Approaches

■ core learning input

■ puzzles & games

■ facilitation

■ your ideas & suggestions

■ solo activities

■ open discussion

■ case work

🏢 on site or 🏠 online

"

Very good
- probably the longest, busiest course I've been on, but the least boring.

Business Manager, London

"

effective

WHO & WHY ?

Recruitment & Selection

For those involved in recruitment & selection, and who want to get up to speed with existing good practice, and core tools and techniques.

Outcomes

✓ Up to date with existing policy and good practice

✓ Adapt and improve current practice where appropriate

✓ Ensure consistency in recruitment and selection

✓ Confidence in a high quality R&S function

Content

● Case study – what would you do?

● Recruitment principles and practice

● Selection principles and practice

● The customer journey

● Post appointment: principles & practice

● Case study revisited

Learning Approaches

● core learning input

● brainstorm

● your ideas & suggestions

● case work

● facilitation

● open discussion

● group activities

● facilitator's ideas & suggestions

on site or online

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effective

WHO & WHY ?

Reflective Practice

For anyone who wants to improve their own or their team's ability to use reflection in a more routine, regular and disciplined way.

Outcomes

✓ Clear understanding of what 'reflective practice' means

✓ Choice of reflective practice models to use

✓ Confident and professional use of reflective practice, personally, and/or within your team or organisation

Content

● What is meant by 'reflective practice'

● Why is it important

● Different approaches

● Self-directed research

● Good practice guide

Learning Approaches

🟩 core learning input

🟩 learning recap quiz

🟩 teamwork & collaboration

🟧 good practice guide

🟪 solo activities

🟧 open discussion

🟥 self directed research

🏢 on site or 🏠 online

"

NEW!

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"

effective

WHO & WHY ?

Report Writing

For those with responsibility for writing reports and who wish to learn or review good practice in terms of format, content and style.

Outcomes

✓ Know the 7 key steps to take in writing any report

✓ Be able to write a well-structured and well written report

✓ Save time when report writing

✓ Feel more confident in report writing

Content

● Overview: 7 key stages

● Each stage in detail

● Case study to test learning

● Putting it all together

● Presentation, feedback, review

Learning Approaches

core learning input

your questions (Q&A)

paired & group activities

tools & templates

case work

solo activities

open discussion

reflection & consolidation

on site or online

" Changed my whole attitude to report writing. I have a much more positive approach now – and see just how effective I can be.

- Middle Manager, Stockport "

effective

WHO & WHY ?

Resilience

For anyone who wants to check out and improve their own resilience or support others who may not be so resilient.

Outcomes

✓ Clear view of own resilience in three key areas

✓ Know what helps and hinders your resilience in each of these 3 areas

✓ Take steps to build and sustain resilience

✓ Ensure resilience contributes to your overall wellbeing

Content

● What is resilience? examples

● Physical resilience

● Mental resilience

● Emotional resilience

● Case work to apply the learning

● Reflection and action planning

Learning Approaches

core learning input

group activities

open discussion

your ideas & suggestions

tools & templates

learning recap quiz

self-assessment questionnaire

good practice guide

on site or online

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

Staff member,
Mersey Care NHS Trust
"

effective

WHO & WHY ?

Resource Management

For anyone who would like to do more with less, in terms of limited budgets, and would like to know how to obtain and maximise resources without spending money.

Outcomes

✓ Identify the personal and organisational resources you need

✓ Acquire and manage such resources

✓ Protect and manage the money side of resources well

✓ Spend less, and achieve more

Content

- Case study: definition; external & internal resources
- Resourcefulness
- Exchange theory
- Jugaad
- Case work

Learning Approaches

core learning input

self-assessment questionnaire

brainstorm

videos

paired activities

your ideas & suggestions

case work

teamwork & collaboration

on site or online

"

Best day course I've ever been on

Senior Manager, Wolverhampton

"

effective

WHO
&
WHY ?

Soft Selling

For anyone who wants to be persuasive and get others' buy in, but is averse to traditional ideas about selling; or for team leaders who would like to introduce soft selling to their teams.

Outcomes

✓ Clear understanding of what is meant by 'soft selling'

✓ Overcome barriers to, and reframe 'selling'

✓ Identify and develop key 'soft selling' skills

✓ Feel able to 'soft sell' with confidence

Content

● Case study: what would you do?

● Two ways of selling

● 6 steps to soft selling

● Core soft selling skills

● Role play: principles into practice

● Self assessment

Learning Approaches

◼ core learning input

◼ tools & templates

◼ paired activities

◼ role play / simulation

◼ open discussion

◼ case work

◼ self-assessment questionnaire

🏢 on site or 🏠 online

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

Senior Manager, Guildford
"

effective

WHO
&
WHY ?

Storytelling

For anyone in a leadership or influence position, who would like to learn how to gain attention and motivation through storytelling.

Outcomes

✓ Create your own storytelling style and content

✓ Convert your experience into a powerful story

✓ Gain attention and reputation as an engaging and effective storyteller

✓ Have the ability and confidence to create and tell a story in any situation

Content

● Storytelling examples & discussion

● The art of storytelling – key skills & techniques

● Practical 1

● The power of emotion

● Practical 2

● Feedback & action planning

Learning Approaches

core learning input

your ideas & suggestions

facilitation

action learning set

reflection & consolidation

case work

videos

open discussion

on site or online

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

Senior Manager, Waverley
"

effective

WHO & WHY ?

The Power of Language

For anyone who wants to examine in more detail the power of the spoken and written word – how little things can make a big difference.

Outcomes

✓ Use clear and clean language

✓ Choose a style that suits your audience

✓ Make the right impact

✓ Make words work hard, and not hard work

Content

- Building positive rapport
- Avoiding clutter, and being direct
- The language of ownership
- Powerful words
- Checking the readability of any text

Learning Approaches

core learning input

solo activities

your ideas & suggestions

paired activities

case work

tools & templates

presentation (solo/group)

open discussion

on site or online

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

- Senior Manager, Manchester "

effective

WHO & WHY ?

Thinking On Your Feet

For anyone who regularly is confronted with the need to think on their feet, and would like access to tools, tips and techniques to develop this skill.

Outcomes

✓ Know how to buy time to think when under pressure

✓ Be able to call on a number of embedded thinking frames.

✓ Feel more confident and competent in coping with difficult situations in which thinking on your feet is required

Content

● Practical activity & discussion

● Buying thinking time

● Thinking frames

● Spaghetti into sausages

● Case work, reflection and action planning

Learning Approaches

core learning input

brainstorm

paired activities

role play / simulation

action learning set

learning recap quiz

facilitator's ideas & suggestions

open discussion

🏢 on site or 🏠 online

" NEW!

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"

effective

WHO & WHY ?

Time & Priority Management

For anyone under time pressure who wants practical tools, tips and techniques to manage their time and competing priorities better.

Outcomes

- ✓ Make the best use of the time you have available
- ✓ Work productively and efficiently
- ✓ Clarify priorities
- ✓ Be more confident in managing time pressure and overload

Content

- Case work: problems into solutions
- Top time management tips and techniques
- Setting then delivering priorities
- Case study: applying the learning
- Reflection and action planning

Learning Approaches

- core learning input
- brainstorm
- paired activities
- facilitator's ideas & suggestions
- reflection & consolidation
- your questions (Q&A)
- case work
- action learning set

on site or online

> " I really got a great deal from your training. It is the best CPD I've ever been to. It will also help me personally. Very inspired by your session.
>
> - Business Owner, Dublin "

effective

WHO & WHY ?

Value-Based Behaviours

For those who wish their organisation or team to be value-led, and to be able to create value based behaviours for themselves and their staff.

Outcomes

✓ Have a clear and appropriate set of values

✓ Know how to support those values with appropriate behaviours

✓ Conduct a successful and sustainable values agreement

Content

• What are values, why are they important, and how do we deliver them?

• Setting and prioritising values

• Creating value-based behaviours

• The values agreement

• Consolidation and where to from here?

Learning Approaches

core learning input

paired activities

videos

solo activities

open discussion

your ideas & suggestions

case work

reflection & consolidation

on site or online

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

Senior Manager,
The Tank Museum
"

effective

Wellbeing

WHO & WHY ?

For anyone who want to create a wellbeing strategy and effective practice, now and for the sustainable future.

Outcomes

✓ Clear awareness of what is meant by 'wellbeing'

✓ Understand how to approach your own, unique wellbeing journey.

✓ Ideas, actions and choices to take away

✓ Confidence in building and sustaining a wellbeing strategy and practice

Content

• Definition & why understanding this matters

• Wellbeing levels: 6 key factors and influences

• Ideas & strategies... it's all about choice and possibility.

• Self assessment

• Action planning

Learning Approaches

core learning input

quiz round / polling

research-based learning

self-assessment questionnaire

open discussion

paired activities

reflection & consolidation

on site or online

"
The best
course I've
ever been on!

- Teacher,
Bolton College
"

effective

✈ www.effectiveconnect.co.uk

✉ enquiries@effectiveconnect.co.uk

📞 +44 7976 654 429