

Training and Personal Development_



Workshops
**Work**
Developing people, growing business

Introduction_

This document aims to illustrate our approach to the design and delivery of bespoke training and development programmes. Regardless of whether we deliver a one-off workshop or an in depth 12 month programme, we are determined to make training and development fun, engaging and effective. As qualified trainers and coaches we believe that we have many roles - not just to share knowledge, but also to encourage, to inspire and to motivate others to take action.

We know those are big aims, but we believe in aiming high and we also know from our clients' feedback that they value our work. To support this we can provide numerous client testimonials from across both the private and public sectors.

I sincerely hope that we may have the opportunity of working with you in the future.

Kindest regards,

Caroline Rust

Managing Director
Workshops Work Ltd.

P.S Email me to receive a free copy of our 'Communication Works' fact sheet

E: caroline@workshopswork.co.uk
M: 07852 121023



“To enable delegates to learn and acquire new skills, knowledge and behaviours in a safe environment, whilst taking into account different learning styles and needs.”

Our Approach

Our programmes and workshops provide participants with sound theoretical knowledge and unique practical learning experiences.

Our aim is to help people build knowledge, self-esteem and improve their performance within the work place. This is done with enjoyment, excitement, speed and provides for long lasting results.

What can you expect from our delivery?

In our experience people learn best when they are fully engaged with the learning process and when they can see the relevance of what they learning. Adults learn best when they have the opportunity to interact with the session content and tutor. We work hard to create a low threat but high energy environment and often use a variety of training methods, including bespoke exercises, facilitated discussion, workbooks, interactive tools and props to bring training to life.

We have found that by using a variety of techniques that our delegates remain stimulated throughout the session and are better equipped to apply their learning when they return to the workplace. These 'techniques' include traditional training interventions and methodologies as well as new cutting edge approaches, drawing from the world of neuro linguistics and cognitive behavioural therapy. As qualified Coaches, Trainers, licensed NLP practitioners and licensed Myers Briggs (MBTI) practitioners we are well placed to help others reflect and learn new skills and approaches to get better results.

Training Programmes and Workshops

The following pages contain examples of our workshop programmes and aims to illustrate the breadth of our work. Please note this is not an exhaustive list as we are constantly creating new training materials and we work with many clients on a project basis, helping them to develop their own in-house programmes and learning materials. Each workshop is tailored around the existing knowledge, capability and experience of participants which means that we can deliver half or full- day workshops, or more extensive programmes as required.

**Personal Development
Modules – Pages 4 - 6**

**Management Essentials
Modules – Pages 7 - 9**

**Leadership Modules
– Page 10**

Personal Development Modules_

Find your Voice – Enhancing Personal Communication



This workshop focuses on the components of effective communication and how to identify and overcome barriers. The session concentrates on the ways in which we communicate, exploring the essential skills participants need within the workplace to get things done. Themes:

- The meaning of the communication is the 'response you get' principle
- Rapport - a foundation stone of effective communication
- Natural filters - how we distort information
- Active listening - the power of a new perspective
- Different media - models of excellence in email and letters
- Setting intentions for communication
- Applications of representational systems (visual, auditory & kinesthetic)
- Allowing for people's natural preferences

The Art of Assertiveness – Dealing with Difficult People!



A session which can be tailored for all levels of seniority and experience. This course will increase delegates' confidence and competence when dealing with others. They will learn how to cope with over assertion as well as under assertion; it will increase participant's chances of reaching a successful outcome in their interactions. Themes:

- Confidence and assertiveness – what are they really?
- Self-limiting beliefs and negative self-talk cycles that get in the way of being confident and assertive
- Congruent communication
- The Behavioural Triangle and emotions
- Transactional Analysis – who has the power?
- Making assertive requests
- Saying 'No' positively
- The impact of decisions

Encountering Difference – Engaging with Diversity



A session to help participants reflect on the 9 protected characteristics and consider what this means in terms of their own practice within the workplace. Using case scenarios and examples of poor practice this session will help participants understand their role within diversity and that everyone has a responsibility to treat others with respect and dignity. Themes:

- What is diversity and why it matters?
- The legal, business and moral case for equality and diversity
- Avoiding stereotyping and prejudice
- How to protect the 9 characteristics within the workplace
- Using scenarios to explore diversity
- What is appropriate and inappropriate behaviour?
- Quizzes to test knowledge about religion, race, disability etc.
- The employee and managers role within diversity
- A framework for best practice

Personal Development Modules_

Customer Service – Putting Customers First



This workshop focuses on improving confidence and competency when dealing with customers inside as well as outside of the organisation. This session will introduce participants to the concepts that underpin offering an effective, high-quality service to their customers. Themes:

- Customer service – is it really about what YOU want?
- Drawing on your own experiences
- Customer Journey mapping
- Needs, wants and desires – what are they and what should you do about them
- Real rapport – how to build it and what breaks it.
- Developing behavioural and attitudinal flexibility
- Perceptual positions
- The circle of excellence
- The magnificent 7 – steps to service excellence

Building Positive Working Relationships



The focus is on identifying what people can do to enhance their role by building excellent working relationships. Themes:

- Career success factors
- Stakeholders
- Maps of the world
- Different strokes for different folks
- Organisation and the impact of personal preferences
- Adapting your style without changing your personality
- Giving and receiving feedback that feeds forward
- The High Performance Triangle

Supervising for Success



Aimed at supervisors and team leaders, this workshop aims to set them up for success and encourage them to take responsibility. Themes:

- Climbing the success ladder
- Hero or villain? Making a good supervisor 'great'
- The shape of your role and the focus of your attention
- Developing the team
- Nurturing vs. challenging
- Delegation as a means of developing staff
- Motivating - Why when I insist, you resist
- The supervisory styles - which one to use and when
- The TRUST ME process of delegation
- Forwarding the action

“Caroline has a magic way of grasping what we are trying to achieve and makes it happen.”

Personal Development Modules_

Time Management – Making Time Work



The aim of this workshop is to help delegates take a second look at how they are using time. Delegates will learn how to devise and apply tested strategies which will enable them to maximise their use of time in a focused and planned way. Themes:

- What and where are the time bandits?
- The truth about time management and the lies we 'sell' ourselves
- How to spend time wisely – a self-audit
- Procrastination - how to manage and smash through it
- The effective time management mindset
- How to make the changes that make a real difference
- Personal action planning

Practice Safe Stress – Deliver High Performance



Understanding the symptoms of stress, managing stress and preventing stress. This workshop is designed for all levels of people and is founded on proven practical ways to 'de-stress' and optimise healthy pressure to deliver high levels of performance. Themes:

- What is 'stress' and why is it important
- The cycle of stress
- Internal and external influences within the workplace
- Using NLP to optimise your inner 'state'
- How to tune your state up and down
- Building resilience through developing self awareness
- Problems vs. outcomes and how to deal with both
- Your Impact - How you make other stressed
- Managing stress in others

Networking Skills – Why and how networking works!



It's not who you know that matters, it's what who you know says about you and to whom that makes the real difference. These days all types of professionals are expected to network in order to raise awareness of their business niche and to foster relationships. The challenge is that often it's hard to know where to start with and this workshop addresses many typical networking problems. Themes:

- What networking is and what it isn't
- Personal and business benefits
- The networking types – which are you?
- Networking skills, events and challenges
- Making online networking work for you
- Top tips to effective and productive networking

“A challenging but ultimately highly rewarding day.”

Management Essentials Modules_

Building and Motivating Teams



This workshop will enable participants to understand what is involved in motivating individuals at work, to help them identify which current methods they rate as most effective, and to assist them in developing action plans to increase future motivation and job satisfaction for themselves and their team. Themes:

- The Manager's focus of attention when leading a team.
- Stages of team development.
- Building the team by agreeing team identity, mission statement and shared values.
- Team goals and priorities – how to ensure they are well formed and achievable.
- Motivational models that highlight what managers can practically do to motivate staff
- Who plays what roles - achieving the right balance
- Communication styles
- Managing different people differently.
- Overcoming the barriers to team performance.
- Dealing with challenging individuals.
- True diversity and inclusion and how to make it work

On the job training – Coaching and Mentoring Skills



Coaching is a key competence for managers at all levels and this course will lay the solid foundation for on the job training. The day will engage participants straight into the 'doing', a method that assures rapid learning. Themes:

- Demystifying coaching and mentoring
- The cornerstones of coaching and mentoring
- Language and tools of coaching
- Skills to help you get the best out of yourself and others
- Being practical – how to ensure that everything you cover and learn can be used immediately
- Problem solving and motivating others using coaching
- When and why managers need to coach
- Forwarding the action – making change happen

“I wanted a flexible and bespoke solution rather than another ‘off-the-shelf’ training course. The experience Caroline delivered was different from the very start.”

Management Essentials Modules_

Maximising Staff Performance and Appraisals



This workshop introduces participants to the skills and tools required to prepare, deliver and evaluate performance and help them deliver an appraisal interview. Themes:

- Selling the value of the appraisal process
- Clarifying roles and purpose
- Defining clear performance standards
- Delivering constructive feedback
- Managing performance
- Handling poor performance
- Appraisal interview skills

Making Meetings Work



Aimed at managers to improve team communication, hold more productive meetings, generate new ideas and solve problems faster. Themes:

- Framing meetings
- The three golden rules of productive meetings – purposeful, prepared, controlled
- Managing your impact in meetings
- Encouraging participation from team members
- Delivering difficult messages and maintaining rapport
- Creative techniques to generate new ideas
- Solve problems quickly
- Well-formed actions

Staff Engagement



An engaged workforce gets better results – it is as simple as that, but what can managers do to help their people become and remain engaged? Managers play a key role in helping their people maintain their focus and motivation. This is never more vital at times of change and transition, meaning that managers need to step up a gear to find ways to listen, empathise, motivate, problem solve and demonstrate that they really do care! Themes:

- What is engagement?
- Barriers to engagement
- What does an engaged workforce/ culture look like?
- The role of the manager in engagement
- How to engage staff and keep them engaged
- The key principles of engagement
- Developing long term strategies
- When engagement doesn't work!
- Developing a culture of engagement
- Case studies and scenarios
- Helping individuals through the engagement cycle

“Caroline takes a concept, the words and makes it come alive for the audience.”

Management Essentials Modules_

Transforming Conflict



This workshop aims to help participants prevent, manage and resolve conflict to stop it harming the organisation or customers! The way we see it conflict isn't the problem, learning how to deal with conflict without becoming confrontational can be! Themes:

- Why conflict occurs
- Spot the red flags
- 7 types of conflict
- The stages of conflict
- Strategies for managing conflict
- Dissolve and resolve
- Rules of open communication
- Mediation

Challenging and Changing



Managing change is a critical business skill given today's world of rapid and continuous change. This module will provide an introduction to the skills necessary for change and a framework for implementing change. Themes:

- The impact of change
- The roles that people play
- Barriers and challenges
- The 'process' of change
- Strategies for managing and planning change
- Supporting colleagues
- Measuring and sharing success

The Best Person for the Job



This session will enable participants to explore effective recruitment and selection techniques including the development of person specifications as the basis for structuring a selection interview to assess who is the best person for the job. The training activity provides an opportunity to develop the skills involved in writing a person specification, and to then test its effectiveness in a selection interview. Themes:

- Identifying human capital gaps
- Job descriptions and person specifications
- Recruitment processes
- Copywriting and advertising
- Selection processes
- Recruitment interview skills
- Offering the post
- Induction
- Beyond probation

“A year after the team building workshops the team are using the techniques Caroline introduced and they are still motivated by the process they went through.”

Leading for Success Modules_

A flexible, modular approach to learning for busy leaders, the following key topics may be used to create a bespoke piece of learning, or adapted to fit into an existing leadership programme.



Getting to Know Yourself – Building Self Awareness using MBTI

This module is a self-awareness building module. Effective leaders are characterized by a burning desire to lead. They possess drive and self-confidence. They are positive and exhibit good self-control. They can connect well to people. This module explores how to model these abilities and behaviours, and uses the MBTI framework to help leaders develop self-awareness.



Creating Winning Ideas - Beyond Creative Thinking

To lead you have to know the best place to go. Good leaders possess the ability to read trends and are ready for change when it happens. This module provides concrete, powerful idea-generating tools which have been tested and proven to generate ideas for new business, new products/services, new markets and new sales techniques.



The Power to Inspire – Make NLP works for you!

Effective leaders can motivate people to perform. Learn how to find out how to inspire and motivate people to give their very best; this will help you develop your people so that they become highly motivated and exceptionally effective team players.



Getting Things Done – Why Vision isn't enough!

Leadership, vision and motivation are empty if you lack execution skills. This module will also address the rare but vital skills needed to transform vision into reality and give you concrete ways to build the right power base and influence people



Develop Your People – Coaching for Success

The coaching, training and developing of people are an intrinsic part of effective leadership. This module gives you the tools that help you play the part of cheerleader, trainer and mentor.



Getting the Extra Edge – Using CBT* to get ahead

Living at the edge means taking risks, this exciting session explores the nature of risk taking, networking and thinking skills – helping you to move from being a good leader to being a great one. It will give you the extras that catapult you into a different league.

*Cognitive behavioural techniques