



creativedge
RAPID RESULTS TRAINING



Session List

Discover our range of interactive and engaging virtual bite-size sessions

Mental Health & Wellbeing

Creating a culture of support to ensure success



BUILDING SELF-CONFIDENCE

Learn how to develop your personal esteem and self-confidence

- Your confidence and your success
- Know your enemy – confidence stealers
- The cycle of confidence
- Developing bullet-proof beliefs
- Dealing confidently with setbacks

COPING WITH CHANGE

Learn how to enhance your resilience in responding to change

- Your views about change?
- Comfort zones
- How people typically react to change
- Your change style profile
- 10 strategies for coping with change

DEVELOPING RESILIENCE

Learn how to recover from problems, challenges and setbacks

- Quiz- how resilient are you?
- Resilience v resistance
- Key characteristics of resilient people
- 10 ways to build your resilience
- Identifying personal actions

DIVERSITY AWARENESS & INCLUSION

Learn how to recognise and embrace the value of diversity

- The difference between diversity and inclusion
- The 9 recognised strands of equality
- Issues surrounding unconscious bias
- Identify personal actions

HANDLE YOUR STRESS

Learn how to recognise and deal with your stressors at work

- Stress or pressure?
- Primary causes and symptoms of stress
- The 5 personality drivers and stress
- Your support network
- Practicace coping strategies

HANDLING CONFLICT

Learn how to recognise and handle conflict with others

- Conflict and you
- The 5 main sources
- The impact of values and 'triggers'
- 5 options for responding to conflict
- Useful tools and techniques

MANAGING ANXIETY

Learn how to recognise and deal with anxiety

- Defining anxiety and common disorders;
- The science of an anxious brain
- Flight and Fight Response
- Signs, symptoms, triggers and solutions
- Tools to manage anxiety

MANAGING EXPECTATIONS

Learn how to work effectively with those people who want more

- The 3 key issues in managing expectations
- Communication and avoiding conflicting messages
- What do they really need?
- Clarifying perceptions
- Saying No' and building win-win relationships

MENTAL HEALTH - A PROACTIVE APPROACH

Learn how to promote and maintain positive mental health at work

- Gain an understanding of Mental Health
- Manage Mental Health in the workplace
- Recognise signs & symptoms
- Understand how to provide support
- Professional intervention



MENTAL HEALTH AT WORK

Learn how to promote and maintain positive mental health at work

- Gain an understanding of Mental Health
- Manage your Mental Health
- Understand how to provide support
- How to cope in a stressful Climate

MINDFULNESS

Learn how to improve and maintain your mindfulness

- Define mindfulness.
- Understand the history of mindfulness.
- Identify the benefits of mindfulness.
- Learn and practice Mindfulness techniques

MINDSET

Learn how to get in the right mindset to drive the behaviour you want

- Impact of your assumptions and beliefs
- Are your assumptions and beliefs true
- Supportive observable facts
- Understand your ladder of inference
- Shifting from your current mindset

OVERCOMING UNCONSCIOUS BIAS

Learn how to increase your awareness of diversity and bias

- What is unconscious bias?
- How do biases develop?
- Explain the impact of bias
- Overcoming unconscious bias
- How to reduce unconscious bias

PERSONAL ACCOUNTABILITY

Learn how to think positively, take control and make a real difference

- It all starts with you!
- Avoiding the victim mindset
- The accountable attitude and payoffs
- Tackling personal 'response-ability'
- Action:how I can make a difference?

PSYCHOLOGICAL SAFETY

Learn how to create an environment that supports inclusion

- Increase your personal engagement
- Build stronger relationship forming skills
- Gain clarity and focus
- Develop growth and development
- Create an environment that supports inclusion

POSITIVE THINKING

Learn how to empower yourself to develop a positive 'can-do' mindset

- The evidence for positive thinking
- Mind/body connection
- Being mindful of your present state
- Visualisation and positive self-talk
- Laying positive future pathways

STAY SAFE (LOOKING OUT FOR SAFETY)

Learn how to engage in safety conversations...

- Why care about the safety of others?
- Make a difference- be accountable
- Your power and influence
- How to positively raise a concern
- Skills practice

SUPPORTIVE CONVERSATIONS

Learn how to engage in positive and supportive dialogue

- Having meaningful and purposeful conversations
- Putting positive steps into place to help the person
- How to be a role model to support your colleagues
- How to spot signs and symptoms when colleagues are 'not okay'

WELLBEING FOR EMPLOYEES

Learn how to understand your work needs and improve your confidence

- What is wellbeing and why does it matter?
- Strategies to improve/maintain your wellbeing
- Knowing when to ask for help and who to ask
- What to do if you are worried about the wellbeing of others
- Skills practice

WELLBEING FOR MANAGERS

Learn how to safeguard your workforce's mental wellbeing

- Practical steps you can take everyday to improve you own wellbeing
- How you can make a difference to your team
- Become a role model
- Create a safe psychological environment
- Practice applying the skills involved

WORK/LIFE BALANCE

Learn how to prioritise your life style choices for personal satisfaction

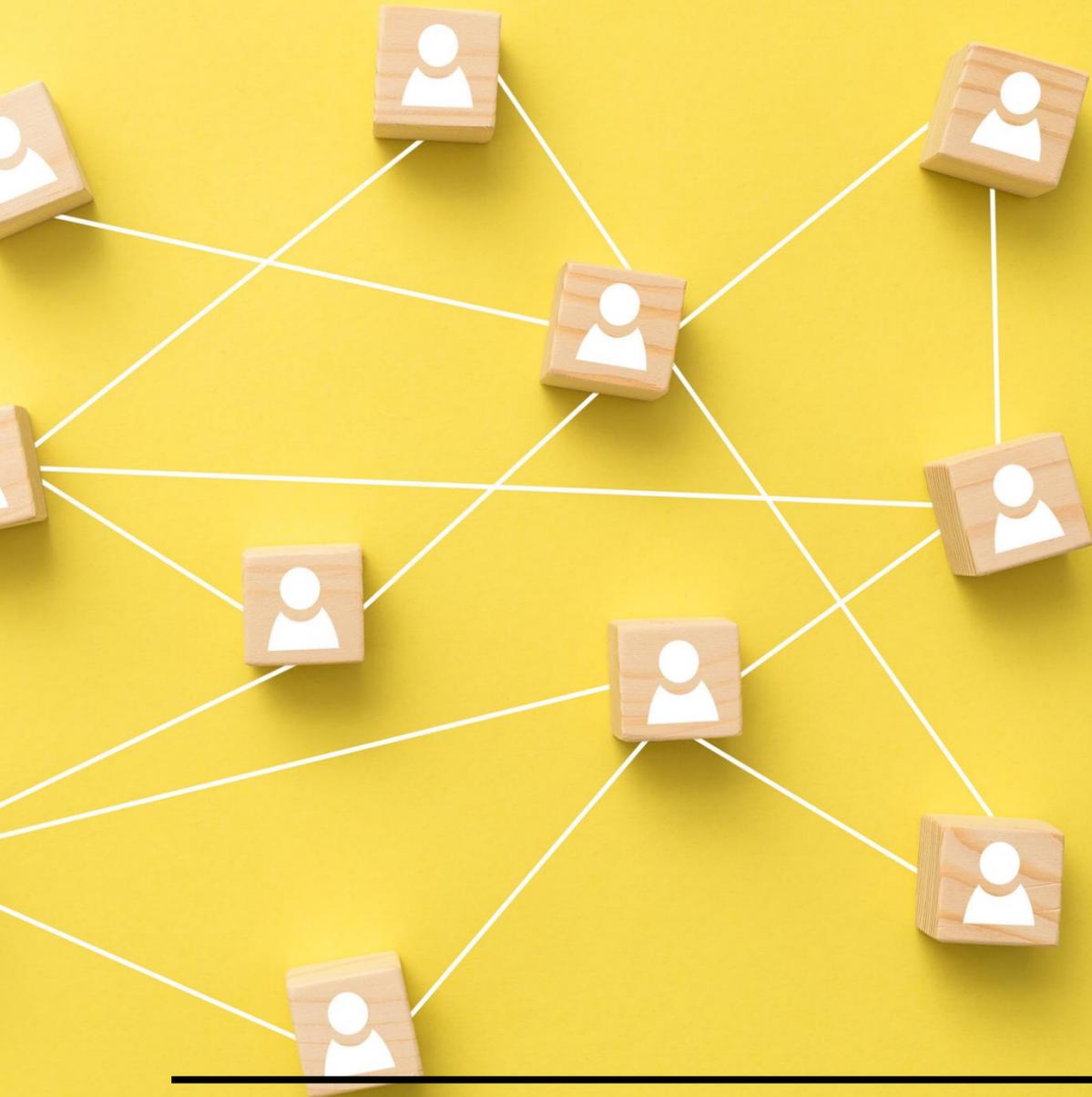
- The case for work-life balance
- Defining your balance (big rocks)
- Reality check – comparing your present with your ideal
- Overcoming your demons
- Practical strategies to shift the balance

“ *The humanity we all share is more important than the mental illnesses we may not* ”
Elyn R. Saks



Remote Working

Adapting to working away from the traditional office



BUILDING YOUR SOCIAL NETWORK

Learn how to manage and maintain virtual connections

- Making meaningful virtual connections
- Creating a positive virtual impression through personal brand
- Effective collaboration across networks
- Understanding the tools needed for remote communication

EFFECTIVE REMOTE WORKING

Learn how to prepare, manage and monitor a budget

- Create a productive working environment
- Manage distractions
- Maintain connections with colleagues
- Establish a remote working routines
- Keep your work and personal profile visible

ENGAGING PEOPLE REMOTELY

Learn the 5 disciplines of engaging remote managers

- Identify the unique challenges of engaging people remotely
- Understand what your team
- The 5 disciplines of engaging remote managers
- Collaboration and accountability in your team
- Create a remote engagement approach

EXECUTIVE PRESENCE

Learn how to manage your perceived power or authority

- How to consciously manage our impact on others
- Align your values with your behaviour
- Increase your self-awareness
- How to make conscious decisions about how you want to be perceived

LEADING A REMOTE TEAM EFFECTIVELY

Learn how to effectively manage a dispersed team

- The challenges of managing remotely?
- Qualities of successful remote managers
- Building trust and teamwork
- Communication and technology
- Troubleshooting – case study

MENTAL HEALTH - A PROACTIVE APPROACH

Learn how to deal with mental health proactively

- Gain an Understanding of Mental Health
- Manage Mental Health in the Workplace
- Recognise Signs & Symptoms
- Understand How to Provide Support
- Become Sensitive to Situations where Professional Intervention may be Required
- A Pro-Active Approach

MENTAL HEALTH AT WORK

Learn how to promote and maintain positive mental health at work

- Gain an Understanding of Mental Health
- Manage Your Mental Health
- Understand How to Provide Support for Others
- How to Cope in a stressful Climate

MINDFULNESS

Learn how to improve and maintain your mindfulness

- Define mindfulness.
- Understand the history of mindfulness.
- Identify the benefits of mindfulness.
- Learn and practice Mindfulness techniques

MINDSET

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- Impact of your assumptions and beliefs
- Are your assumptions and beliefs true
- Supportive observable facts
- Understand your ladder of inference
- Shifting from your current mindset



NETWORKING REMOTELY

Learn how to develop the skills to network effectively online

- Identify your goals and network online with purpose
- Find 'your crowd' and establish the right networks for you
- Make meaningful online connections
- Explore some easy, proactive ways of raising your profile online

PSYCHOLOGICAL SAFETY

Learn how to create an environment that supports inclusion

- Increase your personal engagement
- Build stronger relationship forming skills
- Gain clarity and focus
- Develop growth and development
- Create an environment that supports inclusion

REMOTE COMMUNICATION SKILLS

Learn how to improve your online presence and communication

- Set communication protocols and guidelines
- Essential email and telephone communication skills and awareness
- How to create and follow a clear workflow
- Maintaining engagement and focus
- Collaborating across the internal networks effectively
- Utilisation of media tools to maintain presence

WORKING IN REMOTE TEAMS

Learn how to work and communicate effectively in remote teams

- The growth & pain of remote working
- Managing your motivation
- Keeping connected - proactive communication
- Building your profile
- Maximising your network

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Learn how to understand your work needs and improve your confidence

- What is wellbeing and why does it matter?
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- What to do if you are worried about the wellbeing of others
- Skills practice

WELLBEING FOR MANAGERS

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- How you can make a difference to your team
- Become a role model
- Create a safe psychological environment
- Practice applying the skills involved

“

Replacing paper with a screen doesn't change the need for clear, precise communication

”

Kenneth Roman



Management & Leadership

Taking leadership performance and potential to the next level



AGILE LEADERSHIP

Learn how to develop and adapt your agile leadership style...

- What is agile leadership
- The 9 principles of Agile Leadership
- Leadership style
- Beneficial agile leadership Skills practice
- Develop your skills as an agile leader

APPRAISAL SKILLS

Learn how to run a motivational performance review meeting

- The performance appraisal cycle
- Common problems and solutions
- Structuring the review session
- Key appraisal and review skills
- Skills practice

ASSESS YOUR MANAGEMENT SKILLS

Learn how to identify strengths and limitations as a manager

- The performance appraisal cycle
- Common problems and solutions
- Structuring the review session
- Key appraisal and review skills
- Skills practice

AUTHENTIC LEADERSHIP

Learn how to unlock the benefits of being an authentic leader

- The performance appraisal cycle
- Common problems and solutions
- Structuring the review session
- Key appraisal and review skills
- Skills practice

BUILDING YOUR TEAM

Learn how to apply the secrets of building a high-performing team

- So what makes a great team?
- P.E.R.F.O.R.M. – characteristics in all top teams
- Impact of team dynamics
- Team roles and the teamwork cycle
- The 7C's for all team leaders

CHALLENGING CONVERSATIONS

Learn how to confidently tackle those discussions you dread

- Features of challenging conversations
- The 6 coping strategies
- Closed v open approaches?
- Climb down your ladder!
- Applying techniques to your own situation

COACHING

Learn how to sharpen and structure your on-job coaching skills

- Coaching: what, why, how, when & who?
- Spotting coaching opportunities
- The coaching process
- Key coaching skills
- Skills practice

COACHING ACROSS CULTURES

Learn how to apply techniques to enhance coaching skills

- The benefits of coaching across cultures
- Identify potential cultural clashes
- Explain the role cultural expectations play in successful coaching
- Adapt your coaching style to get the best out of any coachee

DELEGATION

Learn how to develop your delegation skills and technique

- Self-assessment: how am I doing?
- Delegation – benefits and pitfalls
- The 5 key steps
- The 4 levels of delegation
- Opportunities – what to delegate?

DEVELOPING MANAGEMENT STYLE

Learn how to extend your approach to managing others

- Self-assessment: how am I doing?
- Delegation – benefits and pitfalls
- The 5 key steps
- The 4 levels of delegation
- Opportunities – what to delegate?

DEVELOPING YOUR PEOPLE

Learn how to structure a plan for developing your team

- So what makes a great team?
- P.E.R.F.O.R.M. – characteristics in all top teams
- Impact of team dynamics
- Team roles and the teamwork cycle
- The 7C's for all team leaders

DEVELOPING TRUST WITHIN A TEAM

Learn how to apply the secrets of building a high-performing team

- What trust affects
- Building trust
- What erodes trust
- Your trust worthiness
- Rebuilding trust



EMOTIONAL INTELLIGENCE

Learn how to manage emotions in yourself and others

- Self-analysis: your E.I. profile
- What is emotional intelligence?
- The emotionally intelligent leader
- 5 steps to develop emotional intelligence
- How to apply E.I. to any situation

EXECUTIVE PRESENCE

Learn how to manage your perceived power or authority

- How to consciously manage our impact on others
- Align your values with your behaviour
- Increase your self-awareness
- How to make conscious decisions about how you want to be perceived

HOW EFFECTIVE IS YOUR TEAM?

Learn how to enhance the performance of your team

- Team effectiveness profile (pre-work activity)
- The 4 critical areas for all teams
- How we're doing – strengths and limitations?
- Overcoming team blockages
- Agreeing practical team actions

INTRODUCTION TO MANAGEMENT

Learn how to be an effective manager from day one

- What managers (are supposed) to do
- Action centred leadership
- Common mistakes of new managers
- The importance of being 'authentic'
- Identifying personal actions

LEADERSHIP

Learn how to develop and adapt your leadership style

- Personal experiences
- Manager or leader?
- What's my style?
- Payoffs and penalties
- Developing leadership flexibility

LEADING A REMOTE TEAM

Learn how to effectively manage a dispersed team

- The challenges of managing remotely?
- Qualities of successful remote managers
- Building trust and teamwork
- Communication and technology
- Troubleshooting – case study

LEADING FOR GREAT RESULTS

Learn how to get results by setting direction and inspiring action

- Leadership capital – your time & energy
- Leader inputs & team member outputs
- The team leadership matrix
- Leading the 8 employee types
- Putting it to work

LEADING MILLENNIALS

Learn how to win over the next generation of leaders

- The multi-generational workforce
- Myths about millennials
- Challenges leaders face
- Tips for leading millennials
- Benefits they bring

MANAGING ABSENCE

Learn how to achieve and maintain positive attendance at work

- The impact on productivity?
- Holding a return to work interview
- Sensitively uncovering reasons for absence
- Spotting the early warning signs
- Skills practice

MANAGING CHANGE

Learn how to plan and manage change successfully

- Change and the key business drivers
- Case study – managing change
- The 3 responses to change
- The change-reaction curve
- Do's and don'ts of managing change

MANAGING MEETINGS

Learn how to hold effective and productive meetings

- The meetings you're involved in?
- Experiences of meetings
- The true cost of a meeting?
- Common meeting nightmares
- A.P.P.L.E. – planning effective meetings

MANAGING PEOPLE

Learn how to effectively manage the different people in your team

- Key challenges in managing people?
- Performance and potential
- The stars, steadies, supporters and slackers
- How to get the best from your people
- Applying principles to your own team

MANAGING PERFORMANCE

Learn how to achieve results and deal with under-performance

- Performance – what good looks like?
- The skill-will matrix
- 4 reasons for under-performance
- How to raise the performance issue
- The 'set-up-to-fail' syndrome

MENTORING

Learn how to develop your mentoring skills and technique

- Mentoring – what and why?
- Essential mentor skills and qualities
- The 5C structured mentoring session
- Agreeing a mentor-mentee charter
- Skills
- practice

MONKEY MANAGEMENT

Learn how to spot the 'monkeys' and expand your discretionary time

- Your management style and monkeys
- What is a 'monkey'?
- Where your management time goes
- The 4 rules of monkey management
- Monkey spotting – becoming savvy

MOTIVATING OTHERS

Learn how to create the conditions for your people to succeed

- The last 10 days – motivation and you
- Your motivation formula?
- Key motivators at work
- 6 principles for motivating others
- Applying the principles to your team

NEURO LEADERSHIP

Learn how to achieve great results by becoming a neuro leader

- Emotions in Leadership
- Five Core Emotional Needs
- Exploring the SCARF Model
- Tips for leading with Neuroscience
- Applying the key principles

PLANNING AND ORGANISING

Learn how to develop and implement effective plans

- Planning – measure twice, cut once!
- Key stages in effective planning
- Useful planning tools and techniques
- Planning exercise

RUNNING EFFECTIVE 1-1 REVIEWS

Learn how to deliver productive informal review sessions

- Team effectiveness profile (pre-work activity)
- The 4 critical areas for all teams
- How we're doing – strengths and limitations?
- Overcoming team blockages
- Agreeing practical team actions

INTRODUCTION TO MANAGEMENT

Learn how to be an effective manager from day one

- The benefits of ongoing 1-1 reviews
- Common manager mistakes
- The 3-step review structure
- Key reviewer skills
- Case studies – applying the skills

SELECTION INTERVIEWING

Learn how to conduct interviews and select the right person

- The cost of getting it wrong?
- Ready – getting yourself prepared
- Set – structuring the interview
- Go – leading the discussion
- Assessing candidate performance

SETTING GOALS & OBJECTIVES

Learn how to identify and create powerful goals and objectives

- Goal setting – benefits and myths
- Goals v objectives?
- Writing powerful objectives
- Applying techniques to your own team
- Manager's role – support and challenge

TALENT MANAGEMENT

Learn a structured approach to managing talent in your team

- Defining talent
- 6 steps to talent management
- Potential and performance
- Strategies for talent management
- Tailoring development

THE ENGAGING MANAGER

Learn how to apply the key drivers and actively engage your people

- Engagement- what and why?
- The 3 levels of engagement
- Rules of engagement for managers
- The 8C's – the employee's perspective
- Identifying practical actions

THE ORGANISED MANAGER

Learn how to become a more focused, organised and productive manager

- The demands on your management time
- Assessment – how organised are you?
- 4 types of manager: focus/energy matrix
- Strengthening your current approach
- Techniques for success

THE 3 SECRETS OF MANAGEMENT

Learn how to use the 3 secrets of effective management

- One minute thought starters...
- Goal setting
- Catching people doing things right!
- Dealing with poor performance
- The ABC's of management

90 MINUTE TEAMBUILD

Learn how to refocus and reenergise an established work team

- Team matrix – our qualities (pre-work activity)
- Team activities – how we work together?
- Traffic lights – good, okay, not so good?
- Feedback and review
- Next steps – team action plan

WELLBEING FOR MANAGERS

Learn how to safeguard your workforce's mental wellbeing

- Practical steps you can take everyday to improve you own wellbeing
- How you can make a difference to your team
- Become a role model
- Create a safe psychological environment
- Practice applying the skills involved

“*If your actions inspire others to dream more, learn more, do more and become more, you are a leader*”

John Q. Adams



Personal Performance

Strong people build strong organisations.
Strong organisations empower their people



ACCELERATE YOUR LEARNING

Learn how to make your learning fun and effective – the 'SIMPLer' way

- Getting into the right state
- Discover your preferred input style
- How to 'make it your own'
- Top memory tips
- Using the review cycle

BRAND 'YOU'

Learn how to differentiate yourself from others and achieve personal success

- Great brands are no accident!
- Why you need a distinctive brand
- You as CEO of ME plc
- Personal branding: the essentials
- Designing Brand 'YOU'

AGILE LEADERSHIP

Learn how to develop and adapt your agile leadership style

- What is agile leadership
- The 9 principles of Agile Leadership
- Leadership style
- Beneficial agile leadership Skills practice
- Develop your skills as an agile leader

BUILDING SELF-CONFIDENCE

Learn how to develop your personal esteem and self-confidence

- Your confidence and your success
- Know your enemy – confidence stealers
- The cycle of confidence
- Developing bullet-proof beliefs
- Dealing confidently with setbacks

BUILDING TRUST

Learn how to unlock the secrets for building trust with others

- Understanding 'trust'
- The importance of building trust
- What trust looks like?
- The 4 key pillars for building trust
- Practical activities

COLLABORATING WITH OTHERS

Learn how to work with others to achieve a common goal

- What is collaboration?
- Collaboration and Teamwork
- Benefits of collaboration
- Barriers to collaboration
- Collaboration skills to develop

COMMITMENT (MAKE IT HAPPEN)

Learn how to apply techniques to turn good intentions into a reality

- Commitments and you
- The single, most powerful thing you can do
- Triggers - moving good intentions into action
- The 3 simple steps to forming a new habit
- Planning to deliver on commitments

CONTINUOUS IMPROVEMENT

Learn how to make things more cost effective, efficient, effective and productive

- Innovation & continuous improvement
- The CI process
- Developing positive & innovative mind-sets
- 7 habits of highly pragmatic people
- GROW for continuous improvement

COPING WITH CHANGE

Learn how to enhance your resilience in responding to change

- Your views about change?
- Comfort zones
- How people typically react to change
- Your change style profile
- 10 strategies for coping with change

CREATIVE THINKING

Learn how to generate fresh perspectives and innovative ideas

- What is creativity?
- The 2 types of thinking
- Creativity killers
- Techniques for generating new ideas
- Skills practice

CREATIVE THINKING IN GROUPS

Learn how to improve collaborative thinking in groups and teams

- Parallel thinking in group problem solving
- The different thinking styles
- Benefits and uses
- Practical exercise
- Skills practice

DECISION MAKING

Learn how to apply a range of techniques to inform your decisions

- The 2 ways of making decisions
- How do you make decisions?
- The 6 steps to decision making
- 5 tips for furiously fast decision making
- Practical activities



DEVELOP YOURSELF

Learn how to maximise your own personal development

- Your orientation to self-development?
- Learning – what, why and how
- Your learning style preferences
- Identifying development opportunities
- Personal development planning tips

DEVELOPING RESILIENCE

Learn how to recover from problems, challenges and setbacks

- Quiz– how resilient are you?
- Resilience v resistance
- Key characteristics of resilient people
- 10 ways to build your resilience
- Identifying personal actions

EFFECTIVE TEAMWORK SKILLS

Learn how to contribute your best as an effective team member

- What every team needs for success
- Key skills for effective teamwork
- The 'olympic standard' team member
- Contracting with your team
- Skill practice

EFFECTIVE REMOTE WORKING

Learn how to create a productive working environment at home

- Create a productive working environment
- Manage distractions and interruptions
- Maintain personal connections with colleagues over the distance
- Establish a remote working routine
- Keep your work and personal profile visible

GET IT DONE

Learn how to achieve things and get the results you want

- Assessment: are you an achiever?
- Self-motivation– getting unstuck
- Getting focused and overcoming blockages
- Working S.M.A.R.T.E.R.
- Identifying practical actions

HANDLE YOUR STRESS

Learn how to recognise and deal with your stressors at work

- Stress or pressure?
- Primary causes and symptoms of stress
- The 5 personality drivers and stress
- Your support network
- Practise coping strategies

IDENTIFY YOUR STRENGTHS

Learn how to make the most of your unique strengths and talents

- Strengths and weaknesses?
- Characteristics of a strength
- The 3 key 'clues' to your strengths
- Identifying your strengths
- Putting your strengths to work

IT'S YOUR APPRAISAL

Learn how to get the best from your appraisal review

- Appraisal – your hopes and concerns?
- Taking a proactive approach
- Actions checklist – before, during and after
- Receiving and giving feedback
- Skills practice

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- The 3 responses to change
- The change-reaction curve
- Do's and don'ts of managing change

MANAGE YOUR CAREER

Learn how to be proactive and build the career success you want

- Career quiz: where are you at now?
- Your ideal job role
- Uncovering your 'career anchors'
- Employability model
- Top tips for career planning

MANAGING EXPECTATIONS

Learn how to work effectively with those people who want more

- The 3 key issues in managing expectations
- Communication and avoiding conflicting messages
- What do they really need?
- Clarifying perceptions
- Saying No' and building win-win relationships

MANAGING UPWARDS

Learn how to build a constructive relationship with your boss

- What's it like managing you?
- Understanding your boss's priorities
- Working with different styles of managers
- Top tips to make an impact
- Identifying practical actions

MENTAL HEALTH AT WORK

Learn to understand and manage your mental wellbeing

- Gain an Understanding of Mental Health
- Manage Your Mental Health
- Understand How to provide Support for Others
- How to Cope in a stressful climate

MENTEE SKILLS

Learn how to make the most of working with your mentor

- Mentoring – what and why?
- Role and qualities of a good mentor
- How to be an effective mentee
- The 5C structured mentoring model
- Contracting with your mentor

MINDFULNESS

Learn how to improve and maintain your mindfulness

- Define mindfulness.
- Understand the history of mindfulness.
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PERSONAL ACCOUNTABILITY

Learn how to think positively, take control and make a real difference

- It all starts with you!
- Avoiding the victim mindset
- The accountable attitude and payoffs
- Tackling personal 'response-ability'
- Action: how I can make a difference?

PERSONAL EFFECTIVENESS

Learn how to apply the 7 habits of highly effective people

- The 7 habits – overview
- Proactivity, planning and prioritising
- Building win-win relationships
- Staying sharp and balanced
- Actions to develop your effectiveness?

PERSONAL IMPACT

Learn how to build positive profile and impact with others

- Who made an impact on you?
- Factors that influence impact on others
- Perception and first impressions
- Developing your personal impact
- 10 top tips for success

POSITIVE THINKING

Learn how to empower yourself to develop a positive 'can-do' mindset

- The evidence for positive thinking
- Mind/body connection
- Being mindful of your present state
- Visualisation and positive self-talk
- Laying positive future pathways

PROBLEM SOLVING

Learn how to apply the techniques of effective problem solving

- The 5 different types of problem
- Stages in effective problem solving
- Problem solving techniques
- Developing creative solutions
- Case studies – skills practice

PSYCHOLOGICAL SAFETY

Learn how to create an environment that supports inclusion

- Increase your personal engagement
- Build stronger relationship forming skills
- Gain clarity and focus
- Develop growth and development
- Create an environment that supports inclusion

RAPID READING

Learn how to increase your reading speed and efficiency

- How fast do you read now?
- Exploding a few reading myths!
- Techniques to improve reading speed
- Skimming and visual note-taking
- Practice applying the techniques

SKILLS FOR PA'S & ASSISTANTS

Learn how to develop the key skills for role effectiveness

- What makes an effective assistant?
- Working with different managers' styles
- Managing your time and prioritising
- Top tips for business writing
- Communicate with confidence

SKILLS FOR RECEPTIONISTS

Learn how to develop the key receptionist skills

- That all important first impression
- Projecting the best self-image
- The do's and don'ts of listening
- Asking the right questions
- ABC technique – handling angry callers

SHARPEN YOUR MEMORY

Learn techniques to help you boost your memory

- The key factors for a sharp memory
- Attention – the ability to focus
- Useful memory tools
- Memory and your senses
- Practical activities

SUCCEED AT INTERVIEWS

Learn how to create positive impact in the interviews you attend

- Top 10 interviewee mistakes to avoid
- Preparation – getting yourself ready
- First impressions – the opening 3 minutes
- During – maintaining a positive impression
- Skills practice

SUPPORTIVE CONVERSATIONS

Learn how to engage in positive and supportive dialogue

- Having meaningful and purposeful conversations
- Putting positive steps into place to help the person
- How to be a role model to support your colleagues
- How to spot signs and symptoms when colleagues are 'not okay'

THINKING SKILLS

Learn how to regain focus and boost your thinking processes

- Simple errors in our day to day thinking 1
- 10 tips from top thinkers
- Great questions asked by great thinkers
- Tools to help focus your thinking
- Skills practice

THE 80/20 PRINCIPLE

Learn how to achieve extraordinary results without extraordinary effort

- The 80/20 phenomenon
- Challenging conventional wisdom
- Just one day per week?
- Uncovering the vital few in the trivial many
- Taking 80/20 action

70:20:10 DEVELOPMENT

Learn how to apply the 70:20:10 model of personal development

- You're an amazing learner!
- How we Learn
- The 70:20:10 Model
- Putting 70:20:10 into practice
- Planning and recording 70:20:10 learning

TIME MANAGEMENT - 1

Learn how to effectively manage your time and priorities

- Time – the most valuable resource?
- Self-analysis: 5P's of time management
- Handling common time stealers
- Managing your priorities
- Practical tips and techniques

TIME MANAGEMENT - 2

Learn more techniques to better manage your time

- Personal time log review (pre-work activity)
- Focusing your time – effort v impact
- Effective scheduling
- Overcoming procrastination
- Controlling the paperwork

WORK/LIFE BALANCE

Learn how to prioritise your life style choices for personal satisfaction

- The case for work-life balance
- Defining your balance (big rocks)
- Reality check – comparing your present with your ideal
- Overcoming your demons
- Practical strategies to shift the balance

WORKING IN REMOTE TEAMS

Learn how to work and communicate effectively in remote teams

- The growth & pain of remote working
- Managing your motivation
- Keeping connected - proactive communication
- Building your profile
- Maximising your network

WELLBEING FOR EMPLOYEES

Learn how to understand your work needs and improve your confidence

- What is wellbeing and why does it matter?
- Strategies to improve/maintain your wellbeing
- Knowing when to ask for help and who to ask
- What to do if you are worried about the wellbeing of others
- Skills practice

VISUAL THINKING

Learn how to create visual maps and transform your thinking skills

- Whole brain thinking
- What is visual mapping?
- Producing a visual map
- Identifying the many uses
- Skills practice

“*Personal development is a major time-saver. The better you become, the less time it takes to achieve your goals*”

Brian Tracy



Communication

If communication isn't clear,
everything's murky!



ASKING FOR WHAT YOU WANT

Learn how to ask the right questions to get what you want

- Achieving more: questions are the answer!
- The key secrets in asking for what you want
- Magic rules of using questions to influence
- Putting it into action
- Practical exercises

ASSERTIVENESS - 1

Learn how to apply the techniques of assertive behaviour

- The behaviour triangle
- The 3 golden rules
- Rights and assertiveness
- Levels of assertion
- Handling difficult situations & people

ASSERTIVENESS - 2

Learn more techniques for personal assertiveness

- Negotiating assertively
- Saying 'No' and persistent requesters
- Giving and receiving criticism
- Handling aggression & non-assertion in others
- Skills practice

BODY LANGUAGE

Learn how to read the key non-verbal signals in other people

- Actions speak louder than words?
- Benefits of developing self-awareness
- Recognising key signals and clusters
- A quick word of warning!
- Practical exercises

BUILDING POSITIVE RELATIONSHIPS

Learn how to flex communication to enhance relationships with others

- The communication-style model
- Identifying your own style preferences
- Style strengths and limitations
- Recognising opportunities for conflict
- Flexing style to enhance communication

COMMUNICATION SKILLS

Learn how to communicate effectively face-face with others

- The communication process
- Identifying common problems
- Principles for effective communication
- Key face-to-face communication skills
- Skills practice

CONTROLLING CONVERSATIONS

Learn how to take control of conversations using analysis

- Taking a different approach
- Recognising ego states
- Understanding transactions
- Tips for switching to 'adult' mode
- Skills practice

DEALING WITH 'DIFFICULT' PEOPLE

Learn how to positively handle those difficult people in your life

- Why do we find some people 'difficult'?
- The impact of our beliefs
- The OK Corral
- The 7 classic difficult types
- L.E.A.P.S. model for responding effectively

DEVELOPING A PRESENTATION

Learn how to create engaging and effective presentations

- The 5W's of preparation
- Developing presentation content
- Structuring your presentation
- Timings and visual aids
- Practical application

DIVERSITY AWARENESS & INCLUSION

Learn how to recognise and embrace the value of diversity

- The difference between diversity and inclusion
- The 9 recognised strands of equality
- Issues surrounding unconscious bias
- Identify personal actions

FACILITATION SKILLS 5

Learn how to confidently facilitate a group discussion

- The role of facilitator?
- Facilitation – essential do's and don'ts
- The 4P's and facilitation process
- Dealing with awkward situations
- Skills practice

FEEDBACK

Learn how to deliver effective performance feedback

- The 4 types of feedback
- Activity: the feedback loop
- Hallmarks of good and poor feedback
- Model for constructive feedback
- Skills practice



HANDLING CONFLICT

Learn how to recognise and handle conflict with others

- Conflict and you
- The 5 main sources
- The impact of values and 'triggers'
- 5 options for responding to conflict
- Useful tools and techniques

HANDLING INTERNAL POLITICS

Learn how to navigate the minefield of office politics

- Understanding 'politics' in organisations
- Political animals
- Underlying motives
- Beliefs and behaviour
- Playing the game... but with your rules

INFLUENCING

Learn how to develop your personal influence with others

- What influences you?
- Influence activity
- Power and influence
- The 4C styles of influence
- Actions: your circles of influence

INTERPERSONAL SKILLS

Learn how to apply the most powerful communication skills

- VAK – how we communicate Quick ways
- to sharpen up rapport
- The 5 levels of listening
- Questioning technique
- Skills practice

INTRODUCTION TO NLP

Learn how to apply the principles of NLP to enhance your personal success

- The what, when, where and why of NLP
- The human communication model
- Assess your own preference system
- Setting powerful personal goals
- Apply principles to your own relationships

NEGOTIATION - 1

Learn how to negotiate effective outcomes with others

- Everything is negotiable?
- The negotiation arena
- Negotiation exercise
- Your negotiator profile
- Skills practice

NEGOTIATION - 2

Learn how to apply more principles for effective negotiation

- The 4 phases in the negotiation process
- Exploring the 4 phases
- Creating the right environment
- Reading the signals
- Tactics - the games people play

NETWORKING

Learn how to be a professional networker at business events

- Networking – it's not just what you know
- Meeting, greeting and approaching
- Making a powerful introduction
- Networking etiquette and tips
- Skills practice

NETWORKING REMOTELY

Learn how to develop the skills to network effectively online

- Identify your goals and network online with purpose
- Find 'your crowd' and establish the right networks for you
- Make meaningful online connections
- Explore some easy, proactive ways of raising your profile online

POWERFUL PERSUASION

Learn how to become more persuasive with others

- Influence or persuasion?
- How does persuasion work?
- Persuasive communication
- Techniques to enhance persuasion
- Skills practice

POWER-UP YOUR COMMUNICATION

Learn how to use power phrases to strengthen your communication

- Stand up, power-up and speak strong
- The 6 features of a power phrase
- Avoiding toxic phrases
- Exploring power phrases in action
- Practical exercises

PRESENTATION DELIVERY SKILLS 5

Learn how to confidently deliver a presentation with impact

- Effective presenter checklist
- Practical sessions – presentation delivery
- Individual feedback
- Presentation delivery techniques
- Personal action planning

PRESENTATIONS - ADVANCED 5

Learn how to refine your presentation technique and build credibility

- Effective presenter checklist
- Practical sessions – presentation delivery
- Individual feedback
- Building your credibility
- Facilitating a Q & A session

STAY SAFE (LOOK OUT FOR SAFETY)

Learn how to engage in safety conversations

- Why care about the safety of others?
- Make a difference – be accountable
- Your power and influence
- How to positively raise a concern
- Skills Practice

TEAM BRIEFING

Learn how to develop and deliver great team briefing sessions

- The need for effective team briefing
- The 4P's – team brief content
- Structure of the briefing session
- Encouraging & involvement
- Practice applying the skills

THINKING ON THE SPOT

Learn how to think on your feet and respond to questions quickly

- Quick thinking on the spot - why and when?
- Responding to difficult questions
- The 4 steps to giving a positive response
- Top tactics for structuring your answers
- Skills practice

WRITTEN COMMUNICATION

EFFECTIVE EMAIL

Learn how to make email work for you

- Do you need help with your email?
- Creating electronic rapport
- Subject lines, openings and closings
- Communicating clearly and concisely
- Netiquette

ESSENTIAL BUSINESS GRAMMAR

Learn how to spot and correct common grammar mistakes

- Parts of speech – the terms you need to know
- Active and passive verbs
- How to construct clear sentences
- The most common grammar mistakes
- Using Word® tools to check your work

ESSENTIAL BUSINESS PUNCTUATION

Learn how to spot and correct common punctuation mistakes...

- Why punctuation matters
- Commas, colons, dashes & hyphens explained
- The dreaded apostrophe
- Capital letters, lists & other style points
- Common punctuation errors and how to fix them

WRITING AGENDAS & MINUTES

Learn how to produce effective and professional documents

- Listening and summarising
- Note taking techniques
- Characteristics and types of minutes
- Writing a meaningful agenda
- Your role – before, during and after meetings

WRITING FOR RESULTS

Learn how to write documents that get the results you want

- Image and transactional analysis
- What is the aim of your document?
- Structuring your ideas
- Writing powerful subject lines for emails
- Using positive language

WRITING GREAT REPORTS

Learn how to write persuasive and effective reports

- Buying groups – who to influence?
- Getting started quickly and painlessly
- Additions that make the difference
- Structures to influence and persuade
- Layout tips to help your reader

WRITING PERSUASIVELY

Learn how to create written communications that convince, compel and sell

- Your writing – why, who and what?
- The A.I.D.A. four-step structure
- Involving your reader's senses
- Applying classic sales techniques to your writing
- Punchy writing tips

WRITING A PROFESSIONAL CV

Learn how to produce a powerful career resume that gets noticed

- The real purpose of your CV?
- Through the reader's eyes – top things to avoid
- Professional CV – content, layout and structure
- Selecting powerful words and phrases
- Getting started

WRITING READABLE DOCUMENTS

Learn how to make your documents easy to read and understand

- Necessary, specific and active words
- Sentence length
- Bullet points and parallelism
- Paragraphs and headings
- Bringing facts and figures alive

“*The most important thing in communication is thing is hearing what isn't said*”
Peter Drucker

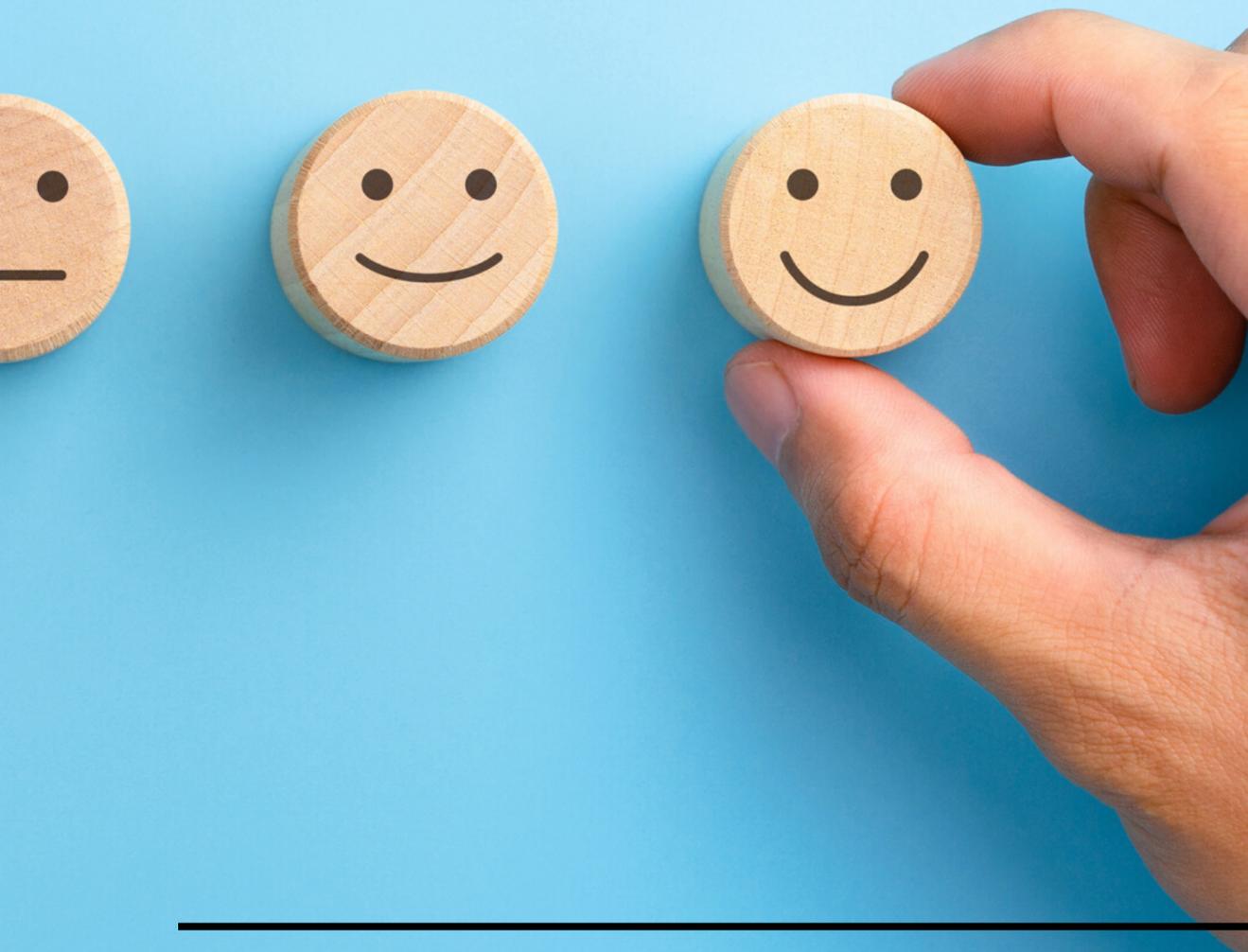
 SESSIONS 2 HOURS DURATION

 SESSIONS HOLD AMAXIMUM OF 5 PARTICIPANTS



Customer Service & Sales

Your customers may not love you if you give poor service, but your competitors will!



DIFFICULT OR COMPLAINING CUSTOMERS

Learn how to handle unhappy customers (face to face and phone)

- Beware the silent customer!
- Top reasons why customers complain
- The 'FIRST CLASS' approach to resolving issues
- Remaining composed and confident
- Skills practice

FACE-TO-FACE SERVICE SKILLS - 1

Learn how to create a great first impression with your customers

- First impressions
- Welcoming your customers – the 6 essentials
- Positive communication and body language
- Connecting with your customers
- Skills practice

FACE-TO-FACE SERVICE SKILLS - 2

Learn how to build rapport and relate to different customers

- Being attentive – ostrich or meerkat?
- Building rapport quickly with your customers
- Listening and questioning skills
- Recognising and responding to customer types
- Skills practice

HANDLING THE 'MOMENTS OF TRUTH'

Learn how to positively influence those critical points of customer contact

- What shapes your customer's expectations?
- The 4P's of the customer experience
- Mapping your customer's journey
- Defining the critical moments of truth
- Identifying practical actions

MANAGING FOR SERVICE

Learn how to lead and develop your team to deliver service excellence

- Your role as a service leader
- Defining service standards
- Are you easy to do business with (ETDBW)?
- Coaching and empowering your people
- Recognising and rewarding success

SERVICE & YOU

An introductory session to establish a baseline for the other service modules

- So... what's in it for you?
- Your customers' needs, wants & expectations?
- Material v personal service
- The lifetime value of your customers
- Personal service strengths & opportunities

TELEPHONE SERVICE SKILLS - 1

Learn how to confidently handle telephone contact with your customers

- The 8 great telephone hates
- Powerful greetings and closings
- Handling calls – on hold; transferring; signposting
- W.A.R.M. – taking control of your calls
- Skills practice

INTERNAL SERVICE & TEAMWORK

Learn how to work together as a team to deliver service excellence

- Teamwork – the internal service chain
- The good, the bad and the best
- The 3C's of internal service
- Your service roadblocks
- Identifying service improvements

TELEPHONE SERVICE SKILLS - 2

Learn how to communicate professionally over the phone

- Your telephone voice personality
- Voice mirroring
- Using positive language
- Handling the different types of caller
- Skills practice

RECRUITING FOR SERVICE

Learn how to identify and select customer service stars

- The DNA of a great service provider?
- Preparation – defining what you need
- Questions to reveal service excellence
- Assessing candidate capability and potential
- Interview practice

WINNING & KEEPING CUSTOMERS

Learn how to be the kind of person customers like to buy from

- Something to think about!
- The greatest business secret in the world
- The 'better than selling' principle
- The only 2 things customers ever buy
- 5 sure-fire ways to keep them coming back



SALES

ACCOUNT MANAGEMENT

Learn how to grow your business from within your existing account base

- How do you manage existing accounts?
- Potential added-value opportunities
- Time management and prioritisation
- Reasons to call or visit existing customers
- Conducting an account review

CONSULTATIVE SELLING

Learn how to successfully employ a consultative selling approach

- Understand the value of a consultative selling approach, how, where and when it should be used
- Building Relationships of Trust
- Skills Practice -using a consultative selling model
- Asking probing questions
- Overcoming resistance and creating action plans

CUSTOMER SEGMENTATION AND PRIORITISATION

Learn how to segment and prioritise your customers to maximise your win/loss ratio

- Increase your understanding of key clients and their needs
- Prioritise your target groups and understand where the greatest potential lies
- Calculating customer value
- Skills Practice - Create a 4 box grid model for your own customers
- Understanding customer profiles,
- Needs and behaviours

ESTABLISHING CUSTOMER NEEDS

Learn how to identify real customer needs through effective questioning and listening

- Questioning style
- 6 approaches to questioning technique
- Qualifying and confirming customer interest
- Active listening skills
- Skills practice

HANDLING OBJECTIONS

Learn how to manage and move on from sales objections and concerns

- What is an objection and why do they occur?
- Do's and don'ts of dealing with objections
- 4 steps to managing objections confidently
- Typical objections and potential answers
- Skills practice

INFLUENCING BUYING DECISIONS

Learn how to influence your customers to make purchasing decision

- Different types of buying behaviour
- The 5 stages of the buying decision process
- Potent influencing strategies
- Adopting these principles in your business
- Practical activities and discussion

MAXIMISING INBOUND SALES CALLS

Learn how to turn inbound enquiries into sales

- Greeting the caller positively
- Asking the right questions
- Giving information that 'sells'
- Asking for the business
- Skills practice

OPENING THE OUTBOUND SALES CALL

Learn how to get through to key decision makers and present a positive first impression

- Getting past Gatekeepers and voicemail
- 4 steps to making a positive first impression
- Do's and don'ts of opening a sales call
- The 'hook' – gain attention; get to the next stage
- Skills practice

PROSPECTING

Learn how to build a pipeline of sales opportunities using lead generation techniques

- Get a winning attitude to prospecting
- Setting SMART objectives
- Identify targets and target markets with the 80/20 rule
- Using more innovative ways to build your pipeline

SUCCESSFUL FACE TO FACE SELLING

Learn how to drive sales by delivering great service to your customers

- The C.L.O.S.E. technique
- Questioning – customer needs and wants
- Talking benefits not features
- Add-on sales and service opportunities
- Developing your product knowledge

PRESENTING YOUR PRODUCT OR SERVICE

Learn how to match customer needs with the right product or service

- Using positive language
- Features tell, benefits sell
- Using emotive words in your sales pitch
- Personalising your pitch to the customer
- Skills practice

SALES PLANNING

Learn how to write an effective sales plan for steady annual sales

- Reviewing past performance and understanding sales planning
- Grasping the importance of the product/service mix
- Ensuring the correct channel sales/marketing mix for new & existing customer
- Effective territory planning
- Accurate sales forecasting and managing the Pipeline

SELLMORE USING PSYCHOLOGY

Learn how to apply psychology to boost your sales performance

- The 'secret' to helping customers say "yes"
- Converting more sales using psychology
- 10 powerful techniques in action
- Applying these principles to your business
- Identifying next steps

Business Skills

Understanding business to drive performance



BUDGETING BASICS

Learn how to prepare, manage and monitor a budget

- Planning – what and how?
- Different budgeting methods and when to use them
- Setting up and controlling a financial budget
- The behavioural side of budgets – what to look out for?
- Dealing with budget variances, analysing and reporting

BUSINESS FINANCE & YOU

Learn the fundamentals of the working capital cycle

- The flow of finance in a business
- How profit is made
- Critical importance of cash flow and how it differs from profit
- Managing working capital – cash, inventories, accounts receivable and payable
- Differences between financial success and failure

BUSINESS PLANNING TOOLS

Learn how to apply models for strategic planning and decision making

- Pros and cons in your business planning?
- Applying structure – clarify key issues; reduce complexity
- Finding order in chaos – the wood through the trees
- Useful analysis and planning models
- Practice applying the techniques

CAPITAL INVESTMENT DECISIONS

Learn how effective business decisions based on financial data

- The fundamentals of decision making on projects
- Making assumptions
- The importance of the 'time value' of money
- Understanding capital investment appraisal techniques
- Sensitivity analysis and scenario analysis

COMPETITOR ANALYSIS

Learn how to structure a review of marketplace competitors

- Business planning – why and how?
- Who are your competitors?
- Data collection sources
- Taking a competitor snapshot
- Monitoring and corrective actions

DRIVING PROFIT & CASH FLOW - EBITDA

Learn how to to maximise business profit and cash flow

- EBITDA and how is it is calculated?
- The drivers of profit and cash flow
- The nature of depreciation, amortisation, and impairment
- Using EBITDA for analysis, valuation, shares etc.
- How day-to-day activities affect EBITDA

ENTREPRENEURIAL THINKING

Learn how create new business value like an entrepreneur

- How do entrepreneurs think and act?
- Benefits and risks of entrepreneurial style
- Barriers to entrepreneurial thinking
- Evolution v revolution?
- The 5 I's of entrepreneurial thinking

MAKING COMMERCIAL DECISIONS

Learn how to think commercially when making business decisions

- Good and bad business decisions
- Think and act commercially
- The financial impact of business decisions
- Short term and long term trade-offs
- Profit and cash flow trade-offs

MANAGING PROJECTS

Learn how to plan and deliver successful projects

- The role of project manager
- Project phases and planning
- Project management tools
- Avoiding the common problems
- Case study – applying the skills



MANAGING RISK

Learn how to assess risk and make effective decisions

- Understanding risk taking
- Phase 1: exploring risks and alternatives
- Phase 2: planning and preparation
- Phase 3: implementing the decision
- Scenarios – applying the skills

SHAREHOLDERS & MANAGERS

Learn how shareholders make decisions based on performance

- Shareholders and managers – different agendas?
- The fundamentals of Risk and Reward
- How shareholders measure performance
- Key drivers of share performance
- How financial markets view businesses

STRATEGIC THINKING

Learn how to apply key principles for strategic thinking

- Strategy – what and why?
- Stripping away the smoke and mirrors
- Key stages in strategic planning
- Strategic tools and techniques
- Case study – applying the skills

UNDERSTANDING BUSINESS COSTS

Learn how different costs behave in different ways, and how they influence performance

- Recognising different types of cost in different businesses
- Fixed and variable costs
- Activity based costing
- Using financial ratios to measure costs
- Break-even analysis

STAKEHOLDER MANAGEMENT

Learn how to engage with the right people in the right way in your project

- Why stakeholder management? Identify your stakeholders (RACI Matrix)
- Prioritise your stakeholders
- Categorise your stakeholders
- Planning stakeholder communication

THE LANGUAGE OF FINANCE

Learn how to understand and talk the language of business finance

- Key terms and definitions
- Learning finance speak!
- A-Z glossary of key financial terms
- Accountancy basics
- Understanding the key financial drivers of business performance

UNDERSTANDING ACCOUNTS - 1

Learn how to interpret and make sense of business accounts

- Essential accounting statements and how they work: profit and loss account, balance Sheet, cash flow statement
- Drawing up a basic set of accounts

UNDERSTANDING ACCOUNTS - 2

Learn how to use business accounts to add value and inform decisions

- Reading financial accounts and reports
- Using accounts to measure performance
- Recognising and using key financial ratios and KPI's
- What the accounts say about your organisation
- Spotting early warning signs and taking action

“

To be successful you have to have your business in your heart, and your heart in your business

Thomas Watson sr

”



Contact Us

For Further Information

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