



MAXIMUM
PERFORMANCE

MANAGEMENT & PERSONAL EFFECTIVENESS

WORKSHOPS & WEBINARS

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We've been designing and delivering ad hoc workshops to support management development and personal effectiveness for more than twenty years. We like to think we've got the hang of it now.

So it seemed high time that we took the most popular topics and devised a series of modules that can be delivered completely 'off-the-shelf', in a variety of formats – full-day, half-day, bite-sized or webinar – with high quality printed materials supported by a world-class learning reinforcement platform.

All the programmes are tried-and-tested, for delivery by our team of 30 facilitators across the UK and another 140 worldwide.

This booklet explains how it all works and gives top-level outlines of each of the workshops, with links to relevant open workshop webpages for more information and how to book. We hope you find it useful. If you've got any questions just give us a call on **01582 463460** – we're here to help!

AT A GLANCE


- **17 programmes to choose from**
- **Delivered by a team of 30+ experienced facilitators in the UK...**
- **... and another 140 in 60 different countries internationally**
- **Each programme available as:**
 - A full-day workshop
 - A half-day workshop (three hours, including break)
 - A bite-sized session (90 minutes, no break)
 - A webinar (45 minutes, no break)
- **Delivery can be 'flexed' to suit the client or the individual group, whilst still using the standard materials (bespoke options also available)**
- **Online pre-course survey**
- **Printed A5 workbook (or PDF for webinars)**
- **Signposting to additional materials**
- **Online evaluation survey**
- **Toolkit app – additional learning delivered via an app for three weeks after the programme, to aid learning transfer and knowledge retention**

HOW IT WORKS

Why reinvent the wheel? We've taken the best of what works already, bench-marked it against global best practice and invested a significant amount of time and effort in creating what we believe to be the ideal programme on each topic. But we've still been careful to leave scope within each programme to flex it to the needs of both the client organisation and the people in the room on the day. Here's how:

- 1 The **detailed workshop outline** for each module means that you know exactly what you're getting. If you want us to flex the delivery a little, that's absolutely fine – you might want us to use a different model (OSCAR rather than GROW, for example), reflect your corporate values, refer to a relevant HR policy (around stress, perhaps) or an organisational process (performance management). That's all fine. Let us know in advance and the facilitator can flex the delivery whilst still using the standard materials.
- 2 And you can **choose your facilitator**. We have an expert team of more than 30 experienced facilitators across the UK and another 140 worldwide, covering 60 different countries, so whether you're looking for someone with relevant sector experience or whether you simply want the closest to your delivery location, the choice is yours.

HOW IT WORKS

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- 3 With your permission, we'll send everyone a link to an **online pre-workshop questionnaire**. This will help get them thinking about the programme and the answers will help the facilitator prepare for the specific group they can expect on the day.
 - 4 The **delivery style** on the day is facilitative, engaging, experiential. PowerPoint is kept to a minimum. People are never more than twenty minutes away from the next activity. Different types of activity are used throughout the session, to keep people engaged and to accommodate different learning styles. (The webinars are a different experience, of course, but still highly engaging – and we can vary the level of engagement according to which platform you prefer to use, whether that's Skype, Zoom, GoToTraining, Lync, whatever).
 - 5 The **different formats** are designed to aid flexible, cost-effective delivery and to accommodate different clients' circumstances and preferences. Some organisations prefer to stick with the full-day programme; others want the flexibility of half-day workshops, either for two different groups on the same day or for two different programmes; for some organisations it's the bite-sized or taster session that works best, whether as a 'lunch 'n' learn' or with multiple sessions during the day; and for others logistical considerations make webinars the only viable solution. The choice is yours.

- 6 **Printed workbooks** are provided (or PDFs for webinars), in A5 format (ie, a similar look and feel to the one you're reading now).
- 7 Participants are asked to bring their phones. Allowing five minutes within the timetable for completion of the **online evaluation** survey means a completion rate of 90%+. We do, of course, share the results with you.
- 8 The survey, for the full- and half-day sessions, asks people for their email addresses so that they can be sent an invitation to download the **toolkit app**. This gives them additional learning resources and prompts them to engage with the subject matter via quiz questions. We use a world-class learning reinforcement platform for this, Mindmarker. It's an excellent way of using spaced repetition learning techniques to reinforce learning retention by up to 30%. In the context of changing behavioural skills (the purpose of all these workshops), it also aids learning transfer and application during the three-week period it takes our brains to establish a new habit.

But it doesn't stop there. We can also help L&D teams with their internal marketing of the programmes. Each title is supported by a short animation (less than 60 seconds), explaining the programme and encouraging people to enroll, and by a PDF 'flyer' giving the detail. These animations and flyers are designed for clients to use, free of charge, as part of their internal marketing to encourage people to sign up.

ASSERTIVENESS

How to make your point, with confidence

When people are assertive they portray a strong, confident image and can put their views across while still taking other people's opinions into account. Non-assertive, passive aggressive or aggressive behaviour can cause misunderstandings, frustration and even a breakdown in relationships at work.

In this highly practical session participants discover how effective body language, voice, and the words they say make a big difference to the results they get. Importantly, they also learn how to build confidence that leads to assertive behaviour more of the time.

LEARNING OBJECTIVES INCLUDE:

- Recognise the difference between assertive, aggressive and passive behaviour
- Identify the barriers to assertive behaviour and how they can be overcome
- Gain a deeper understanding of the impact non-verbal communication has on people
- Learn how to make assertive requests and say 'no', where appropriate
- Know how to express ideas and present information with authority and conviction

PROGRAMME OUTLINE

- 1 What is assertiveness?
- 2 Basic assertion – stating your opinion
- 3 Verbal, vocal and visual assertiveness
- 4 Making assertive requests and following up
- 5 Refusing requests and saying 'no'
- 6 Disagreeing with others – the 'Three As' model
- 7 Assertively raising issues and giving feedback
- 8 Assertiveness in groups / meetings
- 9 Next steps / action plan

CHANGE MANAGEMENT

How to be a change agent as a manager, not a change blocker

Change is a given in any organisation today. You can choose to lead it, go along with it or ignore it – but the last of these options is not a route to success. The best approach is to be positive and proactive, whether that's in a context of organisation-wide strategic-level transformational change, or whether it's a question of making changes within the areas of the organisation that are within your direct control.

This engaging and interactive workshop will take you on a journey exploring your role in driving and supporting change, the impact of change on the human brain, and the steps needed to bring about successful change.

LEARNING OBJECTIVES INCLUDE:

- Understand your role in change
- Be aware of the Kübler-Ross change curve and know how to handle your and others' emotions
- Understand John Kotter's 8-step change model and relate it to the challenges you face
- Recognise the power of managing your own emotional state and that of other stakeholders
- Boost your confidence in getting buy-in and commitment to your suggestions

PROGRAMME OUTLINE

- | | |
|---|--|
| 1 Why change? | 4 Kübler-Ross and the barriers to change |
| 2 Strategic change and the role of the leader | 5 Kotter's 8-step model |
| 3 Tactical change and the role of the manager | 6 Communicating change |
| | 7 Next steps / action plan |

COACHING SKILLS FOR LINE MANAGERS

Practical tips for everyday coaching 'in the moment'

Performance coaching develops people's capabilities, improves effectiveness and enhances productivity. It also encourages ownership and responsibility, leading to staff being happier and more motivated.

Managers will leave this programme with lots of tools and techniques they can use immediately – together with increased confidence in their ability to develop people effectively.

LEARNING OBJECTIVES INCLUDE:

- Enhance your questioning and listening skills
- Practise giving and receiving feedback using coaching
- Know how to adapt your coaching style to match individual needs
- Learn how to use the GROW model of coaching

PROGRAMME OUTLINE

- | | |
|---|--|
| 1 What is performance coaching? | 10 Structuring the coaching session |
| 2 Benefits of coaching | 11 The GROW model and coaching practice |
| 3 Performance Coaching Manager Profile (PCMP) | 12 In between homework and assignments |
| 4 When to coach, when not to coach | 13 Adapting GROW around 'coachable moments' |
| 5 When someone has a problem / question | 14 Using structures to create habits |
| 6 Asking questions | 15 Increasing choice |
| 7 Effective listening | 16 Using 'experiments' to overcome fear of 'failure' |
| 8 Giving feedback using coaching | 17 Creating a coaching culture |
| 9 Using coaching to help motivate others | 18 Next step / action plans |

COMMUNICATION SKILLS

It's good to talk – or is it?

Master the tools and techniques you need to communicate effectively, confidently and professionally in the workplace, whether writing emails, speaking over the phone (including conference calls) or meeting others face-to-face.

Learn how to express yourself even more concisely, precisely and clearly with a keen focus on knowing what you want to achieve, understanding the audience and considering the context. The workshop focuses on the more challenging situations, such as when you need to be assertive, deliver bad news or win others over to your point of view.

LEARNING OBJECTIVES INCLUDE:

- Know how to select the appropriate medium (email, telephone or face-to-face)
- Be able to express messages relevant to the audience, objective and context
- Know how to communicate more clearly, precisely and concisely
- Understand how best to ask questions to establish needs and relevant information
- Appreciate the impact of assumptions and know how to eradicate them
- Feel more comfortable in putting forward your view more assertively in difficult situations

PROGRAMME OUTLINE

- | | |
|--|---|
| 1 Why effective business communication is an essential skill | 7 Telephone and conference call skills |
| 2 The communication cycle | 8 Assumptions and misunderstandings |
| 3 Which medium when? | 9 Precision questioning |
| 4 Four steps to communicating well | 10 Developing active listening skills |
| 5 Communicating effectively in writing | 11 Communicating effectively with people face-to-face |
| 6 Adapting your communication style | 12 Difficult conversations |
| | 13 Next steps / action plan |

CREATIVITY AND INNOVATION

For all situations, from big breakthroughs to marginal gains

In an era of rapid change, organisations need their staff to be creative and innovative. This isn't just a matter of what we do but of how we do it – creativity is just as much a feature of 'boring' management process flows as 'exciting' product development. This means creativity and innovation aren't simply nice-to-have skills – they're essential for success at every level in every organisation.

While some people seem 'naturally' creative, in reality innovative thinking can be developed by anyone. This workshop provides a great introduction to the creative process. You'll learn how to challenge existing thinking and generate new ideas – and how to make sure the best of them are captured and implemented.

LEARNING OBJECTIVES INCLUDE:

- Discover techniques to create new ways of thinking
- Understand how the brain shapes our approaches to creativity and innovation
- Learn some creative techniques for generating new and innovative ideas
- Develop your work through 1% improvements and marginal gains
- Know how to help foster a culture of creativity and innovation
- Be able to take an agile approach to implementing ideas
- Boost your confidence in your creative abilities

PROGRAMME OUTLINE

- 1 What is creativity? What is innovation?
- 2 The brain and creativity and innovation
- 3 Challenging the status quo
- 4 Let's get creative
- 5 The Disney strategy
- 6 Lateral thinking and creativity techniques
- 7 Using creativity to solve real business issues
- 8 Creating a culture of creativity and innovation
- 9 From concept to implementation
- 10 Next steps / action plan

DEALING WITH CHANGE

How to positively embrace change

Change happens! It's pointless trying to ignore it or resist it – neither of these is an effective strategy for making your life easier or furthering your career.

We all need to embrace change positively. But that's easier said than done. This workshop will help. It's an opportunity to understand how we're all affected by change in different ways and to explore a range of possible responses to it. You'll leave the session with practical tools and techniques that enable you to embrace change in a way that promotes and sustains success, both organisationally and personally.

LEARNING OBJECTIVES INCLUDE:

- Understand that most people find change challenging
- Be aware of the change curve and know how to manage your emotions better
- Recognise the role beliefs play in resisting and embracing change and discover how to reframe limiting beliefs
- Know what you can do to support change initiatives
- Be more aware of the need for change and the role you can play in challenging the status quo
- Have increased confidence in your ability to deal with change effectively

PROGRAMME OUTLINE

- 1 Why change is constant
- 2 Understanding change
- 3 The Kübler-Ross curve
- 4 Managing emotions
- 5 Coping strategies for change
- 6 Beating the competition
- 7 Beliefs and change
- 8 Be a change agent
- 9 Next steps / action plan

EMOTIONAL INTELLIGENCE

IQ may get you hired, but it's EQ that gets you promoted

Rational, problem-solving intelligence is not enough. You need EQ – the ability to monitor one's own and others' feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and actions – as well.

Surprisingly, perhaps, this realisation has been one of the most important business developments in recent times. This session will help you explore what it means for you and understand how to use it to make your life easier, less stressful, more successful.

LEARNING OBJECTIVES INCLUDE:

- Get to grips with the different elements of emotional intelligence
- Identify your own emotional intelligence 'blind spots'
- Learn how to use emotional intelligence to bring out the best in others
- Be able to cope with disappointments, challenges and obstacles more effectively
- Discover how to 'read' the 'silent messages' other people send out
- Find out how to give emotionally intelligent feedback that people can take on more easily
- Explore techniques for using emotional intelligence during difficult conversations

PROGRAMME OUTLINE

- | | |
|--------------------------------------|--|
| 1 Why emotional intelligence matters | 7 Developing social awareness |
| 2 Test your own EQ | 8 Enhancing relationships |
| 3 Where do emotions come from? | 9 Dealing with difficult people and difficult situations |
| 4 The EQ model | 10 Using EQ at work |
| 5 Exploring self-awareness | 11 Next steps / action plan |
| 6 Managing your emotions | |

FROM TEAM MEMBER TO TEAM LEADER

What are you letting yourself in for?

Organisations constantly give people their first line management role because the individual has been identified as being good at their day job, not necessarily being good with people. People skills are a very different skillset to process and tasks. Managing people can be the best job in the world, or the worst. No-one tells you what it's like until you find out for yourself. 'You'll be fine' is all you may get.

This programme is your opportunity to find out in advance what you might be letting yourself in for and whether it's right for you – whether at this stage in your career, a bit later, or perhaps never. This can save you and your organisation time, effort and heartache. You will build your personal management profile throughout the day to understand your brand as a manager.

LEARNING OBJECTIVES INCLUDE:

- Understand the role of the manager
- Appreciate the challenges in stepping up
- Understand that management isn't a popularity contest!
- Learn about different management styles
- Be able to hold difficult conversations
- Know how to set expectations for your new team
- Explore motivations – yours and your team
- Understand the balance between doing and managing
- Know how to manage yourself

PROGRAMME OUTLINE

- | | |
|----------------------------------|--|
| 1 What's it all about then? | 5 Review – do you still want to manage people? |
| 2 Do I have the skills? | 6 The first 30 days |
| 3 Creating the right environment | 7 Next steps / action plan |
| 4 The challenges ahead | |

HONEST CONVERSATIONS

Giving and receiving feedback – with confidence, grace & clarity

Few of us are naturals when it comes to having honest conversations, especially around giving and receiving feedback. We struggle to find a path between being too direct and confrontational, as against softening our message so much that it gets lost in an emotional fog.

We need to structure information in a non-emotive way, giving clear feedback and delivering messages with empathy and compassion. We need a toolkit we can use on a day-to-day basis to build an honest, open working culture with those who report to us – and, indeed, with those to whom we report. This very popular programme is the answer.

LEARNING OBJECTIVES INCLUDE:

- Understand what honest conversations are and why they're important
- Be able to identify and manage your emotions
- Develop strategies for getting key messages across, with empathy and compassion
- Be able to use a variety of techniques for structuring honest conversations
- Boost your confidence in your ability to have honest conversations, giving and receiving feedback more effectively, with confidence, grace and clarity

PROGRAMME OUTLINE

- 1 What's a difficult conversation?
- 2 What's an honest conversation? And what's the difference?
- 3 The role emotions play
- 4 Understanding your purpose
- 5 Examples of honest conversations
- 6 Giving and receiving feedback
- 7 Raising issues
- 8 Empathy and understanding other perspectives
- 9 Making sure you get it right
- 10 'Real-play'
- 11 Next steps / action plan

INFLUENCING AND PERSUADING WITH IMPACT

Use the psychology of influence to help get your way

We all need to influence and persuade others, but most of us have a limited range of strategies, so we're not effective in certain situations or with certain people. But this is a skill that can be learnt – an essential skill for anyone in business. This interactive and engaging workshop will give you practical tools and techniques you can use immediately to get others to say 'yes' more often, to buy in to your ideas and to give you commitment.

LEARNING OBJECTIVES INCLUDE:

- Acquire practical techniques and strategies for influencing with impact
- Be able to get the information you need to influence others, through questioning and listening
- Have increased confidence in getting buy-in to ideas
- Learn how to win people over, maintain trust and make a positive impact when persuading
- Be more aware of the impact of your persuasion style
- Know how to influence strong characters or those in positions of authority

PROGRAMME OUTLINE

- 1 Everyday influencing
- 2 The difference between influencing, persuading and manipulation
- 3 Rapport and trust
- 4 Questioning and listening
- 5 Influencing through behavioural styles
- 6 Getting other to do what you want
- 7 Assertiveness
- 8 Presenting your ideas to get buy-in
- 9 Influence as 'selling ideas'
- 10 Leveraging contrast and choice
- 11 Persuading upwards
- 12 Next steps / action plan

MANAGEMENT ESSENTIALS

Get the essentials firmly under your belt

The most common reason for leaving a job is dissatisfaction with one's manager. Being an effective, supportive and clear manager is crucial for ensuring staff retention, team motivation and happiness, and business success.

This practical workshop explores ideal manager behaviours, helping you get the most out of your team by giving clear direction, coaching, cheerleading and delegating effectively. This is an opportunity to explore management dilemmas and hone your managerial abilities – and to ensure that you're not the manager everyone wants to get away from!

LEARNING OBJECTIVES INCLUDE:

- Understand the difference between management and leadership
- Recognise the importance of acting as a manager rather than one of the team
- Know how to manage performance effectively, on a daily basis
- Be able to create SMART objectives and communicate expectations clearly
- Understand your management style and learn how to flex your approach
- Know when and how to delegate effectively
- Boost your confidence in handling tricky management situations

PROGRAMME OUTLINE

- 1 Understanding management
- 2 Adapting your actions to meet individual needs – introduction and providing direction
- 3 Giving direction
- 4 The performance management cycle
- 5 Giving feedback
- 6 Setting and communicating expectations
- 7 Adapting your actions to meet individual needs – supporting and coaching
- 8 Adapting your actions to meet individual needs – encouraging and cheerleading
- 9 Adapting your actions to meet individual needs – delegating
- 10 Management dilemmas
- 11 Next steps / action plan

MEETINGS, MEETINGS, MEETINGS!

How to manage them effectively

Some of us spend a large proportion of our working lives in meetings – and much of this time is wasted. That's why good chairing skills are crucial. This practical and engaging programme shows how skillful chairing can steer a meeting to a successful conclusion, saving considerable time and significantly boosting efficiency.

LEARNING OBJECTIVES INCLUDE:

- Be able to manage and chair meetings even more effectively and efficiently
- Know how to make the most of the 'before', 'during' and 'after' phases of the meeting
- Understand how to stimulate and facilitate discussion to maximise engagement
- Know how to make sure contributions are heard and taken note of
- Know how to clearly define the purpose of a meeting, and prepare a realistic agenda
- Be able to handle negative, time-wasting and disruptive behaviours effectively
- Know how to get a meeting off to a good start and 'stamp your mark' on it
- Learn how to manage conference call meetings in a way that keeps people's attention
- Know how to ensure actions are recorded and followed up

PROGRAMME OUTLINE

- 1 Achieving best practice in meetings
- 2 The perfect chairperson / manager
- 3 The 'before' phase
- 4 The 'during' phase
- 5 Handling difficult people and situations
- 6 Chairing and managing meeting exercise
- 7 The 'after' phase
- 8 When the meeting isn't working
- 9 Conference call meetings
- 10 Next steps / action plan

PERFORMANCE MANAGEMENT

How to get the best out of your people

This programme will help you develop and stretch your high achievers as well as manage any underperformers effectively. Addressing some of the common causes of under-performance and lack of motivation will help everyone in your team, free up your own time and help you achieve better results all round.

LEARNING OBJECTIVES INCLUDE:

- Understand the components of good and bad performance
- Be able to assess the performance levels of your direct reports
- Have some strategies for dealing with different types of underperformance
- Be able to get the most out of high achievers
- Understand the role competencies play in assessing performance and communicating it
- Be able to set clear goals and communicate them effectively
- Have increased confidence in managing performance

PROGRAMME OUTLINE

- 1 Why manage performance?
- 2 The performance potential matrix
- 3 Tools to assess performance
- 4 Managing and developing high performers
- 5 Managing and developing the 'backbone'
- 6 Managing people highly capable people who lack motivation
- 7 Managing underperformers and the impact this has on others
- 8 The performance management cycle
- 9 Using and understanding competencies
- 10 Taking a coaching approach to performance management
- 11 Reviewing performance – how to give feedback
- 12 Setting SMART objectives
- 13 Next steps / action plan

PRESENTATION SKILLS

How to be a more confident presenter

This programme gives the foundation skills you need to improve the impact, clarity and structure of your presentations. It can be flexed to meet the needs of people new to presenting, or to challenge those who have presented extensively in the past. (There's an alternative version for groups of up to 6, which allows for filming and individual feedback).

Master the physical factors, harnessing the power of non-verbal communication. Engage your audience. Learn how to structure your presentation for best results. Deal with questions more effectively. Boost your confidence.

LEARNING OBJECTIVES INCLUDE:

- Have a benchmark for what powerful presenters do and don't do
- Know how to structure a presentation to maximise impact and engagement
- Master the use of posture and gesture for maximum impact
- Improved ability and confidence to get buy-in to your ideas
- Feel more confidence when handling questions, challenges and hostility
- Understand your strengths and weaknesses when presenting

PROGRAMME OUTLINE

- 1 What does a powerful presentation look like?
- 2 The 'presence + impact + authority = confidence' model
- 3 The three channels of presenting
- 4 Structuring a presentation to maximise audience attention
- 5 Making sure you get your key messages and central argument across
- 6 The power of 'flavour'
- 7 Handling questions and challenges
- 8 Next steps / action plan

REMOTE MANAGEMENT

How to overcome the challenges of time and space!

Managing remote workers takes more effort. This programme is an opportunity to explore what makes it so different and gives you the tools and techniques to do it more effectively.

You will identify what you need to do differently to successfully manage and create an environment of trust, confidence and regularity of dialogue for remote workers. You will discover ways to engage your team through different forms of communication, to build trust, to motivate and to set clear expectations. You will leave with practical tools and techniques that will enable you to be more confident in your role as a manager of remote workers, and at the same time make their roles more productive, positive and rewarding.

LEARNING OBJECTIVES INCLUDE:

- Explain the essential principles underlying remote management
- Explore different communication styles
- Adapt your approach to develop confidence and build trust working remotely
- Identify ways of using different communication tools to engage their staff
- Appreciate the importance of positivity to motivate and engage
- Understand how to apply coaching methods to remote conversations
- Know how to build and support remote team formation
- Be able to support and develop your teams for success

PROGRAMME OUTLINE

- 1 What's so different about managing remote workers?
- 2 Creating the right environment
- 3 The trust equation
- 4 Communication methods
- 5 Communication styles
- 6 Supporting people to deliver
- 7 Coaching and mentoring
- 8 Forming remote teams
- 9 Next steps / action plan

STRESS, RESILIENCE & MENTAL TOUGHNESS

How to develop true grit!

In a 24/7 world we are exposed to stress from many different angles. Handled well, this can boost our performance; handled badly, it can have a real impact on our wellbeing. We all need to be able to manage different stresses and pressures if we are to think clearly, make the right decisions and avoid unnecessary stress and worry. This workshop explores the best way of doing that, giving you a range of strategies to use, based on a number of proven models and approaches. It will help you understand your stress and pressure points, develop your resilience and move towards mental toughness and 'grit'.

LEARNING OBJECTIVES INCLUDE:

- Understand the nature of stress and its impact on our lives
- Learn how to turn stress to your advantage
- Understand the 'Control / Support / Demand' model and be able to use it to achieve healthy work / life balance
- Understand how mindfulness can help you manage your personal reactions to stress
- Develop strategies for increasing your resilience, toughness and self-care
- Learn how to deal with pressured situations more effectively

PROGRAMME OUTLINE

- 1 Understanding and defining stress
- 2 Factors that trigger stress – the 'Control / Support / Demand' model
- 3 Recognising stress
- 4 Mindfulness
- 5 Mental toughness and 'grit'
- 6 Developing strategies for resilience and 'bounce'
- 7 The locus of control
- 8 Dealing with difficult and demanding stakeholders and situations
- 9 Developing a self-care strategy
- 10 Next steps / action plan

TIME AND PRIORITY MANAGEMENT

How to use the compass, not the clock

We're all faced with more competing demands on our time than ever before. But do we even know where our time goes? Knowing how we spend it is the first step towards being able to control how we spend it. What non-essential activities can you drop? If there are things you can't drop, how can you manage them better? How can you be more intentional about how you run your day?

This is an opportunity to explore different approaches to time and priority management. How can you manage interruptions better? How can you structure your day around your peak energy moments? How can you make your life easier by using the compass, not the clock?

LEARNING OBJECTIVES INCLUDE:

- Explain the essential principles of time management
- Explore how they can use their time so that it better aligns with their goals
- Identify ways of using different planning tools to stay on track
- Articulate the importance of being proactive and avoiding firefighting
- Understand how to apply different strategies in a series of typical workplace situations

PROGRAMME OUTLINE

- 1 Time audit
- 2 The problem with 'busy'
- 3 Eliminating wasted time
- 4 Managing yourself
- 5 Prioritising and planning
- 6 Challenge your plan
- 7 Proactivity
- 8 Strategies
- 9 Next steps / action plan

MINDMARKER

Mindmarker is designed and marketed as a learning reinforcement tool. But we find that it's also a great way of delivering additional, follow-up learning, which is why we've chosen it to support our full- and half-day workshops (it would be overkill for the bite-sized and webinar sessions).

Once people have attended the workshop, they get an invitation to download the Mindmarker app to their phone or computer. Notifications will then alert them to additional micro-learning opportunities which not only aid learning retention (typically with a 30% improvement compared with control groups without the app) but, even more importantly, will help them apply their learning. The micro-learning objects (or 'mindmarkers') each take no more than a couple of minutes to complete. Mindmarkers can be text, images, video, web links, open-, survey- and multiple-choice questions. They're delivered over a three-week period, which neuroscience tells us is how long it takes to form a new habit, so this is an ideal tool to support behavioural change.



THE FACILITATORS

Over the years, we have assembled an impressive team of truly outstanding facilitators, each of whom has many years' experience as a trainer and most of whom have also had 'hands-on' experience of management roles themselves. Between them, they have experience of virtually every conceivable sector and type of organisation.

So, whether you're looking simply for the most local facilitator or whether you want your session to be delivered by a sector specialist, give us a call and we'll be happy to recommend the most appropriate person.



We've been delivering programmes internationally for more than ten years now, using our network of locally based facilitators worldwide. We currently have more than **140 associate trainers** in more than **60 countries** around the world, as shown in **purple** on the map. Sessions can be delivered in either English or **more than 30 local languages** as required. Sometimes our global clients want sessions to be delivered in English, sometimes in local languages whilst using the English-language materials, and sometimes in local language with (for an additional fee) translated materials – the choice is yours.

Facilitators are selected for training experience and capability, sector and cultural background, language capability and, of course, subject matter qualifications, knowledge and experience. Most of our international facilitators specialise in management and personal effectiveness. Some of them work at Board level, many of them have experience of front-line training, some of them also work as qualified coaches and some of them have particular specialisms from other disciplines. Give us a call and we'd be happy to recommend the most appropriate facilitators for your particular locations – and then perhaps someone in the relevant local office(s) can talk with each facilitator before they are engaged to deliver a programme for you for the first time.





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Visit the URL below to be taken to the
Management & Personal Effectiveness workshops & webinars
page on our website:

www.tinyurl.com/MPE-modules

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