



IMPROVING THE
PERFORMANCE
OF **INDIVIDUALS,**
TEAMS &
ORGANISATIONS

THE IN-HOUSE TRAINING COMPANY

THE
CUSTOMER SERVICE
TRAINING COMPANY

THE
BOARDROOM EFFECTIVENESS
COMPANY

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TOP QUALITY
TRAINING, IN A
WIDE RANGE
OF SUBJECTS, AT
SENSIBLE PRICES

THE IN-HOUSE TRAINING COMPANY

THE
CUSTOMER SERVICE
TRAINING COMPANY

THE
BOARDROOM EFFECTIVENESS
COMPANY

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OUR MISSION AT MAXIMUM PERFORMANCE IS QUITE SIMPLE...

...to help improve the performance of individuals, teams and organisations.
We're passionate about it.

We've had the privilege, over the last twenty years, of working with some great clients who share that passion. Organisations such as Unilever, S&P Global, SITA, Nomad Foods Europe, Easyjet, EUSA Pharma, London Executive Offices, the BIG Lottery Fund, Royal Ascot, Buckinghamshire County Council, Housing Solutions, Zeiss, Wellcome Trust, London Business School, Figleaves, Lancashire Group, Legoland, Stevenage Leisure, Ultra Electronics, The Wine Society, the BBC, Viking Cruises, Garden Court Chambers, National Gallery, Specsavers, Sainsbury, etc, etc, etc.

And we've had the pleasure of working with a team of great facilitators, trainers and consultants, across the UK and globally.

And we've had some fun building up a range of products and brands to serve a growing range of clients.

And now we'd like to share it with you.



DEVELOPMENT PROGRAMMES

Most clients come to us for a structured programme. It might be at board or senior management level or it might be at first line manager / team leader level (where there's usually most need).

Our 'flagship' **Management Development Programme** takes a structured approach over a series of seventeen modules, delivered over 10 days, roughly one day per month, and three 1:1 coaching sessions. It's a very experiential, stimulating, challenging programme, that gives lots of opportunity for skills practice and feedback in a supportive environment. The modules on this programme are listed to the right.

Our **Inspiring Leader Programme** is also available on both an open and an in-house basis delivered by **David Durkin**.

Both these programmes are **ILM-recognised** and we also deliver ILM Level 3 and Level 5 programmes, which can be sometimes be funded through the Apprenticeship Levy.

Module 1: Welcome to your MDP

Module 2: What makes a manager?

Module 3: Creating the environment for success

Module 4: Managing my time

Module 5: Crucial conversations

Module 6: Managing performance reviews

Module 7: Coaching skills to develop others

Module 8: Effective delegation

Module 9: Managing through change

Module 10: Communicating and presenting with impact

Module 11: Influencing and negotiating

Module 12: Running effective meetings

Module 13: EI & your personal brand

Module 14: Leadership styles

Module 15: Problem solving & decision making

Module 16: Managing working relationships

Module 17: Programme review

[CLICK HERE TO SEE MORE](#)

MODULES & OTHER INTERVENTIONS

We've been designing and delivering ad hoc workshops to support management development and personal effectiveness for more than twenty years.

All the programmes are tried-and-tested, for delivery by our team of 30 facilitators across the UK and another 140 worldwide. They are all available as a full-day, half-day, bite-sized programme or webinar.



We do a lot of **profiling and assessment** work too, using a range of psychometrics (including DiSC, MBTI, Facet5, TMSDI) and 360s (including LeaderView / ManagerView / PerformanceView / CustomView and the Hay Emotional and Social Competency Inventory [ESCI]) as well as the exciting new Aptimore 19 module e-learning tool which we use as part of our Management Development Programme.

[CLICK HERE TO SEE MORE](#)

SKILLS WORKSHOPS

People don't learn from being told but from exploring, debating and then doing. We therefore choose not to use endless Powerpoint presentations or 'talk and chalk'. Instead, we use a far more facilitative style, grounding the relevant concepts firmly in the organisational reality and aligning the workshop to the issues identified in the diagnostic discussions with the client.

Conflict resolution

Creating a learning organisation

Design thinking

Finance in a day

Giving and receiving feedback

High-performing teams

Interview techniques and CV preparation

Mediation skills

Negotiation skills in a day

Presentation skills, TED-style

Service at heart

Strategy in a day

Team identity day

Unleashing customer conversations

The bulk of our skills development work is therefore carefully bespoke for each client, but we've been doing this for a while now and have developed enough material to be able to offer a range of skills workshops which are available on a more or less off-the-shelf basis. **We can, of course, tailor any of these workshops to your precise requirements or we can design a programme from scratch.**

[CLICK HERE TO SEE MORE](#)

BITE-SIZED VIRTUAL SESSIONS

Our approach to 'webinars' creates genuine learning experiences for the participants. Our sessions give them the opportunity through discussion, case studies, practical role-plays, interactive 'chat' and whiteboard activities to experience a unique, targeted development opportunity.

Sometimes the sessions are stand-alone, sometimes a mini-series of two or three and sometimes an entire structured programme. The approach varies according to the subject and, of course, to individual client requirements.

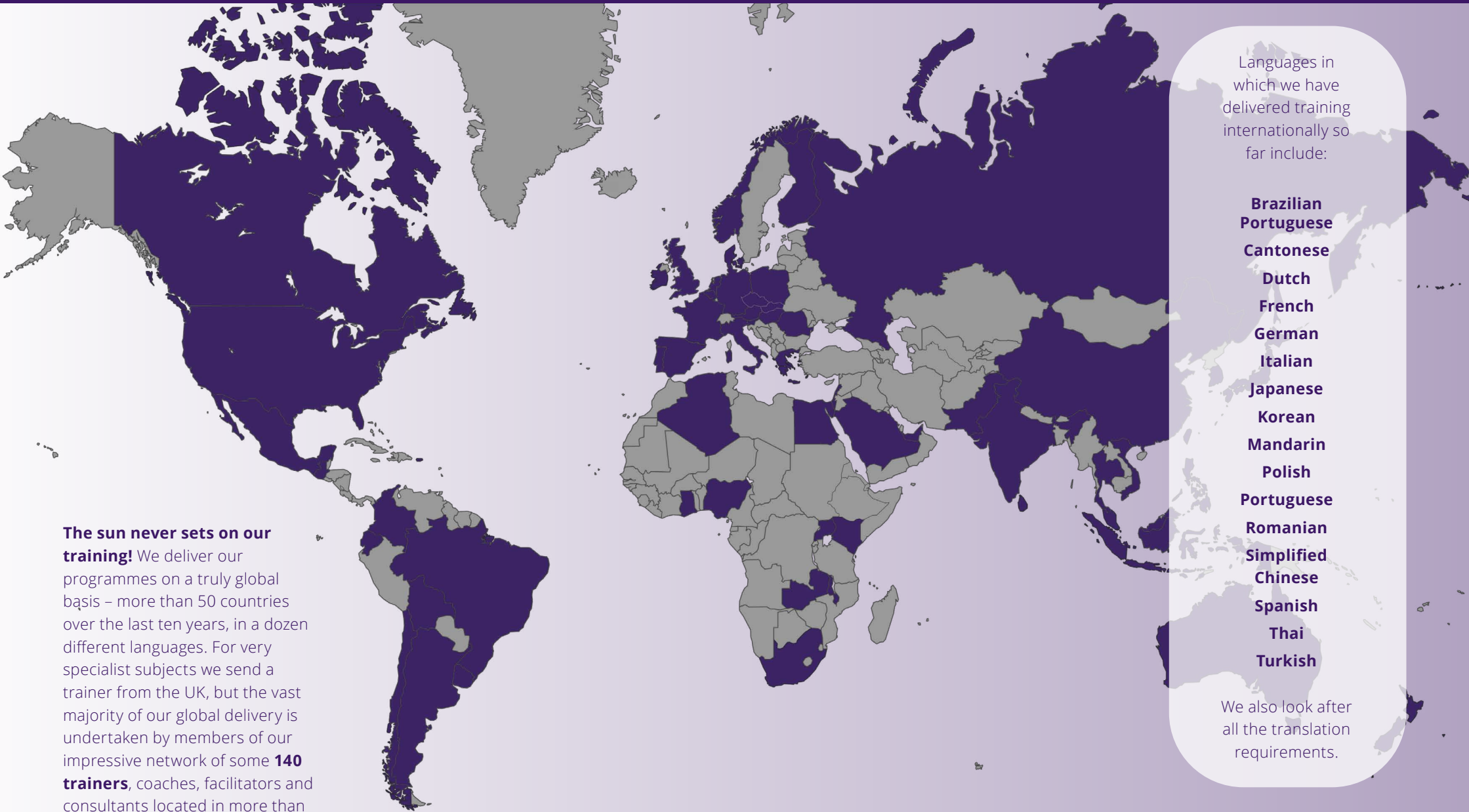
All our of training webinars are tried-and-tested and can be tailored according to our client's specifications.

[VIEW OUR BITE-SIZED VIRTUAL SESSIONS HERE](#)

In addition, we often include extra resources at the end of the session which participants can use to refresh their memories and embed learning following the training. Sometimes, there's 'pre and post' work. **We can, of course, tailor any of these webinars to your precise requirements or we can design one from scratch.**

[CLICK HERE TO SEE MORE](#)





The sun never sets on our training! We deliver our programmes on a truly global basis – more than 50 countries over the last ten years, in a dozen different languages. For very specialist subjects we send a trainer from the UK, but the vast majority of our global delivery is undertaken by members of our impressive network of some **140 trainers**, coaches, facilitators and consultants located in more than **60 countries** around the world (as shown in purple on the map).

Languages in which we have delivered training internationally so far include:

Brazilian Portuguese
Cantonese
Dutch
French
German
Italian
Japanese
Korean
Mandarin
Polish
Portuguese
Romanian
Simplified Chinese
Spanish
Thai
Turkish

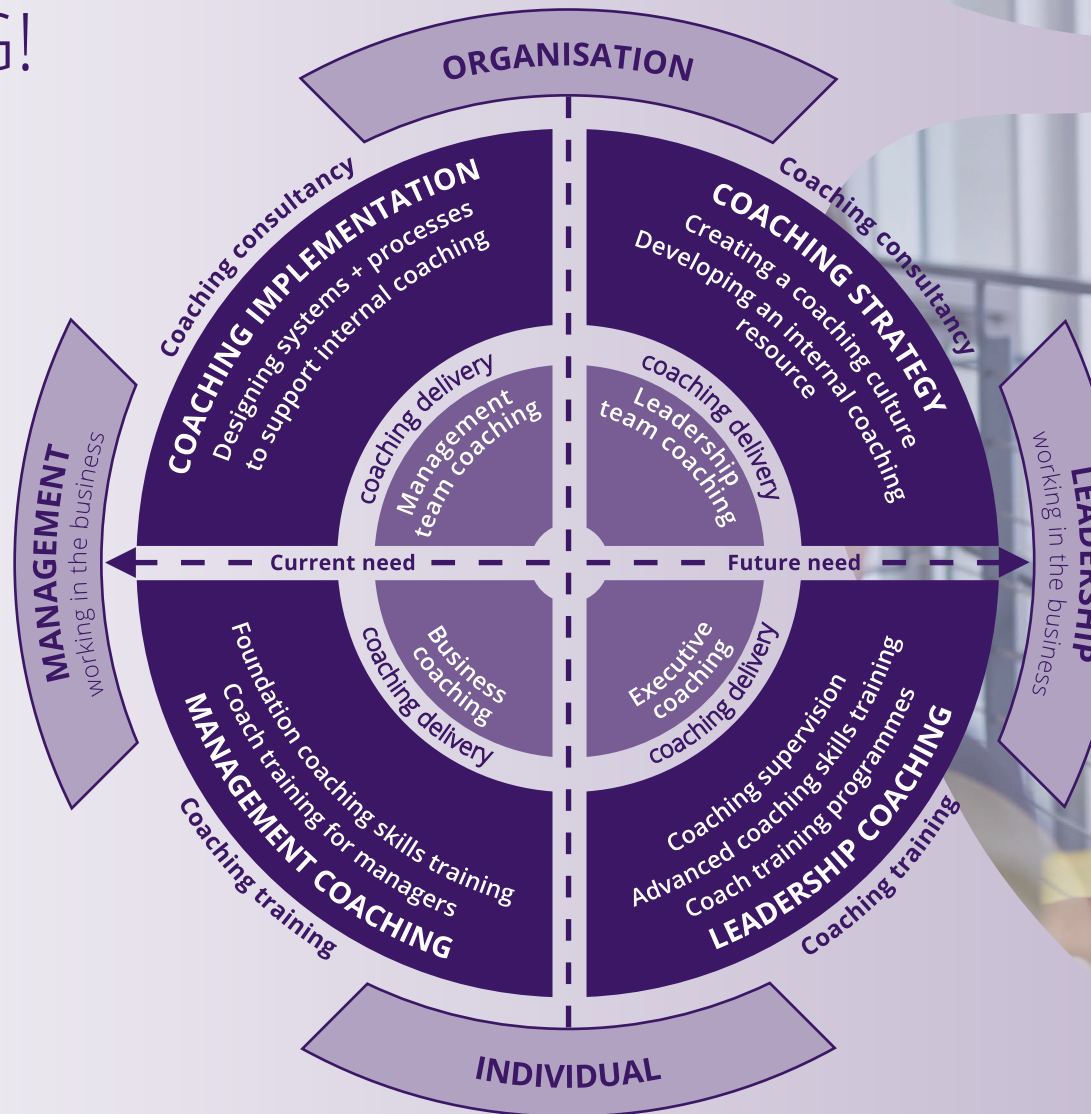
We also look after all the translation requirements.

GLOBAL DELIVERY

PASSIONATE ABOUT COACHING!

We'd been using coaching to support our development programmes for many years, so when the chance came to work with Elizabeth Crosse (MCC) in setting up a service dedicated to all things coaching we leapt at the chance. As our 'coaching wheel' shows, we deliver coaching services at a number of levels.

Our coaching services clients include such organisations as Deutsche Bank, London Business School, BNP Paribas, Coty, Eurostar, London Borough of Hackney, Tottenham Hotspur FC, Performing Rights Society, Central Bedfordshire Council, London Borough of Lambeth, BIG Lottery Fund, De Lage Landen, Hannover Re, Lancashire Group, Société Générale, House of Fraser, Nestlé, London Executive Offices, The British Council, EUSA Pharma, etc.



[CLICK HERE TO SEE MORE](#)

COACHING DELIVERY

Supporting individuals, we deliver one-to-one coaching, at all levels, across the UK and internationally.

Executive coaching, career coaching, transition coaching, performance coaching – whatever your requirement, there'll be someone in our team who can support you. Coaching can be virtual or face-to-face. In English or in your local language. On a one-to-one basis or team-based or group-based.

One-to-one coaching

Team coaching

Group coaching

COACH SUPERVISION AND MENTORING

Our Coaching Practice Director Emerita, **Dr Elizabeth Crosse**, is a specialist in coach supervision and mentoring (she's just finished her PhD on coach development).

If you're a qualified coach, who better to talk to about your supervision or mentoring needs than Elizabeth?

Supervision and mentoring



COACHING SKILLS TRAINING

More and more organisations expect their leaders and managers to be using a coaching style, whether in formal review meetings or 'in the moment'. And more and more organisations are coming to us for help in training them in how to do it.

[Read more here](#)

DEVELOPING A COACHING CULTURE

You appreciate the power of coaching. You know the benefits. But what's the next step for your organisation? And how can you make the case for it? Here are some factors to consider:

- The key decision
- Developing leaders / managers as coaches
- Developing qualified internal coaches
- Choosing and using external coaches

[Read more here](#)



PASSIONATE ABOUT HR!

A number of clients have had us take on various HR projects over the years. At the same time our sister organisation, **The In-House Training Company**, had been doing more and more HR training. Having acquired both the experience and the resources, it seemed high time to bring the two together and offer a full HR consultancy service. We offer a complete range of HR services.

Current and recent clients include Stevenage Leisure, Letchworth Garden City Heritage Foundation, The Salvation Army, National Autistic Society, Lancashire, Civil Nuclear Constabulary, London Business School, London Executive Offices, Insolvency Service, Hertfordshire County Council, Heart of England NHS Trust, Higher Education Funding Council, Children's Society, Independent Police Complaints Commission, University of Derby, London Borough of Hackney, Johnson Matthey, YMCA, Médecins Sans Frontières, Regent's University, Young Epilepsy, etc.



[CLICK HERE TO SEE MORE](#)

HR TRAINING, COACHING AND MENTORING

We deliver a wide range of workshops and webinars, to a wide range of organisations.

Some of the programmes are designed specifically for HR professionals themselves, others for line managers. And sometimes, of course, there's a cross-over. Any of the programmes can be tailored to a specific audience. Or we can design a session from scratch. The choice is yours.

Workshops

Bite-sized (virtual) sessions

HR coaching and mentoring

CONSULTANCY AND PROJECT SUPPORT

We're here to help you with advice and support on virtually any HR issue you care to name.





Maximum Performance

01582 463460

www.maximumperformance.co.uk

info@maximumperformance.co.uk

PASSIONATE ABOUT TRAINING!

The In-House Training Company offers top-quality training, in a wide range of subjects, at sensible prices.

We've trained more than 30,000 people over the last few years, across the UK and internationally.

Working with a carefully selected team of associate trainers – independent subject specialists who all have outstanding training skills – means that we can offer a wide range of training, in the following broad subject areas:

- Coaching and mentoring
- Commercial training
- Customer service training
- Director / corporate governance training
- Facilities management
- Finance training
- Health and safety training
- HR and employment law training
- IT training
- Leadership, management and personal effectiveness training
- Project management training
- Public service sector and VCSEs training
- Sales training

Most of our in-house training is tailored specifically to client requirements, so all our course outlines can be viewed as a starting point for a conversation.



[CLICK HERE TO SEE MORE](#)

COACHING AND MENTORING

This side of the business is mainly delivered through our sister brand, **Maximum Performance**.

We've been using coaching to support our management development programmes for more than twenty years now. We've been running training programmes on coaching skills for line managers for more than fifteen years. And throughout that time we've also been delivering coaching on a one-to-one basis to people at all levels within a range of client organisations, both in the UK and internationally.

[VIEW OUR COACHING AND MENTORING OFFERING HERE](#)



COMMERCIAL TRAINING

We have assembled a core team of commercial training specialists who combine many years of practical experience with a passion and a talent for sharing their knowledge and expertise.

Between them, they can deliver courses and workshops at any level across the entire spectrum of commercial, contracts and procurement topics and skills.

Advanced contract and commercial management

Challenging client conversations

Commercial awareness

Commercial awareness for technical people

Commercial awareness in the public sector

Commercial decision-making - 'Stop, Think, Act!'

Commercial instinct

Contract law - a practical introduction

Contract and commercial management for practitioners

Contract law and contract drafting

Contract management for practitioners

Developing effective scopes of work and specifications

Intellectual property - the business perspective

Introduction to contract management

Introduction to contract negotiation

Introduction to procurement

Introduction to supply chain management

MoD contracts

Procurement Act 2023 - an introduction for public sector staff

Service delivery contract management

Procurement Act 2023 - an introduction for suppliers

Software management - the business perspective

Successful supplier relationship management

Supplier and contractor selection

Trade secrets - the business perspective

The advertised commercial training programmes can all be tailored to meet your particular needs – some of them are even designed to be built around your own 'live' projects – but **if you can't see what you are looking for then we would be more than happy to develop a commercial training programme specially for you.**

[CLICK HERE TO SEE MORE](#)

FACILITIES MANAGEMENT TRAINING

Leading names in the FM world are working with us to offer highly practical training programmes, all of which can be tailored to reflect the specific needs of your organisation, your operating environment and your particular facilities. For many of these programmes, post-course online support is available and supporting materials can be supplied in electronic as well as printed formats.

And if you can't see what you are looking for here, then **we would be more than happy to develop a programme specially for you.**

Building services and maintenance - best-practice

Building services and maintenance - introduction

CDM 2015 - Understanding and achieving best practice

Maintenance and operation (M&O) of engineering plant and services

Reliability centred maintenance

[CLICK HERE TO SEE MORE](#)



FINANCIAL TRAINING

All too often, people reach a management position with no formal training in finance. And when they do get any financial training, as often as not it is a generic programme, rather than one based on their organisation's own financial management processes and procedures. Why leave your managers to bluff their way with accountants talking a different language?

Advanced financial analysis

Budgeting and control

Cost reduction

Credit control and debt recovery – legal issues

Credit control and debt recovery – practical issues

Credit control training 'menu'

Finance for the non-accountant

Finance for non-finance managers

Fraud

Getting paid – telephone tactics for debt collection

Project appraisal and risk management

Unpuzzling finance

We have some outstanding finance **trainers who can make the subject relevant by tailoring their programmes to your organisation's processes and issues** – and who can also make it fast, furious and fun, taking the fear out of finance!

[CLICK HERE TO SEE MORE](#)

HEALTH AND SAFETY TRAINING

Welcome to one of the widest ranges of health and safety training courses offered by any training company in the UK today. Whether you are looking for director-level awareness briefings, detailed safety management courses or technical instruction for operatives we have a programme which should suit you.

We are pleased to be working with a number of outstanding health and safety trainers who can, between them, deliver all the core certificated health and safety training programmes.

Health and safety

Health and safety for supervisors, managers and directors

Construction and facilities

Environment

Fire

Mental health

Personal safety

Wellbeing in the workplace

If you can't see what you want we will happily design a health and safety training course just for you, from scratch.

[CLICK HERE TO SEE MORE](#)

HR TRAINING

This side of the business is now delivered through our sister brand, **Maximum Performance**.

HR professionals are increasingly aware of the need to take a more strategic approach but are often held back by the inability of line managers to deal effectively with routine employment issues. At the same time, there is a constant stream of new legislation to deal with.

There was never a better time to step back and address your organisation's HR training needs, to ensure that both your HR teams and your line managers are fully equipped to deal with their increasingly demanding roles.

[VIEW OUR HR OFFERING HERE](#)



IT TRAINING

With everyone's work becoming more and more computer-based, and with regular updates to the software programs we use every day, it can be easy to feel left behind.

But help is at hand! Our very practical one-day workshops cover the main Microsoft Office programmes and versions, including Office 365, 2016 and 2013. They are also available at differing skill levels, from courses that cover the essentials to those that will help you develop advanced skills. If your team's IT skills need brushing up, please give us a call to discuss how we might be able to help you.

Access - introduction

Access - intermediate

Excel - introduction

Excel - intermediate

Excel - advanced

Outlook - introduction

Outlook - advanced

PowerPoint - introduction

PowerPoint - intermediate

Power BI - introduction (1-day for beginners)

Power BI - introduction (2-day for beginners)

Power BI - intermediate (1-day to follow the 1-day introduction)

Power BI - intermediate (1-day to follow the 2-day introduction)

Power BI - intermediate (2-day to follow the 2-day introduction)

Word - introduction

Word - intermediate

Word - advanced

[CLICK HERE TO SEE MORE](#)

LEADERSHIP, MANAGEMENT & PERSONAL EFFECTIVENESS

Our colleagues at **Maximum Performance** have taken their most popular programmes to create a range of '**modules**', 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.

In addition to the many, many programmes designed and delivered by our colleagues at Maximum Performance, we offer a range of tried-and-tested programmes here, all available for virtual or face-to-face delivery.

10 practical ways to save time using ChatGPT and AI tools

Accuracy skills

Business writing skills

Conflict management

From reactive to proactive

Leadership – turning values into action

Leading technical teams

Managing with NLP

Memory skills and mind-mapping

Minute taking

Minuting virtual meetings

Negotiation skills

Powerful presentation skills

Professional administrator

Reception perfection

Report writing

Resilience and mental toughness

Screen-reading for speed and retention

Teams

Technical report writing

Understanding yourself and others

Work smarter

Writing policies and procedures

[CLICK HERE TO SEE MORE](#)

PROJECT MANAGEMENT TRAINING

Our expert trainers all have many years' practical experience which they use to inform their highly focused and relevant project management training. The programmes cover all aspects of the project management discipline, from the basics of project planning to the specifics of R&D projects to the challenges of project leadership, as well as other issues relevant to project teams, engineers and technical staff.

The advertised programmes and workshops can all be tailored to meet your particular needs – some of them are even designed to be built around your own 'live' projects – but if you can't see what you are looking for then we would be more than happy to **develop a project management training programme specially for you.**

Agile: an introduction

Agile product development: an introduction

Agile project management

Effective project leadership

Introduction to project management

Leadership in operations management

Leading technical teams

Project management made easy

Managing business projects successfully

Managing project teams successfully

Project management 'masterclasses'

Project planning and control

Project planning and risk management

Project review

R&D project management

Smaller projects

Successful project management

The 'people side' of projects

The professional project manager

The project management toolkit

Effective technical writing

Specification writing (introduction)

Creating effective specifications

Commercial awareness for project staff and engineers

Finance for project managers and engineers

Project appraisal and risk management

[CLICK HERE TO SEE MORE](#)

PUBLIC SERVICE SECTOR & VCSES TRAINING

We deliver a wide range of training programmes, and related services, across the public service sector (local and central government, non-departmental public bodies, NHS, schools, universities and research bodies) and for VCSEs (including housing associations). The main topics are listed here.

Some of this work is done on a more or less 'off the shelf' basis, via The In-House Training Company, some of it on a more bespoke basis via our specialist sister brands, **Maximum Performance**, **Maximum Coaching** and **Maximum HR**.

Coaching

Commercial

Corporate governance

Customer service

Finance

HR (for both HR professionals and line managers)

Health & safety

Management and personal effectiveness

Project management

We are proud to work with a great team of trainers (subject matter experts across a range of disciplines, all with extensive public service sector and VCSE experience) and a range of great clients.

[CLICK HERE TO SEE MORE](#)



SALES & BUSINESS DEVELOPMENT TRAINING

We offer a range of very engaging, very practical sales training programmes, delivered by some truly outstanding sales trainers, all of them combining many years of practical experience with a passion and a talent for sharing their knowledge and expertise.

These sales training programmes are all delivered in a lively, relaxed, informal manner – but at the same time are completely focused on sales performance improvement. Our sales training courses range from ‘bite-sized’ sessions to bespoke ‘modular’ development programmes. They can all be tailored to meet your particular needs but if you can’t see what you’re looking for then **we would be more than happy to develop a sales training programme specially for you.**



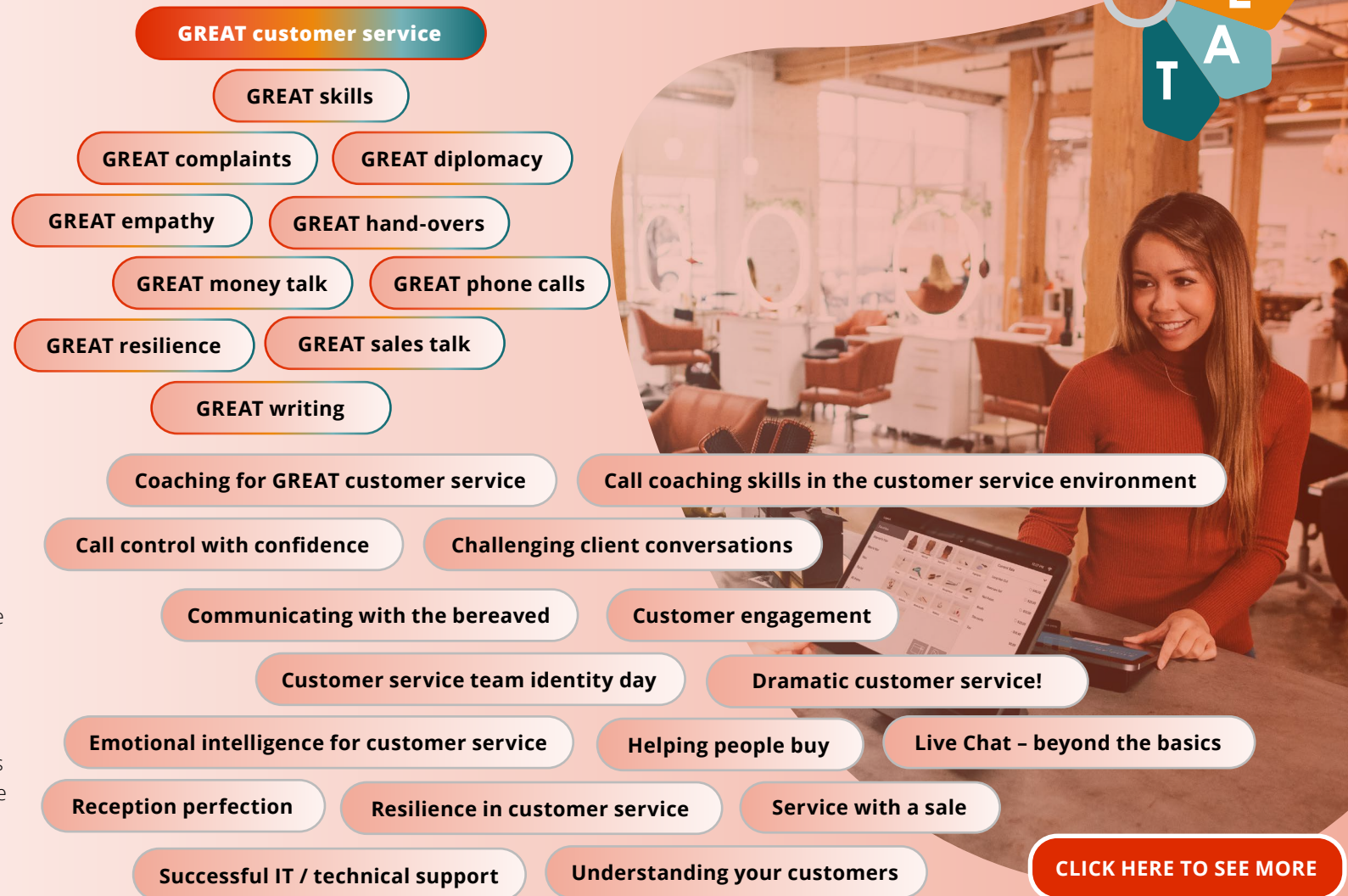
CUSTOMER SERVICE TRAINING

We specialise in the design and delivery of customer service training programmes. We've been doing it for more than ten years now, working for a wide range of clients across the UK and, indeed, internationally.

We present our 'flagship' programme, **GREAT customer service**. It takes an emotionally intelligent approach to customer service. It gives a structure for an emotionally connected, loyalty-inspiring, trust-building customer interaction. It will help your team deliver even better customer service.

The GREAT modules: the half-day masterclass ('GREAT skills') is an optional follow-up to 'GREAT customer service'. The others are all stand-alone modules.

Specialist programmes: our specialist programmes can be delivered 'off-the-shelf' or you can take the outline simply as a starting point for a conversation with the specialist trainer and they can develop a more tailored version for you.



BOARDROOM EFFECTIVENESS TRAINING

We have a range of programmes designed specifically for boards, committees and individual directors.

The programme outlines are intended primarily as a starting point for a conversation between you and the expert consultant / trainer. They can be run 'as is' but for maximum value it's usually better to tailor them to your precise requirements.

And, of course, if you can't see what you want on the list below, then **we can design a completely bespoke programme, just for you.**



THE IN-HOUSE TRAINING COMPANY

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