

hemsleyfraser

FEEL CONNECTED

***...to new thinking, communities,
knowledge and expertise***

***Learning experiences for your
people, teams and organisation***

Be ready for tomorrow

FEEL **CONNECTED**

MEETING THE MOMENT WITH LEARNING AND ENGAGEMENT

We learned a lot during the various phases of the last year. Like most organisations, at HF we quickly shifted to virtual working. We reinvented our business model, putting our digital learning platform to even greater use, and greatly expanded the number of virtual learning courses on offer. We set out to prove that a work/learn from home experience could be just as invigorating and connected as in-person development... not just PowerPoints on a platform.

Today, with the shift to remote/hybrid working, it's not yet clear what changes will stick and shape the workforce of the future. What is clear is that there has never been a more important time to make learning and workforce engagement part of the life-blood of the business... to focus on continual skills enhancement, capability development and well-being. And we're excited about the solutions we have that help you meet the moment, to be more agile, and to keep 'learning' at the forefront to address the needs of tomorrow. Expanding our use of virtual, digital and blended learning to help lift capability, to improve communications, and to support transformation initiatives is paramount in improving employee engagement.



Blended virtual training courses – choose from the 60 topics available – book a place for yourself, or organise for your group/teams. These learning experiences go beyond just one-off events to create a valuable and engaging learning journey with impact!



Membership package – lock in a special rate on 11 experiences (10 plus 1 free) for up to 15 people, to ensure a continual focus throughout the year on your team's development (including 3 days of contextualisation to make programmes bespoke to your needs).



Team training menu – want to build your own team training programmes? We have a menu of options available to suit your specific needs.



Digital learning content creation – a range of options to boost relevance for your learners – whether it's flipping your existing content, buying ours, creating something new, or a combination... we can help!



Building blocks to create learning experiences – leverage our off-the-shelf library of 'mix & match' digital learning assets, a learning and engagement hub, and our context-setting support services – all that you need to create custom learning solutions at speed and drive an agile learning culture.

How can we help you? Let's talk.

Lynsey Whitmarsh
Managing Director – UK

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WHO ARE WE?

Hemsley Fraser is:

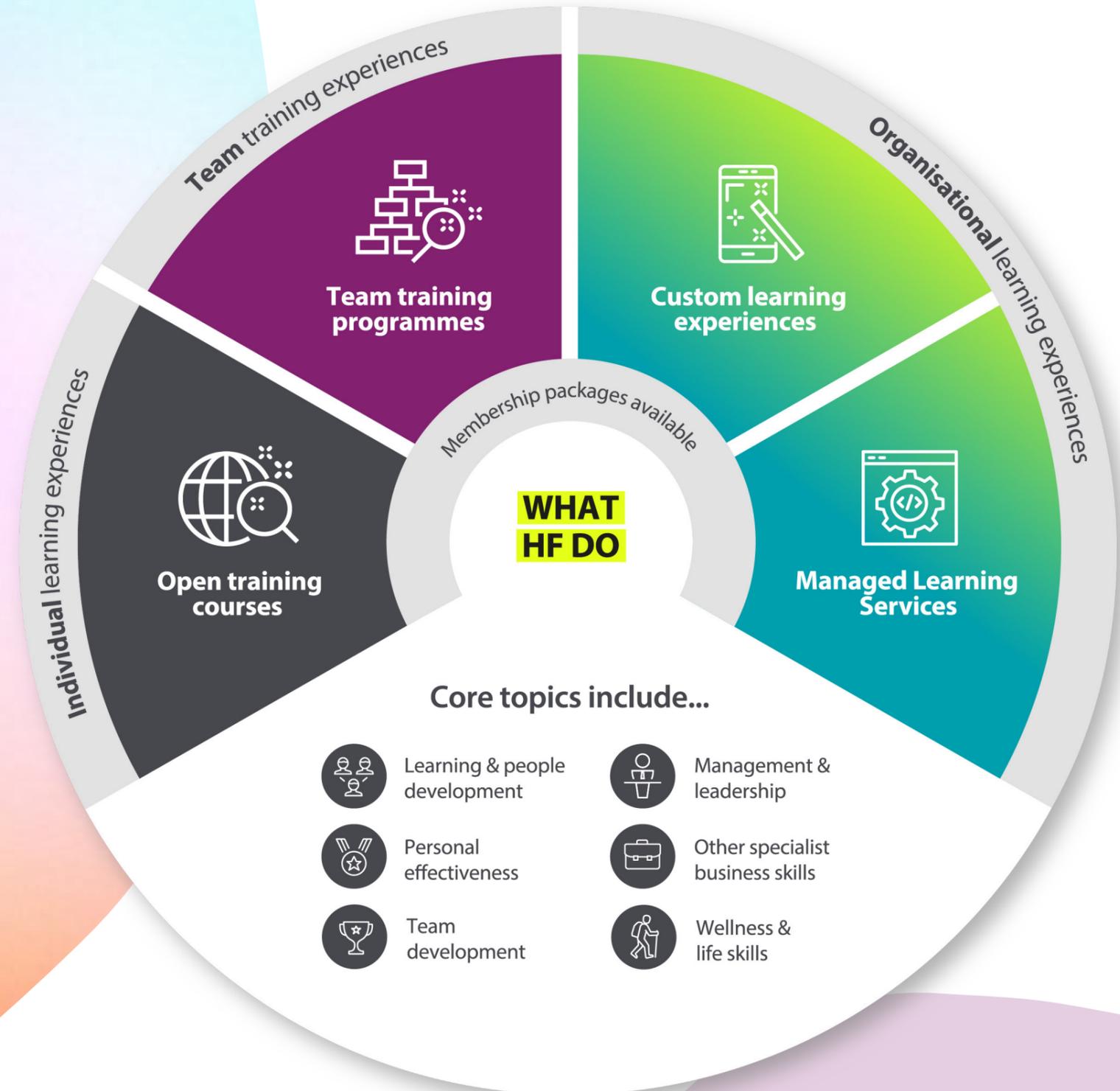
- A turn-key learning solutions partner – *technology, content and services.*
- A consulting firm.
- An award-winning design house.
- A global delivery partner.
- An industry-leading digital platform provider.

We create, deliver and manage learning experiences that engage individuals, teams, and your entire workforce.



We are driven to improve:

- Learning agility and impact.
- People's connections to new thinking, communities, knowledge, and expertise.



CALL **0345 071 2801** or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your
team requirements and pricing.

LEARNING EXPERIENCES FOR INDIVIDUALS

Are you looking for a training course for yourself, or others in your business, that fits today's working world?

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OPEN BY HF – LIBRARY OF 60+ VIRTUAL BLENDED TRAINING PROGRAMMES

LEARNING EXPERIENCES FOR THE MODERN HYBRID WORKING PROFESSIONAL

Learning plays a pivotal role in the continued growth and development of your people and teams during these challenging times; we all need to adapt and develop our skills to stay connected, positive and productive.

Learning in isolation has limited impact, but continuous, contextualised reinforcement leads to real behavioural change. Our E3 methodology provides a framework to Excite by setting the context, Engage learners through highly interactive expert-led training, and Embed by reinforcing and sustaining the learning.

These programmes blend expert-led virtual delivery, curated on-demand learning and follow-up coaching over three to six months to ensure the learning really sticks.



OUR LEARNING EXPERIENCE INCLUDES...

- ✓ Global availability
- ✓ Delivered in English
- ✓ Multiple date options
- ✓ E3 (Excite, Engage, Embed) methodology

Our scheduled blended virtual programmes

- Excite**
Digital learning playlist
- Engage**
Virtual instructor-led training
- Embed**
Follow-up coaching session

Virtual instructor-led training session

A deeper dive in to the topic in three hour chunks facilitated by a subject matter expert. Our qualified producers will ensure that learners receive an interactive and engaging experience. Plus, small group sizes mean that your facilitator can cover specific learning points in a personalised format.

Follow-up coaching from your expert trainer

Raise your specific challenges, ask focused questions and work with an expert to help shift your capabilities and relate your learning to your role.

On-demand digital learning

Access to online learning resources before and after your expert-led training and 1:1 coaching. These have been created and curated by a learning architect in order to meet the learning objectives of the programme. These are designed for a mix of learning styles and are 'snackable' to fit into your day, and are in a 'playlist' format for you to work through and return to as you need.

Take a look at all of our training programmes

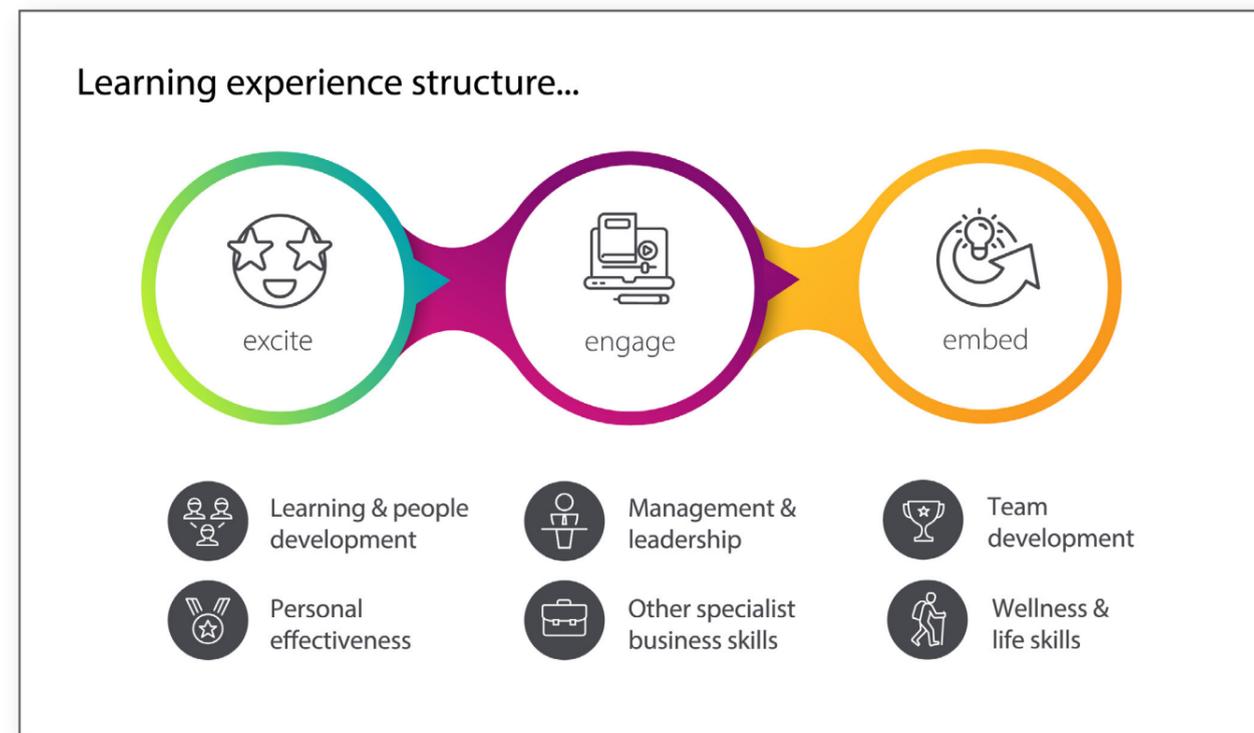


Learning Passport option available – see page 12 for details.

WHY CHOOSE OPEN BY HF?

FLEXIBLE DATES, GLOBAL AVAILABILITY, ON A VARIETY OF TOPICS

We have a library of 60+ virtual blended learning experiences, for individual attendance, that are available wherever you are in the world. They are delivered in English on a rolling schedule for maximum flexibility.



Working closely with subject matter experts, virtual learning specialists, a team of producers, and graphic designers, we have created learning experiences that focus on the essential and trending skills businesses need from their leaders and teams to grow and succeed in these challenging times.

MEET SOME OF THE OPEN BY HF EXPERTS

30 Years of experience in management, leadership and soft skills



NICK MONGAN
Head of Virtual Learning



ELEANOR HUDGELL
Learning Design Lead



NIGEL AMPHLETT
Facilitator



SARAH-JANE CHURCH
Learning Architect and Facilitator



PAUL RICHARDSON
Learning Architect and Facilitator



IAN CALDECOURT
Learning Consultant



NEIL JONES
Virtual Producer



CARLY WARDLE
Virtual Learning Manager



MALCOLM CAUDREN
Virtual Producer

CALL 0345 071 2801 or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your
requirements and pricing.

INTRODUCING OUR LEARNING PASSPORT **MEMBERSHIP**

CONTINUOUS, CONTEXTUALISED REINFORCEMENT LEADS TO REAL BEHAVIOURAL CHANGE

— To support continuous learning, we have introduced a Learning Passport membership scheme. This allows an individual to pick and mix from our library of blended pre-built training programmes to develop skills sustainably and consistently over a period of time.

HOW DOES IT WORK?

Each Learning Passport is worth 15 credits – you need to book within 12 months, plus the same individual must attend all sessions.



HOW DO I CHOOSE MY TRAINING PROGRAMMES?



Each course has a credit value. Look out for this symbol which tells you how many credits each programme is worth. Select from our library of 60+ pre-built training programmes – you can pick any number of courses up to 15 credits.

Did you know that you can buy a package of Learning Passports for individuals at your organisation?

Great for new starters or giving cohorts consistent training when they can't all attend at the same time. Contact us for pricing.

CALL **0345 071 2801** or EMAIL enquiries@hemsleyfraser.co.uk to find out more and discuss your requirements.

Use Learning Passports to support workplace transitions

Many of us need additional support through learning when we are going through workplace changes or job transitions. We have matched suggested training programmes to some of the frequent transitions experienced in the workplace.

New to Role – get new joiners off to a flying start:

Assertiveness at Work (10 credits) **+** Communicating with Impact (5 credits) **OR** Effective Time Management (5 credits)

New to the Supervisory Role – learn the fundamentals of people management and start the journey to becoming a great manager:

Introduction to Management (10 credits) **+** Building Resilience in Others (5 credits) **OR** Coaching (5 credits) **OR** Effective Delegation (5 credits)

First Time Manager – to help newly appointed managers hit the ground running and get the best out of their team:

Team Effectiveness (5 credits) **+** Motivating Your Team (5 credits) **+** Managing Performance (5 credits)

Managing Yourself – to help individuals proactively manage their time, develop their impact and work sustainably:

Developing Your Personal Impact (10 credits) **+** Effective Time Management (5 credits) **OR** Building Resilience (5 credits) **OR** Wellbeing and Stress (5 credits)

LEARNING EXPERIENCES FOR TEAMS

Do you have team or group training requirements? Choose from our pre-built library, or work with us to build your own.

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IMPACTFUL TRAINING PROGRAMMES TO DEVELOP YOUR TEAMS

Our blended virtual learning experiences combine expert-led training sessions and on-demand learning to bring the traditional benefits of classroom learning in a more vibrant, effective, and engaging way that accounts for the increasingly digital reality of our new normal.

Have you got group or intact team development requirements?

We have 60+ pre-built learning experiences that you can pick from or we can custom tailor one to meet your needs and context. We support clients across a range of critical and trending soft skills. Take a look at our library (pages 66 to 101).

We work with organisations to develop modern and impactful training solutions to help develop their teams. Speak to us about how we can help you create a group or intact team training programme.

CALL **0345 071 2801** or
EMAIL **enquiries@hemsleyfraser.co.uk**
to find out more and to discuss your
team requirements and pricing.

WHY DO WE USE USE E3?

All of our learning experiences are created using our E3 method. We believe learning shouldn't be a 'one-time' event. A multi-phase approach that 'excites, engages, and embeds' learning creates higher levels of engagement... and better outcomes.

Excite

Getting the learner thinking about the subject area, setting the context and creating excitement about the upcoming virtual training session(s).

Engage

Learners take a deep dive into the subject area through engaging virtual expert-led session(s), focussing on interaction and sharing.

Embed

Helping to transition the skills back into the workplace, through on-demand and on-the-job reinforcement pieces that extend the learning experience.

Learning experience structure...



Choose a pre-built team experience or build your own – take a look at our menu of options on page 18.

TEAM TRAINING PROGRAMMES MENU

Choose an experience from our library of expertly curated programmes ready for immediate delivery on 60+ topics or build your own using a combination from our content library, your own content or bespoke to suit your needs.

1

CHOOSE A PRE-BUILT TEAM EXPERIENCE

For intact teams or if you want to bring groups of people together for training.

EXCITE

ENGAGE

EMBED

Expertly curated programmes ready for immediate delivery on 60+ topics.

Do you have lots of team members that need training?

Take a look at our membership package which includes 10 team experiences plus 1 free.



OR

BUILD YOUR OWN TEAM TRAINING PROGRAMME

Select from our extensive content library, convert and/or blend with your own content, build something completely bespoke or a combination – the choice is yours!

EXCITE

ENGAGE

EMBED

Standard infographic
HTML infographic
Animation
Context video

1 x 90-min virtual Espresso in a day
1 x 3 hr VILT in a day
2 x 3 hr VILT over 2 days

Got your own content
– need to flip it for virtual delivery?

Quiz
Fluidbook
Thrive in Five
Follow-up coaching
Group facilitation
Digital badges/ certificates

A curation designer will ensure that your team experience is a balanced and engaging learning journey.

2

ACHIEVE GREATER IMPACT

Content, customisation, context setting & service options



OFF-THE-SHELF CONTENT

Choose from our library of virtual Espressos, Fluidbooks, infographics, videos and more.



PERSONALISATION

Personalise off-the-shelf content – add your logo, fully brand, tailor or customise.



BESPOKE CONTENT

Create contextualised custom content to ensure maximum relevance for learners.



BESPOKE PRINTED COMMUNICATION/LEARNING ASSETS

Create Z-card handouts as takeaways or include action learning prompts/exercises.



SUPPORT SERVICES

Get our help creating, supporting and managing your learning provision.



PLATFORM SERVICES

Support services for Hub platform implementation and user subscriptions.



FACILITATED WORKSHOP SESSIONS

Facilitated sessions with an expert – perfect for peer-based learning.



COACHING SERVICES

Choose from follow-up (30-min session), performance, career or executive coaching in one-hour blocks.

Take a look at our full team training programmes menu to find out more, call **0345 071 2801** or email enquiries@hemsleyfraser.co.uk

CREATING TRAINING PROGRAMMES TO MEET YOUR SPECIFIC CHALLENGES

It's much more effective to create learning experiences for your employees that go beyond the one-off training course, creating a more contextualised and custom training solution to meet your specific challenge. Training programmes have come a long way from the chalk-and-talk of the past.

Our robust suite of ready-to-deliver team training experiences serves as a launching point for a more speedy and cost-effective programme design. Partner with a dedicated Client Partner to clarify your training programme requirements, choose your topics, options for context setting and customisation. Our approach offers a custom approach at an off-the-shelf price, which means that often your training can be delivered within days.

Speak to us about how we can help you create a group or intact team training programme.

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your team requirements and pricing.

OUR MEMBERSHIP PACKAGE

Do you have lots of team members that need training? Why not consider our membership package?

The package includes 10 team experiences plus 1 free for up to 15 people.

You will get 3 days of contextualisation services including:



Instructional design



Graphic design



Bespoke assets

Multi-year plans are available



BITE-SIZE VIRTUAL ESPRESSO SESSIONS

Our 90-minute virtual Espresso learning sessions deliver short bursts of knowledge. They are expert-led and great for short team sessions, like breakfast meetings or 'lunch and learn'. There are 90+ topics to choose from, which can run either standalone or up to three sessions in a day – enabling you to mix and match to suit your needs.



Time-friendly – 90-minute topic-specific bites.



Highly-focused expert-led sessions.



Fast-paced, fun and engaging.



Can be delivered virtually, either standalone or as part of a blended programme.

Explore our range of topics on page 108.

ORGANISATIONAL LEARNING EXPERIENCES

*Do you need a custom solution aligned to
your business goals, that achieves great
engagement and impact?*

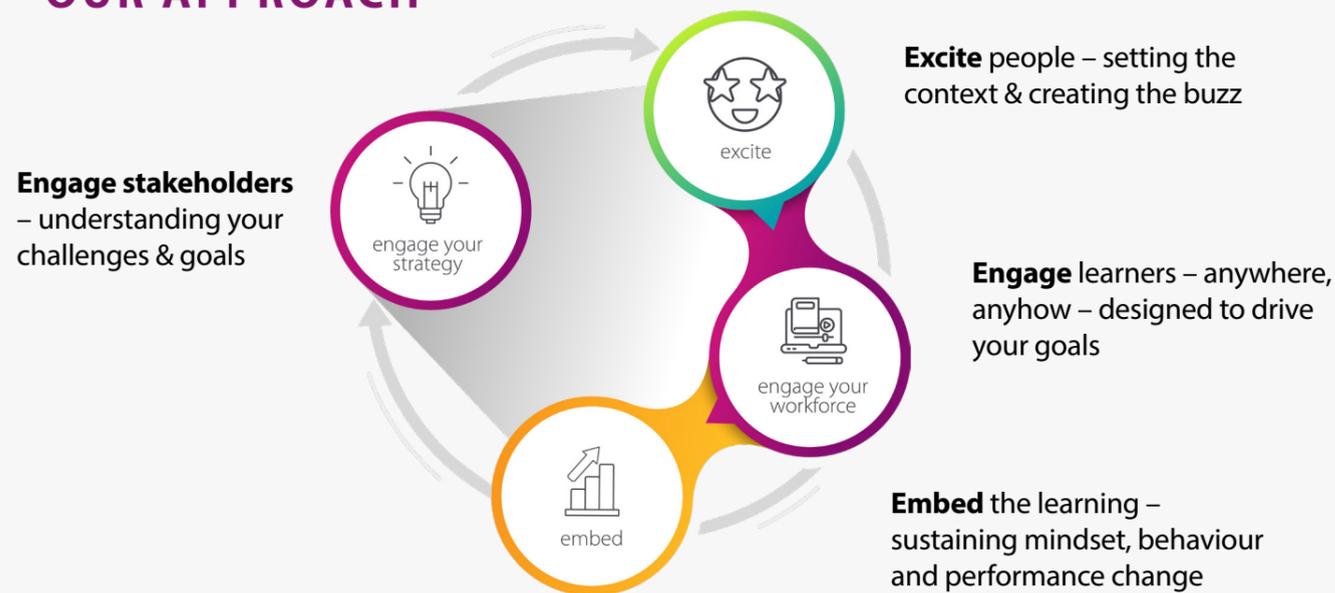
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CUSTOM LEARNING EXPERIENCES THAT HELP DRIVE YOUR BUSINESS GOALS

With our broad portfolio of training topics and a range of service capabilities – that include instructional design, virtual instructor-led training, on-demand learning, consulting and training outsourcing services – we are truly a turn-key L&D solution provider.

We are transforming how our clients learn and engage, and we offer the content, the services, the platform, and the support systems to facilitate impressive levels of employee engagement.

OUR APPROACH



WE'LL TAKE CARE OF EVERYTHING

Whether you need a helping hand or want to turn it all over to us, we can support you.

SOME OF THE CHALLENGES WE'RE HEARING FROM YOU...



ONBOARDING

"How can we improve our onboarding practices to better support the virtual/hybrid working model, and increase retention, productivity and culture at our workplace?"



HYBRID WORKING

"We need to ensure our teams have the communication, collaboration, professional skills and resilience to work effectively, while working remotely, returning to the office, or as a mix."



LEADERSHIP DEVELOPMENT

"We need to refresh our leadership development offer to focus on increasing leadership capability, shaping organisational culture, investing in talented future leaders, leading inclusively and seeking to improve diversity."



WELLBEING & MENTAL HEALTH

"We want to give our leaders and teams the tools with which to effectively support wellbeing and manage work-life balance – as far as possible mitigating mental health and burnout issues."



DIVERSITY & INCLUSION

"L&D have been asked to help with a culture and behaviour change initiative – to engage employees globally to understand their role in building a workplace in which everyone feels a sense of belonging, and in which the importance of valuing the unique contributions of each individual is clear."



FUTURE SKILLS

"What are the skills of the future, and how can we upskill and reskill our workforce? How can we build a future skills strategy to move us from current state to future state, and successfully deliver the strategy remotely?"

STEPS TO CONFIGURE AN **EFFECTIVE** LEARNING EXPERIENCE-BASED SOLUTION

We talk a lot about **learning journeys** and **learning experiences** but, what do we mean? Successful learning doesn't typically take place during a single workshop or at a specific moment in time. Successful learning takes place when a learner eagerly embarks upon a multi-faceted curated learning experience or journey. There are many different ways to configure an effective **learning experience-based** solution. What's the best way to configure things for your organisation?

-  Decide if you need any help to carry out analysis, understand the issues and create a solution blueprint – opt for our consultation and discovery service.
-  1. Choose the **topics** and the **modalities**.
-  2. Decide on the **complexity of the course materials** – off-the-shelf, bespoke or a mix.
-  3. **Choose your level of programme support** – we can do everything for you, or we share responsibility.
-  4. Create **excitement and context for the learning** – stakeholder involvement, communications plan, custom asset creation.
-  5. Consider **your ROE** (return on expectations) strategy – set the stage to demonstrate how your learning initiatives drive true behavioural change.
-  6. Promote **social learning** and decide which **action, peer-to-peer learning** and other **sustainment** mechanisms will be best – make content sharing easy, identify champions, keep the drumbeat going, instigate action-learning challenges.

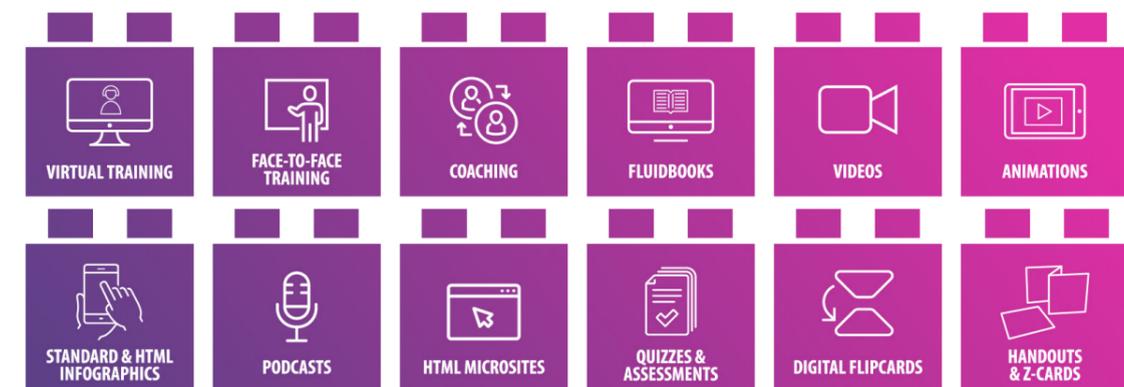
THE **BUILDING BLOCKS** TO CREATE ENGAGING LEARNING EXPERIENCES

Our flexible approach gives you the tools and building blocks needed to create, and adapt quickly and easily.

OUR CORE TOPIC AREAS INCLUDE...



A WIDE CHOICE OF MODALITY BUILDING BLOCKS



With thousands of interchangeable micro-learning training assets; virtual instructor-led delivery, a team of producers, editors, and graphics designers ready to rapidly integrate client context and content; learning technology that can be deployed in days, we provide a flexible solution that gives you the tools and building blocks needed to create, and adapt quickly and easily.

What's unique about our approach?

-  We're **smart with your budget**
-  We're **fast**
-  We're with you **all the way**

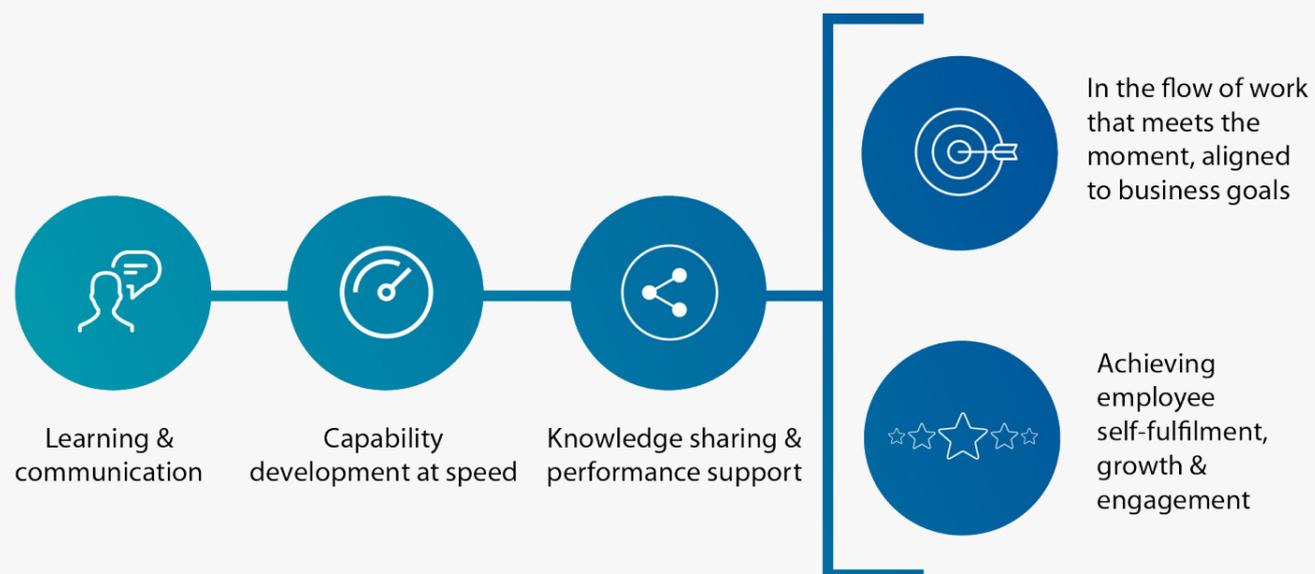
HELPING YOU DEVELOP AN **AGILE** LEARNING CULTURE

— Adopting a learning culture is one way that businesses are becoming more agile and responsive to the changing needs of their markets.

The last year has shown us that businesses need to move quickly in response to changes in their markets, to maintain a competitive edge. Often, L&D budgets can be cut when overall budgets are tightened, but when aligned with the goals of the business, it is intrinsic to the organisation's performance.

As businesses have had to quickly adapt to the accelerated rate of change, many have sought to pair employee desire for learning with the organisational need to upskill and reskill – to meet future skills needs – and build a more agile, responsive and resilient organisation. By building a learning culture, the enterprise can protect itself from future threats and ensure its ability to grasp potential opportunities.

WORKING WITH YOU – SUPPORTING YOUR GOALS



Digital tools for learning and communication, such as content libraries, digital hubs, video calling and instant messaging, have become common to our new working environments. However, just as important as having the right tools is knowing how, when and why you should use them.

Hemsley Fraser can help you move toward an agile learning culture, making use of the content and tech you already have, and building out experiences and initiatives that support your organisational goals.



CALL 0345 071 2801 or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your requirements and pricing.

OUR CORE LIBRARY OF BUILDING BLOCKS

DESIGNED TO ENGAGE ALL LEARNING STYLES

— The HF Core library is a rich bank of learning content that sits at the heart of everything we do, focusing on:

Personal Effectiveness

Team Performance

Management & Leadership

Specialist & Technical

Hot Topics

Each topic includes curated and blended learning modalities, including expert-led and on-demand resources, providing the ultimate flexibility in 'mix & match' design.

EXPERT-LED

Live virtual and classroom events facilitated by experts

For the highest level of learner engagement, choose instructor-led training; live virtual workshops, facilitated sessions or face-to-face workshops (when guidance allows).



Virtual training

- Hosted by expert facilitators and accredited producers to be highly interactive.
- Include several breakout sessions and group activities, just like classroom workshops.
- Held via Adobe Connect, Zoom or MS Teams.



Coaching and facilitated sessions

- Expert facilitated sessions – perfect for peer learning.
- Choose from Performance, Career and Executive Coaching on a 1:1 basis.

VIRTUAL TRAINING



Leadership Labs

- Facilitated 90-minute virtual sessions focused on a single key topic.
- Provide senior leaders with a bespoke learning opportunity tailored to their experience and needs.
- Promote peer sharing and learning among your executive population.
- Quickly address current and pressing business challenges.



Face-to-face training

- 100% active learning leads to retention and true behavioural change.
- No 'death by PowerPoint', no boring lectures; workshops are filled with discussion and activity.
- Highly-experienced and highly-rated facilitators in locations around the globe.

DIGITAL ON-DEMAND

Make your learning more agile, impactful, accessible and scalable... put digital at the heart of the experience.



Videos – lights... camera... action!

- For visual learners where 'show' is much better than 'tell'; creative videos bring key learning concepts to life.
- Can be viewed anywhere and fit easily into learners' workdays.
- A variety of video types available, including concept introductions, 'skills in action' role-plays, hosted interviews, executive 'talking heads', guided meditations, panel discussions and much more!



Thrive in Five Videos – engaging and structured micro-learning videos

- Short, micro-learning format videos that show an employee thinking through – and acting on – a single issue.
- Just two-to-three minutes long, to suit learners who are on the move.
- Uses a structured methodology to aid in learning retention.



THRIVE IN FIVE VIDEO



Fluidbooks – simple, elegant and engaging mobile eLearning

- Interactive, beautifully-designed eBooks that combine multiple ways of learning in an engaging format.
- Equally usable on desktop and mobile devices.
- Fun, easy way for people to study a variety of topics.
- Allows learners to explore high-level topic overviews or to take deep dives into content.



Audio podcasts – short-form learning on the go

- 5-15 minute podcasts that can be accessed on all mobile devices.
- Designed for those who like to learn at their desks or on the go and for those who are visually impaired.
- Places learners a click away from a range of industry experts, organisational leaders and thought-provoking discussions.



Animations – a picture is worth a thousand words

- Created in a variety of graphic styles, from high-tech to hand-drawn.
- Delivers content in a more engaging and playful way – more than text-based emails or static PDFs.
- Synced voice narration keeps learners engaged.



Standard infographics – scroll, read, learn

- Beautifully-designed, infographics that present learning content in a visually engaging style.
- Words and graphics are combined to give key messages added punch.
- Leverages the popularity of continual scrolling.
- Easily accessible and digestible.



HTML infographics – rapid turnaround and mobile-first design

- Speak to the needs and preferences of visual learners.
- Mobile-first design featuring text and animated GIFs that render perfectly on any size device.
- Quick turnaround times – commission and launch HTML infographics in just a few days.



Digital flipcards – active recall and reinforcement

- Online ‘index cards’ that take the value and ease of use of old-school study cards to the next level.
- Opens to one side and then flips to the second side when you mouse over them.
- Great for a variety of purposes, including process reviews, role-play scenarios, product upskilling, and much more.



Digital badges/certificates – acknowledge and recognise progress

- Digital credentials that validate skills and accomplishments.
- Recognise and reward your learners.
- Incentivise/reward completion of learning undertaken.



Blog posts – on-demand learning thought leadership

- Custom blog posts focusing on the topic(s) of your choice, written by one of HF’s learning experts.
- Cost-effective way to provide additional learning thought leadership to your organisation.
- Publish your post on your corporate learning site, intranet, or social media.

PHYSICAL

Why not use training support tools/resources as part of your learning experiences? From pocket-sized Z-cards to action learning prompts, a straightforward and to-the-point approach that works best in today’s busy world.



Action learning prompts – consolidate and encourage

- Well-designed actions or assignments that help to consolidate the learning.
- Prompts that encourage learners to take specific action and reflect.



Z-cards – pocketable learner handouts

- Pocket-sized and user-friendly alternative to traditional and bulky printed learner handouts & workbooks.
- Expands to hold critical information & learning models.
- Can contain note-taking space.
- Can be custom-branded.



If the topics you want are not part of our core library, **no problem!** Our designers regularly produce custom courses and digital assets based on specific client needs.

VIRTUAL LEARNING FOR TODAY'S WORKFORCE

VIRTUAL EXPERT-LED TRAINING SESSIONS TO HELP DEVELOP YOUR TEAMS

Virtual is the 'new normal' across the business world and beyond, at least for now. So it's no surprise that many organisations are using virtual training to get employees together to enhance their skills and to help them navigate the challenging times.

Virtual expert-led training is a vibrant, effective and popular medium. It replicates the expert-led classroom learning experience and can involve group discussions, peer-to-peer coaching, video content, actors and role-plays, interactive polls and one-to-ones with the facilitator.

Stand-alone or used as part of a blended learning experience to complement other learning methods, virtual learning has grown strongly in use and sophistication. We've helped clients convert their face-to-face courses to virtual learning and to support the roll-out of global learning programmes.

According to research by Fosway, 97% of organisations are now using virtual classrooms to support learning and development, with over half (53%) reporting that they have proved to be their most successful learning platforms during the COVID-19 crisis.

WHY CHOOSE VIRTUAL?

- **Convenient** – access from anywhere across a number of devices.
- **Agile and time-friendly** – can be delivered within a short timescale to meet changing demands at a time to suit your needs.
- **Flexible** – can accommodate learners in small or large numbers without impacting the level of engagement and interactivity.
- **Perfect as part of a blended solution** – one-to-few or one-to-many sessions enhance engagement and foster a sense of collaborative working.
- **Suitable for almost any subject** – choose from our large range of off-the-shelf sessions or build your own.
- **Bring together a wide audience to collaborate** – regionally separated or globally-diverse audiences can be brought together in the same 'room'.
- **Embrace a number of learning styles** – by using interactive, media-rich and engaging approaches and content.
- **Dynamic and stimulating** – an active and participative way to learn, creating learner engagement and content.



Across platforms including **Zoom**, **Adobe Connect**, **Microsoft Teams**, **Skype** and **WebEx**

Available in 16 languages

English, French, Spanish, Brazilian, Portuguese, Hindi, Mandarin, Japanese, German, Dutch, Norwegian, Polish, Italian, Turkish, Swedish, Russian and Arabic.



Explore our range of topics on page 108.



OUR NETWORK OF EXPERTS

EXPERT CONTENT DESIGNERS, QUALIFIED VIRTUAL FACILITATORS, SUPPORTED BY EXPERIENCED TECHNICAL PRODUCERS

We understand the importance of well-designed and curated content along with quality facilitation and production – all **vital ingredients** to deliver engaging and impactful learning experiences. Our associate model provides a truly global footprint of locally-based consultants throughout the world.



Need to upskill your team to deliver in a virtual format? Take a look at our virtual programme. 

DID YOU KNOW...

Our team of experienced technical producers provide end-to-end support to ensure an engaging and memorable learning experience.

- Driving interaction through activities and assessing group dynamics.
- Managing real-time communications and resolving technical difficulties.
- Platform expertise – set up and preparation.
- Evaluation and follow-ups.

All of our facilitators have a minimum of 5 years of expert-led delivery experience (virtual and classroom). We work with you to select a dedicated design team along with a faculty of delivery consultants in relevant countries based on:

- ✓ Content and topic knowledge.
- ✓ Industry experience.
- ✓ Audience level experience.
- ✓ Facilitator delivery style.

CALL **0345 071 2801** or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your requirements and pricing.

VIRTUAL COACHING & FACILITATION

CALL 0345 071 2801 or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your
requirements and pricing.

— The world has moved on apace. Adapting to the 'virtual world' has been a steep learning curve for many, but even before the COVID-19 pandemic over 50% of coaching sessions tended to take place via a virtual platform: Skype, Zoom, Blue Jeans, Microsoft Teams and the like. Today, participants are more used to enjoying a one-to-one or group development experience that is facilitated remotely by an expert.

As part of a blended learning experience (but also available as a stand-alone programme), client organisations can provide access to high-quality coaching or facilitated group sessions for more of their people, regardless of their location. Studies have revealed that many more organisations are applying a more 'blended learning' approach to their development – and virtual coaching and facilitation are very much part of that mix today.

Our experts are able to deliver through different media, whilst preserving the quality of the experience they provide, whatever platform is being used.

We offer a range of virtual facilitation services, including off-the-shelf programmes – **Distributed Team Effectiveness** – as well as services to support your blended experiences. See page 104 for details.



OUR ONE-TO-ONE COACHING SUPPORT SERVICE

"Coaching is unlocking a person's potential to maximise their own performance. It is helping them to learn rather than teaching them".

Sir John Whitmore, in Coaching for Performance

Used as a stand-alone service or to supplement a blended learning experience, tap into our expert team of experienced coaches.

Performance coaching

Focuses on making people more effective and productive in their current role. It is based on the actual goals and objectives of that role. It helps people overcome blockages to maximise their strengths and performance. Performance coaching can be offered to individuals or teams.

Executive coaching

Focuses on business growth; in areas such as strategy, better team management, ideas generation and business performance. It provides leaders and executives with tools and strategies for business improvement in a rapidly changing world.

Career coaching

Focuses on helping individuals advance to the next level, identifying solutions to enhance their career development path either within an organisation or by moving on. It will help individuals to overcome specific obstacles, achieve particular goals and development to the next level.

Available formats:



Virtual



Phone

INTRODUCING LEADERSHIP LABS

FACILITATED PEER-BASED EXPERIENCES FOR LEADERS AND SENIOR EXECUTIVES

Leadership Labs are a unique space for a group to actively reflect and learn through our facilitated process; offering practical techniques to help equip leaders to overcome some of today's most urgent leadership challenges.

A 90-minute facilitated session focused on a single topic or topic pairing, that provides leaders with the opportunity to:

- ✓ Share challenges in a safe, peer-based environment.
- ✓ Discuss practical tips and techniques.
- ✓ Role-play and practise learning before bringing it back to the workplace.

Our highly experienced facilitator will explore up to two concepts through our Lab process:



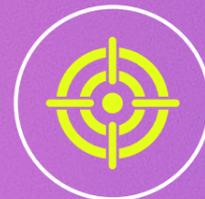
1. REFLECTIVE QUESTION

To raise awareness and bring the unconscious to consciousness.



2. TIP OR TECHNIQUE

Exploring a simple, practical or memorable concept that can be applied to current practice.



3. SETTING AN INTENTION

Learners set their deliberate development intention, relevant to their individual context.



4. TAKEAWAY

Summary of the tip or technique with some supporting resources; a record of personal reflections and intentions.

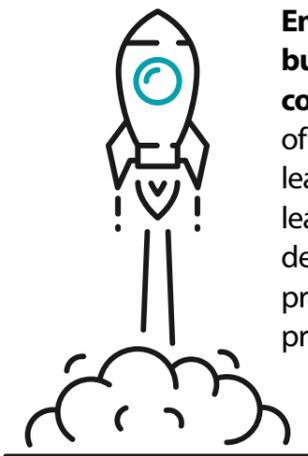
- Tailor to the group based on experience and needs.
 - Promote peer sharing and learning among your executive population.
- Quickly address current and pressing business challenges.
- Enable connection during a time of hybrid and virtual working.

CALL **0345 071 2801** or
EMAIL enquiries@hemsleyfraser.co.uk
to find out more and to discuss your requirements and pricing.

DO YOU NEED **CUSTOM** LEARNING CONTENT?

— Many big, and not so big, brands trust us to create great looking and engaging learning and communication content for them. If you need custom virtual, digital or integrated content to help meet your organisation's learning and engagement needs – whether learning experience design, modernisation, digital learning asset creation or translation – we've got you covered.

BOOST RELEVANCE FOR YOUR LEARNERS

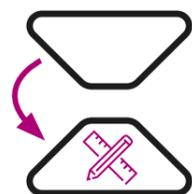


Ensure maximum relevance and business benefit with custom content. We provide a full range of design services to support your learning objectives – consultants, learning architects, instructional design experts, graphics designers, producers, editing support and project managers.



CUSTOM DIGITAL CONTENT

Why not get our help to custom produce digital learning and communication content? Choose from Fluidbooks, Thrive in Five video, film and animation, podcasts, HTML infographics, quizzes, virtual training sessions and more.



WHY NOT FLIP OR ENHANCE YOUR EXISTING CONTENT?

We can help you extend the shelf-life of your legacy programmes and content by bringing designs up-to-date. You'll be surprised what simple re-design, graphics update and the shift to a digital approach will do.

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your requirements.

THE **HUB PLATFORM**

Enabling learning and engagement experiences that drive transformative change.

Imagine you could:



Quickly engage your workforce with exciting digital content, wherever they are.



Instantly share your messaging and information, supported by thousands of skills development assets, all wrapped up in the context of what you are doing.



Use analytics and reporting to **guide your strategy**, to meet evolving needs and expectations.



Provide **truly blended experiences** with **impact** and amazing **reach** that drive high engagement.

LEARNING, COMMUNICATION, POLICY & KNOWLEDGE-SHARING

The Hub houses thousands of digital learning assets that can be used to create online and blended learning experiences. It provides an engaging user interface for business updates, key leadership messages and knowledge management. Features such as 'playlisting', 'trending' and 'sharing' ensure a more dynamic environment for learning. Currently accessible to over 2 million users globally.

Try the Hub today!
Click here to take the tour!



BRING LEARNING TO LIFE

– OUR SERVICES

GET OUR HELP TO SUPPORT YOUR LEARNING PROVISION

CREATING



- Instructional design.
- Learning architectures.
- Learning journey curation.
- Content flipping & beautification.
- Graphic design, proofing and QA.
- Communication & engagement.
- Translation.

DELIVERING



- Learning platform deployment & launch.
- Expert-led delivery.
- Coaching.
- Virtual event management.
- Faculty management.

MANAGING



- Expert consultation, analysis & discovery.
- Learning analytics & metrics.
- Logistics support.
- Project management.
- Learner management.
- Supplier management.

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your requirements

PARTNER MEMBERSHIP

— Our partner-level contracting approach is designed for enterprises that want to take a more holistic approach to learning and talent development. Partnering with Hemsley Fraser in this way also brings greater flexibility and value.

PARTNER MEMBERSHIP

- Access the **full suite** of HF products, services and learning technologies.
- Benefit from **greater flexibility** – bring improved agility to your learning programme provision.
- Get **membership discounts** through our subscription-based contracting:
 - Annual – 5%
 - Multi-year – 10-15%

We believe this sustained and holistic approach to development drives better engagement, skill development and behaviour change... **empowering the learner** to develop at their own pace and to collaborate in the development and support of others.

Contact us to discuss our partner membership approach...

NEED TO PICK UP THE PACE?

For those that need a solution yesterday, look at our subscription-based option to make a big impact in a short period...



PLATFORM

Easy-to-install Hub platform that shares learning content and boosts learner engagement.



ACCELERATED-CONTENT

Off-the-shelf library of 'mix & match' digital learning assets.



CONTEXT

Consulting and production services to maximise relevance & context for your solution.



EXPERIENCE

End-to-end support services to drive drama-free delivery of your learner experience.

Using our PACE approach, infinite client solutions – big or small – can be readily architected to Excite, Engage and Embed learning.

CASE STUDIES



— DEVELOPING LEADERSHIP RESILIENCE WITH SPIRIT ENERGY

Helping a new oil and gas business develop leadership resilience. From a standing start to a successful launch at speed, Spirit Energy empowers staff development.

Launching a new system during COVID was challenging. But after a problem-free selection and rollout process, the SHIELD launch has been a success. Spirit staff can now access learning and development opportunities tailored to their requirements, whenever and wherever they need it. Plus, early results show that staff engagement has exceeded expectations – so the future is looking good!

 VIEW MORE HERE

— MANAGED LEARNING SERVICE PARTNERSHIP WITH VIRGIN MEDIA

Since being appointed in 2016, Hemsley Fraser has created a cost-effective strategic partnership with Virgin Media, managing the business's entire learning and development portfolio.

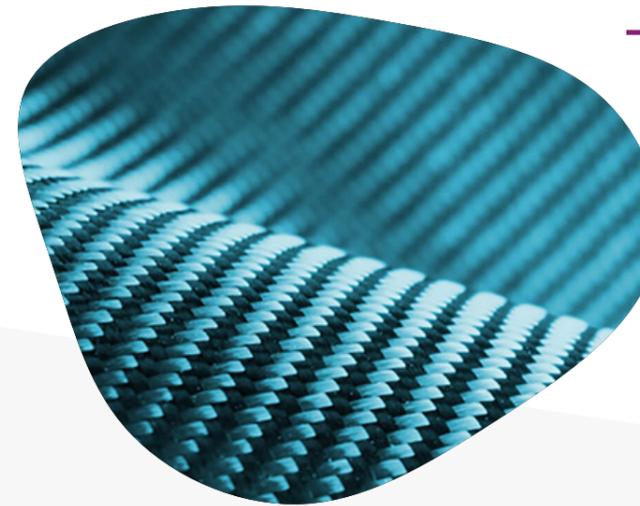
Highlights include:

- **26% average savings** on external spend year-on-year, through consolidation of learning suppliers and aggregation of spend.
- **Circa £400k savings** generated from outsourcing internal training management.
- **10% increase** in event occupancy.
- **30% reduction** in cancellations in the first year.

 VIEW MORE HERE

"From day one, it felt right. Not only did Hemsley Fraser understand our culture and tick all of the boxes of what we required from a flexible partner – they brought the whole package. Their personalised approach helped to deliver aspirational results."

David Chivers – Director of People Development



— COMPANY-WIDE BLENDED LEARNING FOR HEXCEL

Helping to improve relationships between employees, supervisors, and managers within a global organisation.

Highlights include:

- Improved relationships between employees and managers.
- Average programme score of 4.7 out of five.
- Consistent core management skills around the world.
- Improved organisational performance.

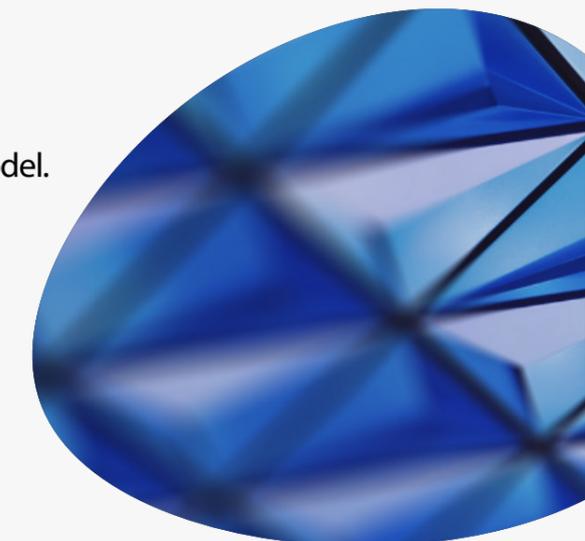
 VIEW MORE HERE

— CREATING VALUABLE VIRTUAL EXPERIENCES WITH PMI

Highlights include:

- Rapid upskilling to pivot to an expert-led virtual delivery model.
- Continuity in capability building during the pandemic.
- Reduced travel expenses and environmental impact.
- Better efficiency in hosting and attending meetings.
- Net Promoter score of 74 per cent.
- Rapid accreditation of 110 virtual facilitators.
- Programme deployed in 44 countries.

 VIEW MORE HERE



— BUILDING A LEARNING CULTURE WITH GREYSTAR

 VIEW MORE HERE

Helping Greystar build a learning culture that keeps pace with rapid growth. A year after the Greystar Business School launched, an employee survey found:

- 89% of the workforce accessing the learning.
- A 24% improvement in performance and productivity.
- A 90% increase in understanding of Greystar goals and objectives.
- A 35% reduction in the likelihood of employees leaving Greystar.

MANAGED LEARNING SERVICES – **OUTSOURCING**

Tap into our expertise to drive the performance and learning culture you need through effective MLS outsourcing.

hemsleyfraser

SUPPORTING YOUR LEARNING & PEOPLE DEVELOPMENT

HELPING TO IMPROVE BUSINESS PERFORMANCE

— Our Managed Learning Service focuses on improving business performance through connecting, engaging and developing your greatest asset, your people. We do this by creating experiences that are a blend of learning, communications and technology.

This means that:

- Your people can access learning when they need it, enabling them to rapidly upskill and meet the changing needs of your business in an increasingly unpredictable world.
- Learning is aligned to business priorities, ensuring that L&D activities drive performance and achieve the business impact you need.
- Your learning supply chain provides all of the modalities your people need, enabling learning in the flow of work while delivering value across your learning spend.
- Data-driven insights shape the service to achieve your goals, providing the insight needed for effective decision making across your organisation.



CALL **0345 071 2801** or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your business requirements and pricing.

OUR GLOBAL MANAGED LEARNING SERVICES

HELPING TRANSFORM WHAT YOU DO

Administration & logistics

We understand that administration can be a burden – and that it’s probably not core to your business – but it is to ours.

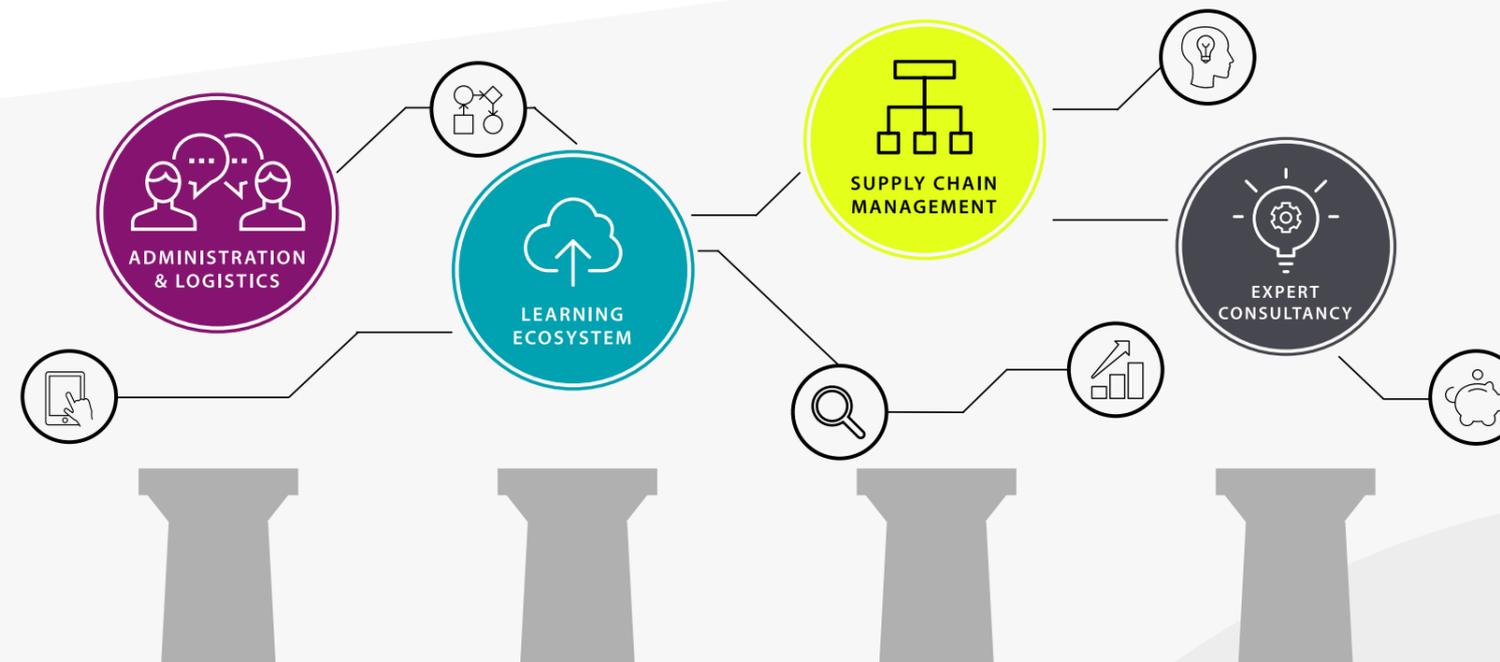
Our service includes:

- Scheduling and event management.
- 5-star customer service.
- Enquiry management and learner support.
- Logistics/facilities management.
- Demand planning and TNA/LNA.

Learning ecosystem – platform & LMS solutions

Whether we interface with your existing LMS enabling you to optimise current technology investment, simplify current solutions via our Learner Portal and/or Digital Hub platform or consult with you to select a new platform, the choice is yours.

Learn about our partnership with an insurance sector client to make their provision of managed learning services less transactional and more value-focused.



Expert consultancy

We are experts in the field of learning, not only in delivery and design but in all aspects of learning, including:

- Digital Transformation.
- Technology/platform advice and recommendations.
- Supply Chain Analysis.
- Learning and Development strategy guidance and expertise.
- Apprenticeship strategy guidance.
- Performance Improvement Analysis.
- Competency frameworks (i.e. SFIA).
- Coaching and 360 feedback.

Supply chain management

Understanding and effectively managing your learning supply chain adds real value, delivering efficiencies, savings and enabling your learning spend to go further. We ensure that you have diversity and innovation across your supply chain to deliver engaging and impactful learning.

This includes: onboarding your existing suppliers, rationalising your supply chain, leveraging existing HF relationships, consolidated monthly invoicing, ongoing contract management while removing associated risk, managing your learning RFPs, and market insight and awareness.

APPRENTICESHIP MANAGEMENT SERVICE

LET US DO THE HARD WORK FOR YOU

Businesses tell us they have concerns about the resource needed to develop an apprenticeship strategy, research providers and programmes, as well as the effort needed in the management of the apprenticeship process. The good news is that we can help, and have already assisted customers to navigate the challenges successfully.

We offer a bespoke combination of apprenticeship consultancy, supplier management and learner engagement to help organisations get the best value for their business.

Hemsley Fraser is a one-stop shop for all of your Apprenticeship Levy requirements.

For more information, contact us at:
apprenticeships@hemsleyfraser.co.uk
or [visit our website](#).



Read our article
'Why apprenticeships, why now?'



Access and optimise your Apprenticeship Levy fund

We know that the Apprenticeship Levy can seem complex, so we've developed three ways we can support our customers.



Consultancy – accessing expert help to shape the solution

- Providing expert advice and guidance on the optimal solution.
- Mapping job families/roles and relevant professional qualifications to standards.
- Provide a consolidated view of learner progress across all apprentices/suppliers.
- Identifying suppliers by standard and geography.



Outsourcing management of all apprenticeships

- Handling initial request.
- Communication with apprentice.
- Administration per learner/apprentice.
- Digital Apprenticeship Service management.
- Tracking and reporting.



Managing funding through the Register of Apprenticeship Training Providers

- Helping you stay compliant with the latest funding rules.
- Highlighting where incentive payments are available.
- Provider sourcing and shortlisting (based on Ofsted / performance and quality checks).
- Supplier management/troubleshooting.

TRAINING COURSE & LEARNING EXPERIENCE LIBRARY

— PRE-BUILT PROGRAMMES

Are you looking for a training course or pre-built learning experience? Explore our library... training courses, facilitated team programmes and bite-size Espresso virtual sessions.

hemsleyfraser

We know that investing time in your development is the key to a rewarding career. We have personal effectiveness virtual training programmes for all levels to help you get the best from your role.

***Personal impact
& effectiveness***

Better Communication Skills

Understanding and employing effective communication techniques at work can help you achieve your objectives, build strong relationships and improve outcomes for everyone. This practical course focuses on all of the critical elements of communication, and you will leave the course with a plan to develop your confidence and competence in a range of communication techniques. You will also take away tips, techniques and templates to support you in implementing your communication skills back in the workplace.

Is it right for me?

This course is for anyone wishing to learn and apply higher-level communication techniques to increase effectiveness and improve relationships.

What will I learn?

By the end of this course you will be able to:

- Identify the factors that help and hinder workplace communication
- Use effective questioning techniques to acquire information and build relationships
- Pick up on hidden messages through nonverbal cues
- Actively listen for feelings and behaviours as well as meaning
- Recognise the different types of behaviour in yourself and others
- Apply an assertive response to some common workplace situations

- Identify good and bad practice for useful and constructive feedback
- Plan effectively for feedback conversations using the BOFF model
- Explain barriers and filters in communication and how to overcome them
- Identify different communication styles in action and flex your style to influence others
- Reflect on how you want to be perceived by others and work on presenting a positive image
- Identify the sources of power in an organisation and use these to increase your influence
- Make a persuasive proposal using a five-stage structure
- Apply a range of positive behaviours to make your meetings and presentations more effective

For individuals

£800 Passport credits

[View all available dates](#)

For groups & teams

From £2000

[Click here for full course details](#)

Programme structure

- Excite**
Digital learning playlist
- Engage**
2 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Building Networks

This virtual course will equip you with the tools and the confidence to approach online and offline networking in a more positive and purposeful way. You will start by setting your own networking goal, to help focus your activity and create a targeted plan of action. You will then cover the most important interpersonal elements of networking: making a positive introduction that is true to your personal brand, building rapport with new contacts, making small talk and remembering people's names. Finally, you will look at how to use social platforms to target new contacts and create opportunities to expand your network.

You will leave the course with your own personal plan for building your network and meeting your personal networking goal.

Is it right for me?

This course is aimed at anyone who would like to become more confident and efficient at business networking.

What will I learn?

By the end of this course you will be able to:

- State the purpose and benefits of networking
- Overcome the barriers that may be holding you back

- Communicate in a manner that positively reflects your personal brand
- Implement techniques for building rapport
- Develop a plan to expand your professional network

For individuals

£500 Passport credits

[View all available dates](#)

For groups & teams

From £2000

[Click here for full course details](#)

Programme structure

- Excite**
Digital learning playlist
- Engage**
1 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Communicating with Impact

This practical and highly interactive virtual workshop is designed to enable you to consider the purpose and outcomes required from workplace communications and develop the skills, confidence and energy to create the impact you choose when you choose to create it. You will have the opportunity to practise powerful new tools and techniques in a safe environment and you will take away practical steps for more credible and effective communication with any audience. The aim is to equip you with everything you need to build your communication capacity at all levels – whether it be interpersonal, organisational or external, and enabling you to become a leader communicator who connects and resonates with any stakeholder.

Is it right for me?

Suitable for anyone who would like to develop the skills to communicate with greater impact in the workplace.

What will I learn?

By the end of this course you will be able to:

- Define how to make the greatest impact when communicating
- Listen empathetically rather than competitively

- Use a balance of advocacy and enquiry techniques to make conversations more productive
- Deliver authenticity through congruent communication
- Demonstrate empathetic acknowledgement
- Use storytelling techniques to maximise the impact
- Use a five-step model to promote more emotionally impactful conversations

For individuals

£500 Passport credits

[View all available dates](#)

For groups & teams

From £2000

[Click here for full course details](#)

Programme structure

- Excite**
Digital learning playlist
- Engage**
1 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Do you have lots of team members that need training?

Why not consider our **membership** package?

Our membership package includes 10 team experiences plus **1 free** for up to 15 people.

You will get 3 days of contextualisation services including:

- Instructional design**
- Graphic design**
- Bespoke assets**

Multi-year plans are available

CALL **0345 071 2801** or
EMAIL **enquiries@hemsleyfraser.co.uk**
to discuss your team requirements and pricing.



Presentation Skills

This course will help you to transform your presentation skills, empowering you with greater control, composure and confidence. You will start with an overview of the key steps required when preparing to deliver an engaging presentation, applying the Rule of Three to ensure that your presentation has a memorable start and finish. The course also covers storytelling and how to use visual aids to enhance, rather than detract from, your message. You will then explore how to manage your audience, keeping them engaged and managing questions and other interactions – whether virtually or face-to-face. You will then have the opportunity to practice your presentation skills in a safe and supportive environment, and to evaluate other people's presentations that you observe. Some will be recorded for you to review, and you will be given constructive feedback on how to enhance your approach and delivery. You will leave us with a toolkit of tips and techniques giving you the ability to engage any audience and to project confidence and professionalism.

Is it right for me?

This session is suitable for anyone who is required to present at work and would like to build their skills and confidence in preparing and delivering a professional presentation.

What will I learn?

- By the end of this course you will be able to:
- Plan and organise your presentation using a structured approach
 - Incorporate relevant stories to make your presentation more powerful

- Use visual aids to maintain interest and enhance your message
- Keep your audience engaged with enthusiasm and clear communication
- Interact with your audience, taking questions and feedback
- Speak to groups with greater confidence and professionalism
- Focus audience attention on the key issues

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Prices excluding VAT

Prices excluding VAT



Persuading and Influencing

On this course, you will learn how to define influence, persuasion and negotiation. You will also use two key models to draw on organisational sources of power and to increase your influence by applying different styles to suit different individuals and situations. You will also explore the purpose and benefits of persuasion and learn how to use a range of different approaches to persuasion, based on Robert Cialdini's Six Principles. Finally, you will look at different kinds of negotiation and be introduced to a comprehensive framework that covers the entire process; from how to prepare for a negotiation, to concluding an agreement that works for both parties.

Is it right for me?

This course is suitable for anyone who would like to get better at influencing, persuading and negotiating with key decision-makers and stakeholders.

What will I learn?

- By the end of this course you will be able to:
- Define influencing, persuading and negotiation, and when to use each one
 - Identify the sources of power in an organisation and use these to increase your influence

- Explain how to use different influencing styles to suit different situations
- Identify the different social styles and use them to positively impact your personal influencing situations
- List the Six Principles of Persuasion and explain how they can be used in practice
- Prepare for and plan an effective negotiation
- Work through a structured process to reach a mutually beneficial agreement

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Prices excluding VAT

Prices excluding VAT



Writing Skills

This virtual course focuses on how to harness the power of the written word. It will equip you with the tools and the confidence to produce convincing, persuasive and powerful documents that help you to achieve your objectives.

On the course you will cover the accepted rules of writing in plain and professional English; learning how to avoid the most common mistakes in punctuation, spelling and grammar, and how to keep your documents succinct and focused on the needs of the reader – rather than the writer. You will use various techniques to organise your key ideas and topics, and ensure that your documents follow a logical flow and structure. You will also learn how to use persuasive writing to motivate your readers to take action. Throughout the course your learning will be supported through guided practice; written and oral exercises, analysis of different kinds of writing and examples of business documents.

Is it right for me?

This course is aimed at anyone whose work requires them to produce professional written communications and who wants to improve their accuracy, develop their writing style and sharpen their impact.

What will I learn?

- By the end of this course you will be able to:
- Follow the rules of grammar that matter, knowing which are obligatory, optional or defunct

- Get your point across clearly, using plain and professional English
- Use the appropriate vocabulary, style and tone to satisfy your reader's needs and expectations
- Follow a logical structure and sequence when producing written documents
- Edit and proofread to eliminate errors and streamline content

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Prices excluding VAT

Prices excluding VAT



Advanced Influencing and Persuading

At a senior level, the ability to influence and persuade others is essential in order to gain commitment and buy-in to your decisions and objectives. This course is therefore designed to strengthen your ability to influence others to your way of thinking and to support you in delivering impactful change in a business or project environment. You will discover how you can increase your effectiveness by expanding your self-awareness – understanding the impact of your approach and adapting your style to connect more closely with others. You will also explore a whole range of influencing and persuading strategies you can use across the varying levels within your business, developing the ability to 'speed read' behaviour changes in the moment to adapt your approach. The techniques you learn will help you to build the right level of rapport with your stakeholders, understand how they are thinking and adapt your normal approach to achieve the results you want.

Is it right for me?

This course is designed for managers and leaders who wish to take a deeper dive into the psychology of influencing and to learn the skills to be more effective in persuading others.

What will I learn?

- By the end of this course you will be able to:
- Identify your predominant influencing style and how you can adapt to create stronger connections
 - Know the impact of your approach and use this to make better choices
 - Identify the principles underpinning successful influencing and which strategies

to choose for each individual situation to get better results

- Explain the psychology of persuasion and how to change mindsets
- Describe the value of personal power and positional power and their role in influencing
- Select from a range of persuasion and influencing strategies to manage meetings for more productive outcomes
- Plan bespoke persuasion and influencing strategies to suit the personality and preferences of your stakeholders
- Deal with politics, aggression, ego, resistance and any other difficult behaviours

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Prices excluding VAT

Prices excluding VAT



Negotiation Skills

This course identifies what skills and practices are required to achieve successful negotiations and introduces a comprehensive framework that covers the entire process: from how to prepare for a negotiation, to concluding an agreement to accomplish a positive result for both sides. You will also have the opportunity to identify a real upcoming negotiation and to practise working through the process and applying the associated skills in a safe and supportive environment.

Is it right for me?

This course is for people who are new to formal negotiation.

What will I learn?

By the end of this course you will be able to:

- Identify what works and what the focus is for successful negotiations
- Clarify the difference between transactional and collaborative negotiation

- Explain the four and eight-step process for successful negotiations
- Describe what a BATNA is and how it is used to achieve success in a negotiation
- Confidently conduct a negotiation through to conclusion

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Influencing and Negotiating with Senior People

This course focuses specifically on how to influence and negotiate upwards. It teaches you the personal skills of maintaining composure to achieve meaningful negotiations with people at a more senior level and how to plan negotiations with minimal risks to you whilst developing a contingency plan. You will learn how to analyse and draw on the sources of power in an organisation to increase your influence, and how to apply different styles to suit different individuals and situations. We will introduce you to a comprehensive framework that covers the entire process from how to prepare for a negotiation, to concluding an agreement to accomplish a positive result for both sides.

You will also have the opportunity to analyse your own stakeholders and will leave with an action plan for influencing and negotiating in the situations you have identified as important.

Is it right for me?

This course is suitable for anyone who needs to influence and negotiate with senior decision-makers and stakeholders, particularly in situations where they may have no direct authority.

What will I learn?

By the end of this course you will be able to:

- Identify the sources of power in an organisation and use these to increase your influence

- Identify the different social styles and explain the impact they have on approaches to influencing
- Use your understanding of social styles to positively impact your personal influencing situations
- Clarify the difference between transactional and collaborative negotiation
- Explain the four processes for successful negotiations
- Describe what a BATNA is and how it is used to achieve success in a negotiation

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Advanced Negotiation

At a senior level, the ability to negotiate is essential to achieve your desired goals and build strong partnerships. This course will help you to understand the neuroscience behind our negotiating behaviours and our natural evolutionary responses to being in opposition, threat and perceived unfairness. This will free you up to take a more detached stance, fully explore what is available and make integrative agreements that lead to a more profitable outcome for all parties.

Throughout this virtual course, you will participate in negotiations, review input and outcomes with other participants and work with the facilitator to evaluate your performance and how it can impact on your negotiation partners. You will develop strategies to identify differing negotiation styles and motivate recipients towards your desired outcome. The focus will be on personal effectiveness in the negotiation arena and be grounded through detailed practice and feedback sessions.

Is it right for me?

This course is for anyone whose role requires higher-level negotiation skills and wants to broaden their existing skillset.

What will I learn?

By the end of this course you will be able to:

- Select the most appropriate approach when negotiating across a range of issues and with a range of parties
- Describe a process for thorough planning and preparation in advance of negotiations

- Design a robust negotiation process that works for you
- Define the importance of your own style and behaviour when negotiating
- Manage emotion and apply a win: win mindset to achieve better results for both parties
- Use the appropriate communication approach when negotiating at all levels
- Respond confidently to challenging negotiation situations

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

EXCITE, ENGAGE, EMBED

All of our learning experiences have been created using our E3 methodology (Excite, Engage, Embed).

We believe learning shouldn't be a 'one time' event.

A multi-phase approach that 'excites, engages, embeds' learning, creates higher levels of engagement... and better outcomes.

Our blended learning experiences are available for individual attendance or as a pre-built team experience.



Excite: Getting the learner thinking about the subject area and creating excitement about the upcoming virtual event.



Engage: Learners take a deep dive into the subject area through engaging virtual expert-led session/s, focused on interaction and sharing.



Embed: Helping to transition the skills back into the workplace, through on-demand and on-the-job reinforcement pieces that extend the learning experience.



Assertiveness at Work

This course will help you to understand what assertiveness is and how this type of behaviour compares to aggression and passivity. You will learn and practise some tips, techniques and strategies for remaining calm and professional in the face of anger or hostility and managing your own response to difficult situations. You will also have the opportunity to practise responding assertively to requests made by others and making requests in a way that gives you the best likelihood of a positive response. You will leave with a plan of action to respond assertively to at least one personal workplace situation.

Is it right for me?

This course is suitable for people who would like to recognise and respond appropriately to different types of behaviour and develop the ability to act assertively in challenging workplace situations.

What will I learn?

By the end of this course you will be able to:

- Explain the characteristics of assertiveness and the positive role assertiveness plays in the workplace
- Recognise the fight or flight response and how to control your instinctive reactions

- Practise assertive body language and active listening skills
- Use assertiveness techniques to defuse aggression and regain control of a situation
- Choose an appropriate response to requests made of your time and say 'no' positively and confidently
- Make assertive requests of others that are likely to be met with a positive response
- Implement a plan to deal with others more assertively

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Emotional Intelligence

This course will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace. You will explore the four pillars of EQ and some of the key skills that support them; including recognising and managing your own emotions, changing your instinctive response to an event, demonstrating empathy and building rapport through effective verbal and non-verbal communication.

Is it right for me?

This session is suitable for anyone who would like to develop their understanding of emotional intelligence (EQ) to help manage emotions, increase self-awareness and build stronger relationships.

What will I learn?

By the end of this course you will be able to:

- State the meaning and origin of Emotional Intelligence
- Evaluate the values and beliefs that trigger an emotional response

- Apply techniques to positively manage emotional responses
- Draw on personal motivations to improve your drive and commitment
- Identify and challenge your self-limiting beliefs
- Interpret other peoples' emotions
- Use communication skills to demonstrate empathy
- Identify the different social styles and the impact they have on relationship building

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

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Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Building Your Confidence

This virtual course will provide you with the tools and models to help you increase your confidence and your presence at work and at home.

In a safe, supportive and interactive environment, you will have the opportunity to experiment with different tools and techniques that you can incorporate into your life to help you feel more confident, positive, optimistic and resilient. You will practise assertive communication techniques that will improve your presence and influence in situations where you might not feel confident, and will learn to emphasise and make the most of your strengths – rather than focusing on what you perceive as your weaknesses.

At the end of the course you will create your own personal development plan, which will identify the key elements you want to change and the best way you can set about changing them for the long-term.

Is it right for me?

This course is aimed at anyone who wants to grow their confidence, self-esteem and presence in both the workplace and their personal life.

What will I learn?

By the end of this course you will be able to:

- Focus on your personal strengths, rather than your perceived weaknesses
- Use positive psychology to become more optimistic and resilient

- Choose from a range of confidence-boosting techniques and include their practice in your daily life
- Convey a confident, positive presence by using appropriate body language
- Use tools to help manage your emotional state, stay positive and deal with uncertainty
- Communicate more assertively in a range of workplace situations

For individuals

£800  Passport credits

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Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Diversity, Inclusion & Cultural Awareness

This virtual course explores the key terms and definitions in the area of diversity, inclusion and cultural awareness – what they mean to us as individuals and to the organisations that we work in. By understanding the business case for diversity and inclusion, as well as the moral and social benefits, you will recognise the practical benefits of transforming your own behaviour and influencing cultural change within your organisation. You will take a close look at the business practices in your organisation and consider how to ensure that no one is unintentionally excluded from any area of working life.

You will also analyse the most common forms of bias that we all experience – how they present themselves and how they affect our thinking and behaviour. This awareness will help you to overcome your own biases, in order to demonstrate inclusive behaviour and build better relationships with people from different cultures.

Is it right for me?

This course is designed for anyone wishing to gain a deeper understanding of diversity and inclusion, and to improve their own cultural awareness in order to promote a more diverse and inclusive working environment.

What will I learn?

By the end of this course you will be able to:

- Explain the business benefits of diversity and inclusion
- Apply tools and techniques to support the implementation of inclusive practices in the workplace

- Recognise and challenge non-inclusive behaviour you observe in the workplace
- List three types of unconscious bias and explain where they come from
- Identify micro-inequities and micro-affirmations
- Describe a range of strategies to overcome the negative impact of unconscious bias
- Develop stronger relationships with individuals from cultures different to your own

For individuals

£500  Passport credits

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Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Developing Your Personal Impact

This virtual workshop will enable you to think differently about your day-to-day interactions and identify ways to develop new and highly effective approaches to build and manage more productive relationships. It will introduce you to the practical benefits of understanding your own and others' style, approach and emotional responses, and using this awareness to your advantage.

On this course, you will develop your self-awareness of how you come across to others. You will be challenged to be open and honest both in receiving feedback on others' perception of you and also in giving feedback to other members of the group. It will help you to project the image and impression you want to create in the workplace.

Is it right for me?

Suitable for anyone who wants to strengthen their interpersonal relationships and create a personal strategy for improving the impact they have on other people at work.

What will I learn?

By the end of this course you will be able to:

- Analyse your perception of yourself and how that correlates with how others see you
- Identify your strengths and weaknesses in interpersonal relationships and gain tips and techniques on how to build and develop them

- Recognise different social styles in practice and how they affect the communication process
- Recognise the impact of your behaviour on the impression you make on others
- Give and receive effective and constructive feedback using a structured approach
- Implement strategies to heighten your emotional intelligence
- Understand why and how conflict arises and how to select the right approach to deal with it effectively
- Develop a strategy to apply the skills and techniques to your own situations

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
2 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Managing Upwards

This course will enable you to improve the way you interact with people and get the best out of others in order to achieve the successful outcomes you want and the business needs. Your objectives and projects may rely on getting people on board who are more senior than you or who you have no direct authority. On this course, you will have the opportunity to plan some specific techniques and strategies you can use to increase your personal influence, build respect and communicate more assertively. You will leave with an action plan for increasing your confidence and influence in the situations you have identified as important.

Is it right for me?

This course is suitable for individuals who communicate at all levels – including managers, directors and clients – and who do so with little or no line of authority.

What will I learn?

By the end of this course you will be able to:

- Know how to respond assertively to passive and aggressive behaviour
- Apply an assertive response to some common workplace situations

- Implement a plan to deal with others more assertively
- Identify different communication styles in action and flex your style to influence others
- Reflect on how you want to be perceived by others and work on presenting a positive image
- Identify the sources of power in an organisation and use these to increase your influence

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

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Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
1 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Giving and Receiving Feedback

This short course will provide you with the knowledge and skills to feel more comfortable and confident when giving and receiving feedback. You will explore the true purpose of feedback and define some golden rules, before applying them to a structured process and practising your delivery in a safe and supportive environment. You will leave with a clear plan and a commitment to delivering some real-world feedback.

Is it right for me?

This course is suitable for anyone who would like to develop the understanding and practise the skills they need to confidently deliver and receive constructive and genuinely useful feedback.

What will I learn?

By the end of this course you will be able to:

- Identify good and bad practice for useful and constructive feedback

- Plan effectively for feedback conversations
- Confidently deliver feedback using the BOFF model
- Use the BOFF model to receive feedback

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

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Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
1 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Pre-built team experiences

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Handling Difficult Situations

This virtual course provides you with an extremely insightful and practical guide on how to manage yourself and the difficult people and situations that you encounter in your workplace. It will provide you with tips and techniques to enable you to develop the confidence to be proactive and not reactive when challenged by people and circumstances.

You will learn how to understand other people's behaviour and how to respond appropriately. You will gain practical guidance to apply to your own situations and you will leave the course with the skills and the confidence to apply the appropriate techniques to your day-to-day activities.

Is it right for me?

Suitable for anyone looking to develop their skills and confidence when dealing with difficult people and situations at work.

What will I learn?

By the end of this course you will be able to:

- Forge more positive working relationships with individuals you find difficult
- Separate people from their behaviour and avoid making inaccurate assumptions

- Recognise and respond to non-assertive behaviours and crossed transactions
- Adopt a confident, professional and appropriate approach to difficult situations
- Give constructive and courageous feedback to a 'difficult' individual
- Receive critical feedback gracefully
- Use strong communication skills to improve interactions and create mutual understanding
- Plan your personal strategy for dealing with difficult situations

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

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Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Handling Stress and Conflicting Needs

This course examines the causes and impact of workplace situations and activities that may be stressful for you. You will define the different types of stress and will be able to understand your own reaction to stress and how to use practical coping strategies to manage it more positively and proactively. You will also have the opportunity to practise prioritising your workload and responding assertively to requests made by others that may have the potential to disrupt your plans.

You will leave with a prioritised plan of activities for the next working day and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who wants to improve their personal effectiveness and performance by applying stress management, prioritisation and assertiveness techniques to deal with conflicting demands at work.

What will I learn?

By the end of this course you will be able to:

- Explain the three main types of stress and the three types of reactions to stress
- Identify coping mechanisms through physiological, psychological and behavioural responses

- Work towards your own stress management plan
- Prioritise daily tasks in a structured and methodical way to improve effectiveness and efficiency
- Choose an appropriate response to requests made of your time and say 'no' positively, and confidently plan your personal strategy for dealing with difficult situations

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

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Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Conducting Challenging Conversations

This course looks at a structured set of techniques, strategies and tips to make those tricky conversations less daunting and more productive. It covers how to prepare yourself in advance of the conversation, as well as specific techniques of building rapport, active listening, using positive language and managing emotional reactions. You will have the opportunity to practise these skills, using a four-stage structure to lead the conversation to a positive conclusion.

Is it right for me?

This course is suitable for anyone who is facing a difficult conversation and would like to develop the knowledge and skills to tackle it confidently and effectively.

What will I learn?

By the end of this course you will be able to:

- Establish the most commonly encountered challenging conversations and what makes them challenging

- Describe what to do if things go badly during a challenging conversation
- Explain what preparation is needed ahead of a challenging conversation taking place
- Describe what an effective challenging conversation looks like, and how to achieve a successful outcome
- Confidently conduct a challenging conversation, following a four-stage structure

For individuals

£500  Passport credits

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Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

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Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Time Management

This course will help you to identify how precious your time is and give you a range of techniques to effectively protect and manage it for maximum efficiency and effectiveness. Through practical exercises and examination of proven time management tools and techniques, you will develop the ability to plan, prioritise and delegate effectively.

Is it right for me?

This course is for busy people who want to be able to manage their time in the most effective way possible.

What will I learn?

By the end of this course you will be able to:

- Set a positive intent for each day, with a clear purpose and priorities
- Define your overall purpose and set meaningful goals to help you to achieve it

- Prioritise daily tasks in a structured and methodical way
- Delegate your 'time stealers' to prevent them from disrupting your purpose
- Implement tools and techniques to manage interruptions and distractions
- Negotiate better outcomes using a positive 'no'

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

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Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Positive Psychology

This course will help you to understand your 'default' mind-set and how this can influence your behaviours and feelings at work. You will learn some immediately applicable techniques for helping yourself and changing your mind-set when faced with challenging situations. The session also explores the theory behind positive psychology along with defining what it is and how it might differ from other areas of psychology that may be more familiar to you. You will practise reflection to help you make your unconscious behaviours more conscious as well as exercises to take back into the workplace to and put into practice.

Is it right for me?

This course is suitable for everyone. No knowledge of psychology is required.

What will I learn?

By the end of this course you will be able to:

- Explain what positive psychology is and how it differs from other fields of psychology
- Describe the five pillars of the PERMA model
- Explain how psychological mind-sets influence behaviours

- Use tools to help manage your mind-set, your behaviours and feelings to stay optimistic when faced with challenging situations
- Develop your strengths at work through coaching exercises
- Plan to develop your lower strengths to widen your choices of mind-set

For individuals

£500  Passport credits

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For groups & teams

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Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Building Resilience and Handling Stress

This course addresses the connection between resilience, handling stress and our ability to work positively. It explores the physical, emotional and mental aspects of sustaining optimum levels of energy and pressure, to help you to remain focused and deliver high performance. You will also define the different types of stress and will be able to understand your own reaction to stress. You will learn how to use practical coping strategies to manage it more positively and proactively. You will leave the course with a useful self-assessment and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who would like to improve their personal resilience and their ability to deal more positively with stressful situations at work.

What will I learn?

By the end of this course you will be able to:

- Explain what resilience is
- Manage and increase your personal energy levels

- Use tools to help manage your emotional state, stay positive and motivated
- Live according to your values
- Explain the three main types of stress and the three types of reactions to stress
- Identify coping mechanisms through physiological, psychological and behavioural responses
- Work towards your own stress management plan

For individuals

£500  Passport credits

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For groups & teams

From £2000 Up to 15 people per programme

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Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Wellbeing and Stress

This course takes a holistic view of individual wellbeing; this starts with defining what the term means to you and then explores how to maximise the physical, emotional and mental domains of wellbeing. You will consider how to better understand your emotions and manage any negative or disruptive feelings and will start to build your mental agility by examining a difficult situation from a range of alternative perspectives. You will also define the different types of stress and will be able to understand your own reaction to stress and how to use practical coping strategies to manage it more positively and proactively. You will leave the course with a useful self-assessment and a personal stress management plan.

Is it right for me?

This course is suitable for anyone who is concerned about any aspect of their personal wellbeing and would like to focus their efforts and energy on self-care and on dealing more positively with stressful situations at work.

What will I learn?

By the end of this course you will be able to:

- Implement strategies to enhance your physical wellbeing
- Practice mindfulness

- Apply techniques to improve your emotional intelligence
- Use perceptual positions to build agility and flexibility when faced with change
- Explain the three main types of stress
- Identify the three types of reactions to stress
- Identify coping mechanisms through physiological, psychological and behavioural responses
- Work towards your own stress management plan

For individuals

£500  Passport credits

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For groups & teams

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Programme structure

 **Excite**
Digital learning playlist

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Follow-up coaching session (optional extra for team experiences)

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Whether you are a supervisor, team leader, middle or senior manager, our virtual training programmes will help and inspire you to be a great leader and people manager.

***Management,
leadership
& team
performance***

Introduction to Management

If you are new to the job, this comprehensive virtual course is the ideal way to quickly gain the knowledge and skills you require to manage people and teams. The programme is very practical and based on everyday work situations so you can return to work feeling motivated and confident to drive your team to achieve great results. You will learn how your behaviour can help build trust and loyalty as well as the most effective ways to set objectives, delegate tasks, manage performance and give feedback. You will also leave with a personal action plan to support you on your journey to becoming a great manager.

Is it right for me?

Suitable for supervisors, team leaders and line managers who are new or fairly new to the role or who have had no previous training in the basics of people management.

What will I learn?

By the end of this course you will be able to:

- Set and reach both personal and team objectives
- Motivate, manage and lead your team and

individuals to meet their objectives

- Use a five-stage structure to delegate tasks effectively
- Recognise when to give performance feedback and how to do so effectively
- Explain how to assess performance and monitor progress against goals
- Take steps to build an effective team and avoid dysfunction
- Select the most suitable methods of development for individuals in your team

For individuals

£800  Passport credits

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For groups & teams

From £2000  Up to 15 people per programme

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Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Team Effectiveness

This course will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective. You will explore a set of building blocks that support the development of an effective team, and will consider how to leverage the intrinsic drivers that motivate people and teams. You will also have the opportunity to take part in a live challenge, where you will work in a team to complete a project and evaluate your performance. Finally, you will analyse the four stages of team development, identifying where your team is right now and which leadership style will be most effective for moving your team forward.

Is it right for me?

This course is suitable for anyone who manages a team and would like to understand more about team dynamics and the role of the manager in helping the team to evolve towards high performance.

What will I learn?

By the end of this course you will be able to:

- State the characteristics of an effective team
- Plan to take the required steps for building an effective team

- Take action to mitigate the issues that can cause team dysfunction
- Identify actions to increase levels of motivation among team members
- Apply the building blocks of effective teams to a live challenge
- Evaluate your own team's current development stage
- Identify the appropriate leadership style for your team
- Implement a set of planned actions to improve the effectiveness of your team

For individuals

£500  Passport credits

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For groups & teams

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Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

CMI Level 3 Award in Principles of Management and Leadership Option 3

Attending our course 'Introduction to Management' provides you with the opportunity to gain one of the UK's most prestigious awards for first line managers.

For an additional £239 you can opt to take a post-course assessment to gain a CMI Level 3 Award in Principles of Management and Leadership. Option 3, Managing Individuals to be Effective in their Role, focuses on managing people on a day-to-day basis, developing capabilities, delivering results, developing relationships and driving best practice. The aim of this unit is to develop the manager's understanding of how to use their knowledge, skills and abilities confidently to support individuals, not only to perform well, but to exceed expectations.

Is it right for me?

The CMI Level 3 Award in Principles of Management and Leadership is a concise qualification, designed for supervisors and first line managers who want to develop or sharpen their professional edge and enhance their personal effectiveness as a manager. Option 3 covers unit 303, Managing Individuals to be Effective in their Role, which focuses on how managers can confidently use their knowledge, skills and abilities to support individuals, not only to perform well, but to exceed expectations.

On successful completion of the unit, you will be able to:

- Understand an individual's work role and responsibilities
- Set objectives with individuals
- Support individuals to perform well
- Assess outcomes against the objectives
- Manage the underperformance of individuals

For individuals

£239

[View all available dates](#)

For groups & teams

Contact us

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Programme structure

 Assignment

Pre-built team experiences

All of our learning experiences are available for immediate delivery for intact teams or if you want to bring groups of people together for training.

EXCITE

ENGAGE

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ILM Level 3 Award in Leadership and Management

This intensive and practical course provides supervisors and line managers with a recognised qualification whilst sharing insight and learning on the fundamentals of management and the core skills required for the new manager.

Awarded by ILM, the Level 3 Award in Leadership and Management can generate significant payback for employers and individual managers in terms of improving quality, efficiency and effectiveness in your workplace. The course provides a toolkit of techniques to apply upon return to the workplace, and you will leave with a personal action plan to support you on your journey to becoming a great manager.

Is it right for me?

Suitable for supervisors, team leaders and line managers who are new or fairly new to the role or who have had no previous training in people management. It is also suitable for those who are looking to be promoted into a management position.

What will I learn?

By the end of this course you will be able to:

- Describe the role of the leader and identify your own leadership style

- Create opportunities to develop and maintain credibility and trust within your team
- State the qualities of a successful team
- Identify the various roles within your team and identify ways in which you can develop a balance of skills
- Use established communication techniques to develop and build productive relationships within your team
- Confidently tackle common performance issues and deal effectively with conflict that may arise within the team

For individuals

£1100

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £3000 Up to 12 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

- Excite**
Digital learning playlist
- Engage**
3 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Advanced Management Skills

This comprehensive virtual course is the ideal way to update and enhance your knowledge and skills to take your career to the next level and prepare you for senior management. The programme is very practical and based on everyday work situations so you can return to work feeling motivated and confident to drive yourself and your teams to achieve great results. You will focus on adapting and developing your leadership approach to become more inclusive, flexible and confident. You will have the opportunity to practise and enhance your coaching skills, and to prepare yourself for leading the next change initiative. Finally, you will leave with a personal action plan to support you on your journey to becoming an inspiring leader.

Is it right for me?

Suitable for experienced managers who are responsible for the performance of others and who run a business unit or department.

What will I learn?

By the end of this course you will be able to:

- Articulate the importance of practising inclusive leadership for individuals, teams and organisations
- Apply the most appropriate leadership style for a given situation

- List the key skills required from an effective leader and evaluate self against these
- Use tactics for enhancing team trust, alignment and accountability
- Recognise and practise behaviours to promote constructive conflict
- Confidently conduct a coaching conversation, following the GROW model
- Recognise and overcome resistance to change
- Identify and analyse key stakeholders for a required change

For individuals

£800 Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

- Excite**
Digital learning playlist
- Engage**
2 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

ILM Level 5 Award in Leadership and Management

The ILM Level 5 Award in Leadership and Management has been designed to give practicing or aspiring middle managers a solid foundation for their formal development in this role. This is a concise qualification, made up of two units and delivered over three sessions.

In the first unit, 'Becoming an Effective Leader', you will explore the nature of the middle management role and both evaluate and develop your ability to set direction, communicate, delegate and motivate. You will also learn the basic theory of emotional intelligence and the effect of emotions on your performance and the performance of your team. In the second unit, 'Managing Stress and Conflict in the Workplace', you will explore techniques for identifying, preventing and resolving conflicts within your team. This module also focuses on stress management within the organisation and requires you to assess your ability – and your organisation's ability – to recognise and manage stress effectively.

Is it right for me?

Suitable for either practicing or aspiring middle managers looking to gain a professionally recognised qualification.

What will I learn?

By the end of this course you will be able to:

- Evaluate your ability to use a range of leadership styles, in different situations and with different types of people
- Use theories of emotional intelligence to review the effect of emotions on own and others' performance

- Review and develop your ability to set direction and communicate this to others
- Review and develop your ability to motivate, delegate and empower others
- Produce a personal development plan to improve your leadership capability
- Evaluate how effective your organisation is in recognising workplace stress and conflict, and providing the necessary support mechanisms
- Plan improvements to how you identify and deal with workplace stress and conflict

For individuals

£1300

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £3000 Up to 12 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

- Excite**
Digital learning playlist
- Engage**
3 x 3 hour instructor-led virtual training session
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Do you have lots of team members that need training?

Why not consider our **membership** package?

Our membership package includes 10 team experiences plus **1 free** for up to 15 people.

You will get 3 days of contextualisation services including:

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- Bespoke assets

Multi-year plans are available

CALL **0345 071 2801** or
EMAIL **enquiries@hemsleyfraser.co.uk**
to discuss your team requirements and pricing.



Leadership Under Pressure

This virtual course will help you to develop the leadership skills you need to lead successfully through times of pressure, stress and crisis. You will learn how our brains react to uncertainty and stressful situations and how to spot the warning signs early. You will then define how to move yourself and your teams through the necessary emotional changes, using your emotional intelligence and helping others to build their resilience in order for them to maintain high performance. During the course, you will work with a range of scenarios to evaluate different leadership approaches that you can then apply to your own teams. You will also explore a set of building blocks that support the development of an effective and resilient team and will consider how to leverage the intrinsic drivers that motivate people to perform under pressure.

Is it right for me?

This session is suitable for leaders who are focused on maintaining individual and team performance during a time of pressure, stress or crisis.

What will I learn?

By the end of this course you will be able to:

- Identify the signs of stress and decide when and how to intervene
- Demonstrate emotional resilience in times of uncertainty

- Formulate and implement a stress management plan
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose and psychological safety for your team
- Use coaching questions to guide people through a challenging situation
- Take action to maximise the dynamics of high performing teams
- Identify actions to increase motivation when under pressure

For individuals

£800  10 Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Leading Remote Teams

With an increase in dispersed, virtual and remote teams, managers face new challenges in working with their teams from a distance. This course is focused on building and sustaining high performance in a remote team setting. You will learn some practical approaches to running virtual meetings, managing performance and communicating appropriately and effectively with your team. You will also explore the leadership behaviours that cultivate feelings of trust and unity and provide a strong foundation for effective collaboration.

Is it right for me?

Suitable for supervisors, team leaders and line managers who currently lead, or anticipate leading, a remote or dispersed team.

What will I learn?

By the end of this course you will be able to:

- Describe what remote team members need and expect from leaders
- Build unity and trust within and across your remote team

- Use a combination of communication channels and methods to support effective team working
- Plan and conduct effective virtual meetings
- Manage the performance of your team using an output-based approach
- Create and maintain motivation and team spirit within remote working environments

For individuals

£500  5 Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Managing a Matrixed Team

In today's uncertain climate, many organisations are turning to workgroups, cross-functional teams, task forces and special project teams in order to be faster and more flexible and to share resources across the organisation.

This course breaks down the characteristics of managing in different types of matrixed environments and introduces you to the principles and processes needed to ensure success when leading matrix-managed teams. You will have the opportunity to evaluate yourself against the four key skills of a matrix manager and then align the application of those skills to the four key challenges of matrix teams.

Finally, you will develop your own stakeholder map, analyse each stakeholder according to their level of power and interest, and apply a well-known influencing model to your most important stakeholder relationships.

Is it right for me?

This course is aimed at anyone who leads or manages a matrixed team or work group.

What will I learn?

By the end of this course you will be able to:

- Define the characteristics of matrix teams and work groups
- Describe the key skills required of a matrix-managed team leader

- Draft a strategy for overcoming the key challenges of managing in a matrixed environment
- Implement a plan for influencing your key stakeholders

For individuals

£500  5 Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



High Impact Leadership

This course is designed to help leaders increase their impact and influence in order to inspire people at all levels and develop a competitive edge for their organisations.

You will start by dispelling some of the most enduring myths about leadership, to adopt a perspective that is relevant for the 21st century. The course then explores a number of models to help you develop a highly inclusive and 'post-heroic' approach to your leadership practice, including emotionally intelligent leadership styles, the attributes of an inspirational leader, and host leadership. You will also look at ways to become a more agile learner and promote a culture of lifelong learning for your teams, empowering and inspiring people to become accountable for their own success.

As well as learning a set of essential leadership strategies, you will leave the course with a heightened sense of self-awareness and a plan for how to develop your personal impact in the long-term.

Is it right for me?

This course is aimed at department heads and senior managers who work cross-functionally. It is also valuable for high-potential individuals on the fast track to promotion.

What will I learn?

By the end of this course you will be able to:

- Describe your preferred leadership style and the implications this has for your leadership practice

- List the key behaviours required from an inspirational leader and evaluate yourself against these
- Articulate the importance of practicing inclusive leadership for individuals, teams and organisations
- Take steps to cultivate learning agility in yourself and others
- Share leadership with your teams by promoting individual accountability
- Connect your personal values with the values of your organisation

For individuals

£800  10 Passport credits

[View all available dates](#)

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Developing Your Leadership Presence

In most business situations, being perceived as credible, confident and influential is vital for success. This course will help you to find your voice and develop a compelling presence, by articulating and demonstrating your value proposition as a leader.

You will start from the inside, using techniques from positive psychology to work on your self-confidence and develop an optimistic mindset. You will also define how you want others to perceive you, by articulating a memorable and consistent personal brand and using this as your baseline for the rest of the course.

We will then focus on your external presence: how to quickly build rapport, make an emotional connection, and inspire and influence your stakeholders. You will practise using your physical presence and vocal expressiveness to speak in front of groups with greater gravitas and charisma, and will learn how to weave stories into your communication to maximise the impact of your message.

Is it right for me?

This course is suitable for anyone looking to develop greater personal presence and credibility in order to be perceived more positively by internal and external stakeholders.

What will I learn?

By the end of this course you will be able to:

- Articulate your value proposition as a leader
- Express practical ways of controlling the image you choose to project

- Focus on your personal strengths, rather than your perceived weaknesses
- Convey a confident and positive presence through your nonverbal communication
- Apply influencing techniques to maximise your impact and credibility
- Incorporate relevant stories to make your communication more powerful
- Speak to groups with greater confidence and charisma

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Advanced Coaching

Coaching is a proven method to unleash talent and improve effectiveness in changing business environments. This course will provide you with additional tools, techniques and strategies to develop your existing coaching capability and increase your confidence as a coach.

The workshop will introduce you to some important concepts about how people learn and what drives individuals to make the changes they need, applying these in a practical way to your coaching practice. You will look at how filters and limiting beliefs distort our view of the world, and how to use more precise questioning techniques to break down barriers to change. You will also have the opportunity to explore body language and nonverbal cues – your own and your coachee's – and how to use matching and pacing to build and maintain greater rapport. Finally, you will learn how to use coaching techniques as a 'quick fix' to provide instant development opportunities in the flow of work.

Is it right for me?

This course is aimed at anyone who would like to expand and develop their existing coaching skills.

What will I learn?

By the end of this course you will be able to:

- Use day-to-day work activities as an opportunity to coach
- Analyse nonverbal signals and adapt your own to increase rapport

- Inspire your learner by agreeing on motivational coaching outcomes
- Detect progress limiting beliefs and barriers and coach to overcome them
- Use more precise questioning techniques to promote critical thinking

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Coaching

This course will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required. You will learn how to apply the GROW model to a coaching session and will practise some powerful questions to support individual development and help people to reach their full potential.

You will receive feedback on your coaching style and your verbal and non-verbal communication and will leave with a personal action plan for implementing what you have learned for the benefit of your own and others' development.

Is it right for me?

This session is suitable for anyone who leads, manages or supervises others and is responsible for their personal and professional development in the workplace.

What will I learn?

By the end of this course you will be able to:

- Explain what coaching is and the 'recipe' for effective coaching
- Establish when coaching is the most appropriate method of development

- Describe the benefits of coaching in contrast to other development approaches
- Confidently conduct a coaching conversation, following the GROW model
- Apply active listening and questioning techniques to coaching
- Create a plan to develop your own coaching skills and use coaching to support the development of others

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

EXCITE, ENGAGE, EMBED

All of our learning experiences have been created using our E3 methodology (Excite, Engage, Embed).

We believe learning shouldn't be a 'one time' event.

A multi-phase approach that 'excites, engages, embeds' learning, creates higher levels of engagement... and better outcomes.

Our blended learning experiences are available for individual attendance or as a pre-built team experience.



Excite: Getting the learner thinking about the subject area and creating excitement about the upcoming virtual event.



Engage: Learners take a deep dive into the subject area through engaging virtual expert-led session/s, focused on interaction and sharing.



Embed: Helping to transition the skills back into the workplace, through on-demand and on-the-job reinforcement pieces that extend the learning experience.



Effective Delegation

This course is focused on the important management skill of delegating effectively. You will have the opportunity to practise delegating one of your own tasks in a safe and supportive environment, following a comprehensive five-stage structure that covers: identifying tasks to delegate, who to delegate to and why, how to brief in a task, monitoring progress and giving feedback upon completion. You will leave with a clear plan for delegating a specific task from your own to-do list to a named individual.

Is it right for me?

This course is suitable for people with management responsibility who would like to practise how to use effective delegation as a tool to facilitate their own time management and to develop and motivate others.

What will I learn?

- By the end of this course you will be able to:
- Identify tasks that can and can't be delegated
 - Select an appropriate person to delegate to, based on competence and commitment

- Analyse the task and the individual to choose the right approach to delegation
- Set a clear objective for a task to be delegated
- Carry out an effective briefing conversation, using four simple steps
- Implement an appropriate monitoring system
- Deliver motivational and constructive feedback upon completion of a task and use these to increase your influence

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Managing Change

This course covers reactions and resistance to change, taking account of the personal and organisational perspective. You will explore the stages associated with change and what actions you can take to avoid the potential pitfalls at each stage of the process.

You will then have the opportunity to use a range of scenarios – including your own – to help you to understand how to manage common reactions to change and overcome resistance as people move through the change curve.

Is it right for me?

This course is suitable for managers who have some experience of change, even if they have not managed it before.

What will I learn?

By the end of this course you will be able to:

- Articulate the manager's role in managing change
- Define what people need as they experience organisational change

- Explain the factors that make change succeed or fail
- Recognise and overcome resistance to change
- Identify and analyse key stakeholders to a required change
- Plan and deliver effective communications regarding a change initiative

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Motivating Your Team

This workshop is designed to give you the knowledge and understanding you need to maximise the discretionary effort of your team members, leading to high performance and high engagement.

You will use some key learning points from modern motivation theory to establish practical strategies to motivate your team for optimum performance; starting with identifying common motivators and demotivators, and understanding what really drives each individual. You will then focus on two essential management practices – setting goals and giving feedback – and will learn the right way to execute both in order to maximise individual motivation to strive and improve.

Is it right for me?

This session is suitable for any manager or leader who would like to increase employee motivation within their own team.

What will I learn?

- By the end of this course you will be able to:
- Define motivation at work and explain key theoretical concepts
 - Identify common motivators and demotivators in the workplace

- Pinpoint the motivators of individual team members
- Use goal-setting as a motivator and formulate meaningful goals
- Deliver motivational and solution-orientated feedback
- Generate practical actions to be taken to increase motivation

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Managing Performance

This course explores the stages of the performance management cycle in some detail, considering what action a manager should take at each stage to support high performance. You will learn how to evaluate potential gaps between expected and actual performance and will be able to take appropriate action to close any gaps that you identify. You will then focus on techniques for conducting an effective conversation about performance and will have the opportunity to practise planning and facilitating a performance conversation in a safe and supportive environment.

Is it right for me?

This session is suitable for anyone in a management position who is responsible for monitoring and managing the performance of individuals and teams.

What will I learn?

- By the end of this course you will be able to:
- Articulate the link between effective performance management and business results
 - Evaluate each stage in the performance management cycle

- Explain how to assess performance and monitor progress against goals
- Recognise when to give performance feedback and how to do so effectively
- Describe the value and impact of effective performance management conversations
- Follow a structure for leading the conversation
- Plan and execute an effective conversation about performance

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Employee Engagement

This workshop provides leaders and managers with key knowledge and practical tools to promote outstanding employee engagement within their organisation.

You will learn why engagement is important, how to understand and leverage the main drivers, and how to identify the signs of engagement and disengagement in your people. You will have the opportunity to consider day-to-day practices at an organisational and team level, and the influence they can have on engagement. You will then go on to take a practical approach to creating the climate for high engagement across the organisation and within your own team.

Is it right for me?

This session is suitable for anyone who would like to understand how to increase employee engagement across their organisation or within their own team.

What will I learn?

By the end of this course you will be able to:

- Define employee engagement and why it is important
- Assess levels of engagement in your own team
- Create the right environment for employees to thrive and flourish
- Implement personal approaches to become a highly engaged leader

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
1 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Building Resilience in Self and Others

This virtual session will help you to become a role model for resilience and equip you with some immediately applicable techniques for helping first yourself, and then the people in your team to build their own levels of resilience. It explores the physical, emotional and mental aspects of sustaining optimum levels of energy and pressure, to help you to remain focused and deliver high performance. You will then practise guided reflection and coaching exercises that you can use with individuals, and discuss how to develop a sense of purpose and a feeling of psychological safety for the team as a whole.

Is it right for me?

Team leaders and managers who want to be able to build resilience in themselves and their teams.

What will I learn?

By the end of this course you will be able to:

- Explain what resilience is
- Manage and increase your personal energy levels
- Use tools to help manage your emotional state, stay positive and motivated
- Live according to your values
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose for your team
- Foster psychological safety within your team
- Use coaching questions to guide people through a challenging situation

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
1 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Managing Wellbeing

This course considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance and how to build the ingredients of 'good work' into your management practice. You will explore how to help your teams to build the social, physical and psychological resources they need to maintain a healthy state of body and mind.

The session will also equip you with some immediately applicable techniques for helping the people in your team to build their own levels of resilience. This includes guided reflection and coaching exercises that you can use with individuals, and how to develop a sense of purpose and a feeling of psychological safety for the team as a whole.

Is it right for me?

This course is suitable for anyone in a management position who would like to improve the overall wellbeing and resilience of their people and teams.

What will I learn?

By the end of this course you will be able to:

- Define wellbeing and the impact on organisations and individuals
- Manage your team's social, physical and psychological resources

- Create the conditions for 'good work' and balance
- Guide others to reflect positively on adverse experiences
- Develop a sense of purpose for your team
- Foster psychological safety within your team
- Use coaching questions to guide people through a challenging situation

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

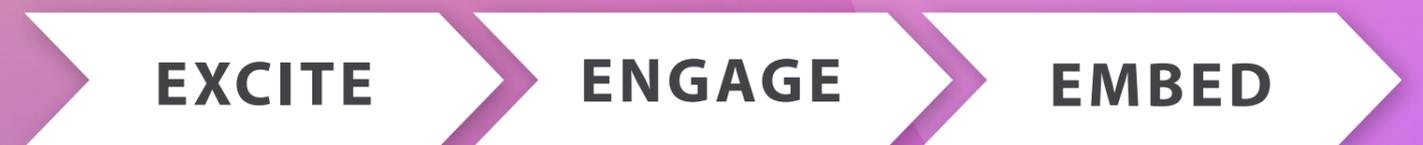
[Click here for full course details](#)

Programme structure

-  **Excite**
Digital learning playlist
-  **Engage**
1 x 3 hour instructor-led virtual training session
-  **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Pre-built team experiences

All of our learning experiences are available for immediate delivery for intact teams or if you want to bring groups of people together for training.



Expertly curated programmes ready for immediate delivery on 60+ topics.

Choose from a team experience, a qualification experience or opt for a membership package.

FROM £2000

FOR UP TO 15 PEOPLE PER PROGRAMME

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to discuss your team requirements and pricing.

We provide essential skills in technical and specialist areas including: project management, finance, PA skills, purchasing, supply chain and more.

***Specialist &
technical skills***



Introduction to Effective Project Management

If you are new to the role of Project Manager or are becoming involved more and more in your organisation's project work, then this immersive virtual course is for you. Based on a typical project lifecycle, the course walks you through how projects work from beginning to end and gives you the tools and techniques that are needed to be effective. You will learn how to successfully plan a controlled start to your project, how to manage delivery and then successfully handover to the client all within those classic constraints of time, cost and quality. The course is interactive and uses a case study scenario throughout to bring the learning to life.

Is it right for me?

Suitable for those who are new to project management roles and also those who are self-taught but want formal guidance on project management frameworks and tools.

What will I learn?

By the end of this course you will be able to:

- Understand when to take a project management approach
- Identify and engage with stakeholders successfully

- Define your project using a compelling business case
- Form a project management team
- Create a robust project plan
- Identify, assess and plan responses to risks
- Manage the delivery of the project on a day-to-day basis
- Control changes to the scope of the project
- Handover the outputs to the customer
- Review the delivery of the project using a structured framework

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Managing Projects Remotely

This interactive course will provide learners with a range of tools and techniques to help them manage projects more effectively in remote working environments.

As the number of organisations moving to remote working increases, so does the need for more effective project management. Unfortunately, a lot of the traditional methods for managing projects that have long been in place have become redundant in remote environments. In turn, this leads to ineffective working practices, poorly managed scope and a failure to achieve objectives within the constraints specified.

Is it right for me?

This course is suitable for anyone managing projects or workstreams in a remote environment.

What will I learn?

- By the end of this course you will be able to:
- Describe the key attributes of a successful remote project manager
 - Create a working environment that enables success

- Assemble the project team and agree on a way of working
- Recognize what makes a high performing team
- Define the project objectives and scope the deliverables
- Use an online collaboration tool for capturing, tracking and communicating progress
- Handle the common problems faced managing projects remotely

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Goal-Focused Project Delivery

Do you need to know about project management fast? Want to know the key tools and techniques but don't need all of the theory? If the answer to these questions is yes, then this virtually delivered course is for you. Goal-Focused Project Delivery is a practical guide to project management showing what the journey through the project lifecycle looks like. It is a practical course concentrating on the key tools that all project managers should apply in order to keep the project under control and provides learners with a robust toolkit to take back to work and immediately apply.

Is it right for me?

Suitable for those who are asked to manage small to medium-sized projects or workstreams as part of a bigger project in their organisations. Also suitable for those without any project management experience.

What will I learn?

By the end of this course you will be able to:

- Apply a simple framework for project delivery
- Scope the deliverables of the project

- Create a simple project delivery plan
- Understand the roles needed within the project team
- Allocate work to project team members
- Monitor and control the work during development
- Gain acceptance for the project deliverables

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



PRINCE2® Combined Foundation and Practitioner (6th Edition)

This is a highly regarded course for those who want to develop a sound, professional grounding in the PRINCE2 methodology.

Every element of this course has been designed with care to cover the subject matter thoroughly – with advice about how to use PRINCE2 in practice along with preparing you fully to undertake both the Foundation and Practitioner examinations.

Is it right for me?

The course is intended for all aspiring PRINCE2 practitioners who require a solid grounding in the PRINCE2 methodology, processes and themes. This course prepares delegates for both the Foundation and Practitioner exams. To make the most of the course, delegates should ideally have experience of team leading, project management or project assistance/support.

What will I learn?

By the end of this course you will be able to:

- Use a proven project management methodology that can plan, organise and control the successful implementation of projects
- Understand how the PRINCE2 methodology

can be flexible and adaptable for any type and size of project

- Complete the Foundation and Practitioner examinations
- Bring your employees and organisation in line with an internationally recognised methodology



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PeopleCert ATO accreditation Number 4212.

For individuals

£1999 

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £8800  Up to 12 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist plus pre-course work

 **Engage**
9 x 3 hour instructor-led virtual training session plus online exam

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

APM Project Management Fundamentals Qualification (PFQ) - Formerly known as Introductory Certificate (IC)

This virtually delivered course will provide learners with a broad understanding of the principles of effective project management. It is aligned to the APM Body of Knowledge 7th edition and is designed to enable learners to successfully attain the industry recognised APM Fundamentals Qualification. Before the course, learners are provided with the official APM PFQ study guide along with a recommended reading list to prepare themselves fully. The course is divided into 4 x 2.5 hour sessions across the two days. The sessions are interactive and involve immersive activities, helping learners to not only prepare for their exam but also see how project management tools and techniques can be applied back in the workplace. After the course, learners will sit the APM Fundamentals exam which consists of 60 multiple choice questions and lasts for 60 minutes.

Is it right for me?

The APM Project Fundamentals Qualification (PFQ) is a basic or entry-level qualification and is particularly suitable for project team members with no project management training or those wishing to gain a broad understanding of the principles of the profession. No prior knowledge or experience is required.

What will I learn?

By the end of this course you will be able to:

- Identify the project management processes.
- Understand project management terminology.

- Correctly identify the roles involved in project management.
- Describe project success criteria and benefits.
- Support and contribute to a successful project outcome.
- Prepare project documentation.
- Have acquired the level of understanding needed to pass the APM Project Fundamentals Qualification (PFQ) examination.



PMI®, PMBOK® Guide and PMP® are registered certification marks and trademarks of the Project Management Institute Inc.

For individuals

£1199

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £3600 Up to 12 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

- Excite**
Digital learning playlist plus pre-course work
- Engage**
4 x 2.5 hour instructor-led virtual training session plus online exam
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

APM Project Management Qualification (PMQ) - Formerly known as APMP

The PMQ is the professional qualification awarded by the Association for Project Management. The focus of this intensive course is to provide you with a level of knowledge that will enhance your personal effectiveness in project management and give you a professional qualification that is recognised worldwide.

The syllabus is based upon the 7th edition of the Body of Knowledge (BoK) and the sessions will include discussions, exercises, case studies and example questions. Learners will each be given the official APM PMQ study guide along with access to electronic resources to assist their learning journey.

Is it right for me?

Suitable for people managing projects in any industry already using some formal project management processes and methods who wish to complete the PMQ examination via an intensive five-day programme.

What will I learn?

By the end of this course you will be able to:

- Provide organisations with a proven project management methodology that can allow people to plan, organise and control the successful implementation of projects
- Achieve the PMQ, the UK's leading project management qualification
- Provide practical skills and techniques to help further your career in project management



PMI®, PMBOK® Guide and PMP® are registered certification marks and trademarks of the Project Management Institute Inc.

For individuals

£1999

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £8500 Up to 12 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

- Excite**
Digital learning playlist plus pre-course work
- Engage**
9 x 3 hour instructor-led virtual training session plus online exam
- Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Have you heard about our Learning Passport?

Our Learning Passport membership is designed to support continuous learning.

15 credits of learning for an individual to use over a 12 month period.

£1000 PER PASSPORT



Look out for this symbol which tells you how many credits each programme is worth.

Select from our library of 60+ pre-built training programmes - you can pick any number of courses up to 15 credits.

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to discuss your requirements.

Do you have lots of team members that need training?

Why not consider our membership package?

Our membership package includes 10 team experiences plus 1 free for up to 15 people.

You will get 3 days of contextualisation services including:

- Instructional design
- Graphic design
- Bespoke assets

Multi-year plans are available

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to discuss your team requirements and pricing.



Understanding the Key Financial Statements and Concepts

This course looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organisation. It covers the purpose and structure of the Income Statement and the Statement of Financial Position, as well as the terminology and jargon associated with them, before looking at the ratios that can be performed on them. It then moves on to look at key aspects of financial accounting and the impact of decisions on business results; the knowledge gained will improve confidence during important financial discussion. It covers the difference between capital expenditure and operating expenditure, how to perform cost appraisals, the calculation of depreciation and the importance of working capital.

Is it right for me?

This course is suitable for non-financial managers or anyone moving into management who needs to understand financial information presented to them. It will provide an understanding of the language of finance providing a better appreciation of the impact of key business decisions on the financial results.

What will I learn?

By the end of this course you will be able to:

- Read Income Statements and Statements of Financial Position and link to business decisions
- Understand the terminology used on financial statements for more

meaningful conversations

- Perform key financial ratios to understand how the business is performing
- Demystify the rules of capital expenditure vs operational expenditure in order to understand the decisions made by the business and the impact on results
- Perform cost appraisal calculations to justify investment and support business cases
- Explain the importance of depreciation and its impact on performance
- Identify the key components in the working capital cycle and how it can be optimised in the business to reduce risk and improve cash flow

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Commercial Awareness - Manage your Contracts, Negotiations and Risk

This highly practical and interactive programme focuses on improving your commercial awareness.

Is it right for me?

Suitable for those new to the commercial department, project and programme managers, sales people and anyone who needs an understanding of contractual and commercial issues, including the impact of contract and project changes.

What will I learn?

By the end of this course you will be able to:

- Understand the basics of contracting.
- Identify onerous contract terms and identify

when you need specialist legal assistance.

- Identify risks in your contracts and value those risks, establishing what contingency to include in your price.
- Negotiate profitable contracts.
- Manage the change process, understanding how contract changes impact on the bottom line and when to renegotiate terms.

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Understanding Costs and Budgets

The focus of this session is management accounting. It works through the nature and behaviour of costs as well as the impact of profit drivers on performance. It looks at the different approaches to budgeting and their appropriateness as well as the sources of information available to aid forecasting.

This interactive session gets participants thinking about how they put budgets together, what to include and other adjustments that need to be considered. It uses a seven-step budgeting process, to link budget to strategy and improve the negotiating position, as well as identifying the reasons for variances occurring and the remedial action that can be taken. Through the use of case studies and business examples, participants can make links to the controlling and monitoring of their own budget areas.

Is it right for me?

This course is suitable for non-financial managers and anyone new to managing costs and budgets. It looks at the base knowledge needed in order to compile and manage budgets and is therefore also useful for refreshing ideas, and formalising and filling in knowledge gaps.

What will I learn?

- By the end of this course you will be able to:
- Identify how budgets are put together in your organisation and your role in the process
 - Describe how costs behave and the impact they have on your budget and performance
 - Explain the impact of the different profit

drivers and the influence you can have on the bottom line

- Define the different types of forecasting to utilise the best approach for your budget
- Use a structured process to prepare a budget, which can be used to monitor actual costs and take action to ensure the budget is met
- Describe the effect of prepayments and accruals and how they impact on budgets and cash flow
- Manage financial performance, by understanding variances and knowing what action can be taken
- Explain the need to budget for risk and how to defend budget contingencies to reduce the impact on the business

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

EXCITE, ENGAGE, EMBED

All of our learning experiences have been created using our E3 methodology (Excite, Engage, Embed).

We believe learning shouldn't be a 'one time' event.

A multi-phase approach that 'excites, engages, embeds' learning, creates higher levels of engagement... and better outcomes.

Our blended learning experiences are available for individual attendance or as a pre-built team experience.



Excite: Getting the learner thinking about the subject area and creating excitement about the upcoming virtual event.



Engage: Learners take a deep dive into the subject area through engaging virtual expert-led session/s, focused on interaction and sharing.



Embed: Helping to transition the skills back into the workplace, through on-demand and on-the-job reinforcement pieces that extend the learning experience.



Supplier and Contract Management

Getting the best value out of your suppliers doesn't stop when the ink is still wet on the contract. In this workshop, you will learn how to manage and measure supplier performance and ensure that they deliver the service levels you need from them and move beyond contract compliance to increasingly add value and continuous improvement to your work together.

Through improved supplier and contract management, you will get more out of your suppliers and develop more effective business partnerships that are a success for everyone involved.

Is it right for me?

If you are involved in the management and monitoring of suppliers then this workshop will provide you with useful tools and information, to help you get the most out of your work together.

This workshop will draw upon participants' experiences of good and bad supplier management, as well as using expert trainer input from trainers with experience of being suppliers and contract managers.

What will I learn?

By the end of this course you will be able to:

- Understand and construct simple and effective processes for supplier governance and relationship management
- Recognise and use the stages of the contract management cycle
- Use the most appropriate hard and soft performance measures with your suppliers
- Spot common problems and pitfalls in contract and supplier management and employ effective strategies for dealing with them

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist

Follow-up coaching session (optional extra for team experiences)



Fundamentals of Sales

This interactive and insightful workshop provides a sound foundation to the skills and qualities needed to turn opportunities into results, equipping you with the essential knowledge and understanding required to kick-start a successful career in sales. The techniques and theories can be applied to face-to-face meetings, virtual interactions, telephone conversations and written communications.

The workshop is designed to challenge your thinking and requires you to operate from the client or customers perspective – why should they engage with or buy from you? Elements of sales psychology will help you to understand why your customers react as they do, and how to respond appropriately to build relationships that are more rewarding.

On return to the workplace, you will have a sales framework on which to apply your personality, communication style and relevant organisational processes.

Is it right for me?

Suitable for new and existing sales people with little or no formal training.

What will I learn?

By the end of this course you will be able to:

- Apply a framework to adapt and tailor the sales conversation and make the most of opportunities

- Review and enhance the value of your product or service from the client/customer perspective
- Use problem-solving techniques to overcome objections

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist

Follow-up coaching session (optional extra for team experiences)



Negotiating with Suppliers

This workshop will help you to get the best out of your supplier negotiations. You will find out how to prepare for, conduct and follow up negotiations to ensure that you are getting the best deal and cementing sustainable business relationships.

Is it right for me?

This workshop is designed for anyone who is involved in supplier negotiations for goods or services. The course will show how you use your negotiating skills to enhance your long-term relationships with suppliers, as well as getting the best deals for your organisation. You will come out feeling confident and better equipped to go into negotiations, communicate with suppliers and get the profitable results that you need to benefit your company and your reputation.

What will I learn?

By the end of this course you will be able to:

- Recognise the importance of negotiation to get profitable deals and maintain long-term business relationships
- Know when to negotiate with suppliers
- Understand the five possible outcomes of a supplier negotiation and prepare your negotiations accordingly
- Recognise partnership and adversarial negotiation styles and the advantages and disadvantages of both
- Demonstrate the four phases of negotiating
- Understand the behaviours of highly skilled negotiators and use them appropriately

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist

Follow-up coaching session (optional extra for team experiences)



Fundamentals of Key Account Management

This practical virtual programme focuses on maximising the potential of key accounts. You will learn how to identify and prioritise accounts to help reach the longer-term objectives of the business. The programme covers the core skills required to maximise and maintain your key accounts, including multiple relationship management, and information to be captured to create effective account plans.

Is it right for me?

This virtual programme has been designed for new and existing Key Account Managers that manage multiple accounts who have had little or no formal training.

It is not suitable for Key Account Managers who deal with one large strategic account - we recommend an in-depth tailored programme delivered in-house.

What will I learn?

By the end of this course you will be able to:

- Establish criteria for clients to gain key account status
- Identify which clients require more attention and time for a greater return

- Create a decision-maker contact strategy
- Use an analysis tool to review the client's business and marketplace
- Review different decision-making units and their buying motivations
- Review four different communication preferences and how to align selling style to clients buying style
- Explore critical information to effective key account business plans

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist

Follow-up coaching session (optional extra for team experiences)

Pre-built team experiences

All of our learning experiences are available for immediate delivery for intact teams or if you want to bring groups of people together for training.

EXCITE

ENGAGE

EMBED

Expertly curated programmes ready for immediate delivery on 60+ topics.

Choose from a team experience, a qualification experience or opt for a membership package.

FROM £2000

FOR UP TO 15 PEOPLE PER PROGRAMME

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to discuss your team requirements and pricing.

Minute Taking

This course will introduce you to a few simple yet brilliantly effective techniques to make minute taking quicker and easier. You will learn how to take control, ensure that the meeting is productive, and develop the confidence and competence to know that you've got everything covered.

Throughout the course you will be taken through a step-by-step approach to producing effective minutes, using templates to help you produce structured agendas and take notes effectively. Practical exercises will help you build confidence and put your own ideas into practice.

Is it right for me?

This course is designed for anyone who needs the confidence and skills to produce accurate meeting minutes.

What will I learn?

By the end of this course you will be able to:

- Identify different types of meetings and the requirements of each
- Work in partnership with the chair and colleagues when preparing the agenda, meeting papers and minutes

- Describe the principal elements of different types of meeting agenda
- Recognise and overcome barriers to listening to help maintain concentration and capture key points
- Try out both new and 'tried and tested' note-taking techniques
- Produce a clear and concise set of minutes

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

An Introduction to Customer Service

Be inspired to think about the customer service you provide and learn how to apply best practice techniques to develop and support long-lasting customer relationships.

This practical course will provide you and your organisation with an overview of the best practice skills required to exceed your customers' expectations. You will leave the course with a personal action plan for delighting customers, both internal and external. You will also take away a practical customer service toolkit to help you implement the key skills and techniques from the course.

Is it right for me?

This is an introductory course for frontline team members, with little or no formal training, who are in direct contact with either internal or external customers and are required to manage a range of customer expectations.

What will I learn?

By the end of this course you will be able to:

- Explain the key components to world-class customer experience and assess your strengths and challenges

- Manage customer expectations and demands effectively
- Illustrate how a change in your behaviour can increase customer loyalty
- Deliver a consistent first-class customer experience within a range of different situations

For individuals

£500  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Success Skills for Office Professionals

This workshop will rapidly develop the skills and knowledge you need to become a successful office professional in today's world. It will help you learn to communicate assertively, prioritise effectively when everything is urgent and be pro-active rather than constantly fire-fighting. You will come away feeling more confident, which will increase your credibility and get you the respect you deserve. You will leave with some great ideas and practical actions, that are easily translated back into the workplace.

Is it right for me?

This course is suitable for new and developing PAs, secretaries and office professionals who want to enhance their skills to be able to manage multiple priorities and improve efficiency.

What will I learn?

By the end of this course you will be able to:

- Develop a strong personal brand which will increase your credibility
- Manage conflicting priorities when everything is urgent

- Be proactive and clearly anticipate everyone's needs
- Reduce your reactive working by dealing with your emails in a structured way
- Communicate effectively so you get your voice heard
- Develop your confidence so you can become more assertive
- Say no in a positive and supportive manner without feeling guilty
- Deal with challenging people and situations

For individuals

£800  Passport credits

[View all available dates](#)

For groups & teams

From £2000 Up to 15 people per programme

[Click here for full course details](#)

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Advanced Skills for Senior Office Professionals

This workshop has been designed to take you, as a successful office professional, to the next level of your career. It will build on the great skills you already have and develop the advanced skills you will need for the future. You will learn how to work in close partnership with your managers and other stakeholders, and increase your own level of responsibility to create more space for them to work effectively. It will help you become more self-aware and to develop the managerial aspects of the role. You will leave with some great ideas and practical actions that will build your confidence and give you the edge over others.

Is it right for me?

This course is suitable for PAs, secretaries and office professionals who want to develop their managerial capability to take them to the next level of their career.

What will I learn?

By the end of this course you will be able to:

- Develop a strong network in order to develop yourself
- Demonstrate true awareness of how your organisation operates

- Define your career drivers through heightened self-awareness
- Identify your preferred communication style and adapt it to get the best from others
- Manage conflicting priorities, save time and increase efficiency by being more proactive
- Apply a project management approach to help you manage events and small projects
- Think creatively and make good decisions
- Assertively speak up in front of others

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Train the Trainer - Understanding the Context

This virtual course provides a comprehensive insight into everything you need to know and understand before embarking on a career in training design, development or delivery.

During the workshop you will explore the role of the trainer and training itself in detail: the purpose and benefits of training in an organisation, the cycle of training, what a trainer actually does, and all the skills and attributes you need to be successful in the role. You will also cover the fundamental principles of how people learn and the natural cycle of learning; considering how to reflect those principles in the learning activities you facilitate in the training room.

Completing this course will prepare you for the next step of taking a deeper dive into the process of designing and delivering training.

Is it right for me?

Suitable for anyone who is new to workplace training and development, and would like to understand the fundamentals of how people learn and the context of workplace training.

What will I learn?

- By the end of this course you will be able to:
- Explain the purpose and benefits of training to organisations

- Describe both the training and learning cycles and their impact on the training role
- Recognise and overcome the barriers to effective learning at work
- Identify the behaviour and skill requirements of an effective trainer
- List all the activities that an organisational trainer may be involved in
- Explain how to incorporate the principles of how people learn into the delivery of training

For individuals

£500  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
1 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)



Recruitment & Interviewing

This highly practical and interactive virtual course provides a step-by-step approach to the recruitment and selection process, enabling you to make fair, sound and accurate decisions. First, you will cover the basics of how to attract and source high-quality candidates in a virtual world. Then you will focus on the interview itself: introducing you to structured behavioural interviewing and equipping you with the skills and the confidence to plan your interview and ask effective questions.

You will learn a structure that can be applied to all your interviews – whether virtual or in-person – to ensure that everything is covered and that your company is presented in the best possible light. Based on a role you are currently recruiting for, you will have the opportunity to compile some relevant and insightful competency-based questions and then to practise your interviewing skills in a safe and supportive virtual environment. Finally, you will learn how to record and process the information you have gathered and use it to objectively evaluate your shortlisted candidates – and ultimately to make a sound decision about who is the best person for the job.

Is it right for me?

This course is for anyone who is involved in the recruitment and selection process and would like to understand best practice techniques to ensure they hire the right candidates.

What will I learn?

By the end of this course you will be able to:

- Create an accurate job specification that reflects the ideal candidate
- Identify the behavioural competencies required for a specific role

- Compile competency-based questions to test for candidate suitability
- Identify different types of questions and which ones to avoid in an interview
- Plan and prepare for conducting an interview
- Follow a structured process for an interview discussion
- Make accurate decisions about a candidate based on interview performance

For individuals

£800  Passport credits

[View all available dates](#)

Prices excluding VAT

For groups & teams

From £2000  Up to 15 people per programme

[Click here for full course details](#)

Prices excluding VAT

Programme structure

 **Excite**
Digital learning playlist

 **Engage**
2 x 3 hour instructor-led virtual training session

 **Embed**
Supporting digital learning playlist
Follow-up coaching session (optional extra for team experiences)

Have you heard about our Learning Passport?

Our Learning Passport membership is designed to support continuous learning.

15 credits of learning for an individual to use over a 12 month period.

£1000
PER
PASSPORT



Look out for this symbol which tells you how many credits each programme is worth.

Select from our library of 60+ pre-built training programmes - you can pick any number of courses up to 15 credits.

CALL **0345 071 2801** or
EMAIL **enquiries@hemsleyfraser.co.uk**
to discuss your requirements.

Have you considered virtual facilitated team programmes? Learning experiences that bring teams together into a structured and supported process can be really powerful in these challenging times.

Facilitated team programmes

DISTRIBUTED TEAM EFFECTIVENESS PROGRAMME

The benefits of teamwork are well known! Working in any team can be challenging at times, but when you add in remote/distributed team members that span global cultural boundaries, then it might seem overwhelming to build a high-performing team. The Distributed Team Effectiveness Programme will support you to build your knowledge and skills through proven methodologies and frameworks as well as practical application.

IS IT RIGHT FOR ME?

This modular virtual learning programme is for those who are part of or lead a remote/distributed team, including where the team spans global cultural boundaries.

WHAT WILL I LEARN?

Over three 90-minute modules, this programme will help create an environment of trust, empowerment, understanding and inclusion in your team, so you and your team can perform at their best and achieve their potential.

At the end of the programme participants will be able to:

- Develop personal and team actions that can positively impact the effectiveness of the team.
- Build awareness and take actions to lead distributed teams effectively and address the pain points identified (managers and leaders only).

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your requirements.

The learning journey...

This is a modular programme aimed at improving distributed team capability and effectiveness. *The three x 90-minute virtual modules are:*



Introduction to the programme

- An overview of distributed team effectiveness.
- Establishing personal objectives.
- Setting a mindset for development.
- Getting ready for peer coaching.
- Action planning.



Distributed team effectiveness

- Examine the four crucial elements of distributed team effectiveness: **Focus, Process, Flow** and **Climate**.
- Why they matter to growing a team's capability.



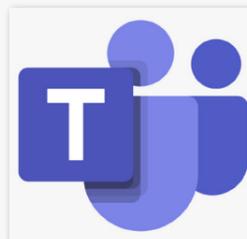
Leading distributed teams

- Effective distributed leadership and management behaviours.
- Social styles and their impact on remote team communication.
- How to develop a high-performing distributed team.
- Use a leadership framework to develop your team's effectiveness.

UPSKILLING YOUR TEAM TO DELIVER IN A VIRTUAL FORMAT

We've seen a significant increase in the number of clients who want to upskill and develop their own people to deliver virtual training sessions. So, we've developed a course on delivering virtual training, which provides tips and techniques and explains different platforms and how to deal with challenges such as failing technology and disruptive participants.

The sessions can be delivered via all of these applications:



Standards of Delivery (virtual session)

Taking place in the platform most suitable to your needs, the session will provide participants with a working knowledge of the tools used when training and what parameters need addressing in the platform.

Challenging Situations (virtual session)

This session focuses on the typical challenges and issues that can arise when training virtually. This can be from people or technology, either deliberate or unintentional.

Advanced Facilitation Skills (virtual session)

You will discover tips and techniques for maintaining audience engagement and some advanced techniques for managing participants who are being disruptive.

Preparation and Coaching

After the three sessions are completed each participant has the opportunity for a sixty-minute one-on-one coaching session arranged separately with the course facilitator.

Teach-back

The course finishes with a final teach-back session; you will deliver a thirty-minute live interactive workshop/virtual classroom/webinar to your fellow participants.

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to find out more and to discuss your requirements and pricing

Our library of 90-minute learning sessions deliver short bursts of knowledge covering the 'what', 'why' and 'how' of a topic; information-led Espressos cover the 'what' and 'why' complemented by practical Skill Drills to give the 'how'.

Espresso *virtual sessions*

PERSONAL EFFECTIVENESS

KEY:  **ESPRESSO** = THEORY-BASED SESSION
 **SKILL DRILL** = PRACTICAL SESSION

<h3>Communicating Effectively</h3> <p>This highly interactive session introduces you to the core skills that underpin effective communication: skilled questioning, focused listening and congruent non-verbal signalling.</p> <p>COURSE CODE VILT-CE COURSE TYPE ESPRESSO</p>	<h3>Building Networks</h3> <p>This session dispels common misconceptions about networking and looks more closely at what networking really is.</p> <p>COURSE CODE VILT-NET COURSE TYPE ESPRESSO</p>	<h3>Business Language Busters</h3> <p>This session explores business jargon and its effect in the workplace. You will look at different kinds of business phrases and cover some coping strategies.</p> <p>COURSE CODE VILT-BLB COURSE TYPE ESPRESSO</p>	<h3>Effective Meetings</h3> <p>This interactive session is suitable for individuals who are required to run, conduct and lead any kind of meeting and who wish to achieve success.</p> <p>COURSE CODE VILT-EM COURSE TYPE ESPRESSO</p>	<h3>Assertiveness</h3> <p>This session focuses on building assertiveness; it looks at what assertiveness is, how it compares to aggressiveness and passivity and what assertive behaviours look like.</p> <p>COURSE CODE VILT-AS COURSE TYPE ESPRESSO</p>	<h3>Get Confident and Make it Stick</h3> <p>This session explores your drivers to stay motivated in order to boost your confidence.</p> <p>COURSE CODE VILT-GCMS COURSE TYPE ESPRESSO</p>
<h3>Presenting Virtually</h3> <p>This short session is suitable for anyone who is required to present in a virtual environment at work and would like to build their skills and confidence</p> <p>COURSE CODE VILT-PV COURSE TYPE ESPRESSO</p>	<h3>Questioning and Listening</h3> <p>This session covers how to plan for a conversation and practises a variety of questioning techniques to help achieve your desired outcomes.</p> <p>COURSE CODE VILT-QL COURSE TYPE ESPRESSO</p>	<h3>Effective Writing</h3> <p>This session covers some of the essentials of written English that will help improve the impact of all business documents you produce.</p> <p>COURSE CODE VILT-EW COURSE TYPE ESPRESSO</p>	<h3>Personal Brand and Impact</h3> <p>During this session you will explore a five-step process for developing a memorable and consistent personal brand.</p> <p>COURSE CODE VILT-PBI1 COURSE TYPE ESPRESSO</p>	<h3>Career Planning</h3> <p>This session is for anyone who isn't sure which direction they want to take in their career, has not clearly articulated their career goals, or doesn't know how to reach their goals.</p> <p>COURSE CODE VILT-CP COURSE TYPE ESPRESSO</p>	<h3>Drive</h3> <p>This session focuses on what stops us from achieving our goals, and the skills and techniques we need to develop in order to overcome those obstacles.</p> <p>COURSE CODE VILT-DRV COURSE TYPE ESPRESSO</p>
<h3>Presentation Skills</h3> <p>This session will give you an overview of the key steps required when preparing to deliver an engaging and powerful presentation.</p> <p>COURSE CODE VILT-PRES COURSE TYPE ESPRESSO</p>	<h3>Influencing Skills Part 1</h3> <p>In this session, you will learn how to define influence and how to analyse sources of power and influence in an organisation.</p> <p>COURSE CODE VILT-INF1 COURSE TYPE ESPRESSO</p>	<h3>Influencing Skills Part 2</h3> <p>In this practical session, you will learn and plan how to draw on different sources of power and influence in an organisation in order to increase your personal influence.</p> <p>COURSE CODE VILT-SD-INF COURSE TYPE SKILL DRILL</p>	<h3>Working Remotely</h3> <p>This session will provide you with some essential strategies for maintaining your productivity and effectiveness when working from home.</p> <p>COURSE CODE VILT-WR COURSE TYPE ESPRESSO</p>	<h3>Flexibility and Agility</h3> <p>In this session, you will explore flexibility and agility from two perspectives: the drivers, benefits and characteristics for organisations, and what behaviours leaders must develop.</p> <p>COURSE CODE VILT-FA COURSE TYPE ESPRESSO</p>	<h3>Building Multicultural Relationships</h3> <p>In this session, we cover how to build strong and positive relationships with people from different and diverse cultures.</p> <p>COURSE CODE VILT-BMR COURSE TYPE ESPRESSO</p>
<h3>Using Storytelling to Enhance your Presentation</h3> <p>This session will help you to transform dull facts and information into compelling and persuasive content through the power of storytelling.</p> <p>COURSE CODE VILT-ST COURSE TYPE ESPRESSO</p>	<h3>Negotiation Skills Part 1</h3> <p>This session looks at what good negotiation is, and identifies what skills and practices are required to achieve successful negotiations.</p> <p>COURSE CODE VILT-NS COURSE TYPE ESPRESSO</p>	<h3>Negotiation Skills Part 2</h3> <p>This practical session focuses on a real upcoming negotiation, and will support you to practise the process and associated skills.</p> <p>COURSE CODE VILT-SD-NS COURSE TYPE SKILL DRILL</p>	<h3>360-Degree Feedback</h3> <p>This session will give you some practical advice and guidance on getting the most out of the 360-degree feedback process.</p> <p>COURSE CODE VILT-DF COURSE TYPE ESPRESSO</p>	<h3>Managing Stakeholders</h3> <p>This session will provide you with an awareness of the key principles around managing stakeholder relationships, by exploring a set of practical tools.</p> <p>COURSE CODE VILT-MS COURSE TYPE ESPRESSO</p>	<h3>Social Media in the Workplace</h3> <p>This session explores the benefits, as well as the concerns, organisations have expressed about allowing employees to use social media.</p> <p>COURSE CODE VILT-SMW COURSE TYPE ESPRESSO</p>

PERSONAL EFFECTIVENESS

KEY:  **ESPRESSO** = THEORY-BASED SESSION
 **SKILL DRILL** = PRACTICAL SESSION

Giving and Receiving Feedback Part 1

This session will provide you with the knowledge and skills to feel more comfortable and confident when giving and receiving feedback.

COURSE CODE VILT-GRF **COURSE TYPE** ESPRESSO

Giving and Receiving Feedback Part 2

This session practices the essential skills of both giving and receiving feedback – constructively and positively – using a simple and highly effective model.

COURSE CODE VILT-SD-GRF **COURSE TYPE** SKILL DRILL

Building a Positive Culture

This session introduces participants to climate booster – six conditions that have been shown to lead to a more positive culture.

COURSE CODE VILT-BPC **COURSE TYPE** ESPRESSO

Resolving Conflict

This session will provide you with an understanding of some of the most common sources of conflict and the risks of not managing conflict effectively in the workplace.

COURSE CODE VILT-RC **COURSE TYPE** ESPRESSO

Innovation and Creativity

This session will help you to really understand what innovation is in the workplace, and the benefits and risks associated with it.

COURSE CODE VILT-IC **COURSE TYPE** ESPRESSO

Problem Solving

This session will ask you to consider the types of problem you need to solve and will support you in applying a dynamic problem-solving process to help resolve these issues.

COURSE CODE VILT-PS **COURSE TYPE** ESPRESSO

Emotional Intelligence Part 1

This session will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace.

COURSE CODE VILT-EQ1 **COURSE TYPE** ESPRESSO

Emotional Intelligence Part 2

This session will give you the opportunity to practise some of the key skills associated with emotional intelligence (EQ).

COURSE CODE VILT-SD-EQ **COURSE TYPE** SKILL DRILL

Collaboration

The aim of this session is to help you to evaluate how you foster collaboration within and across teams and projects, and to develop your ability to collaborate more productively.

COURSE CODE VILT-COL **COURSE TYPE** ESPRESSO

Handling Stress

This session examines the causes and impact of the workplace situations and activities that may be stressful for you.

COURSE CODE VILT-HAS **COURSE TYPE** ESPRESSO

Managing Stress

This session examines the causes, symptoms and impact of work-related stress. You will define the difference between positive and unhealthy stress.

COURSE CODE VILT-MST **COURSE TYPE** ESPRESSO

Time Management

A fully interactive session that looks at several concepts related to better time management techniques including personal preferences when it comes to time and task management.

COURSE CODE VILT-TM **COURSE TYPE** ESPRESSO

Handling Politics in the Workplace

This session starts by addressing what is meant by workplace politics, and what the positive and negative elements are that exist that need to be managed and worked within.

COURSE CODE VILT-HPW **COURSE TYPE** ESPRESSO

Managing Upwards

This session analyses the relationships we have with our managers and defines what our manager needs from us as well as what we can expect from them.

COURSE CODE VILT-MNUP **COURSE TYPE** ESPRESSO

Relating to Others

This session looks at some of the key skills required to build and sustain effective relationships at work with a focus on communication.

COURSE CODE VILT-RO **COURSE TYPE** ESPRESSO

Focusing on What Matters

The focus of this session is to practise prioritisation. You will leave with a prioritised plan of activities for the next working day.

COURSE CODE VILT-SD-FWM **COURSE TYPE** SKILL DRILL

Positive Psychology at Work Part 1

The session explores the theory behind positive psychology along with defining what it is and how it might differ from other areas of psychology.

COURSE CODE VILT-PPSY **COURSE TYPE** ESPRESSO

Positive Psychology at Work Part 2

The session offers you some immediately applicable techniques for helping yourself and changing your mindset when faced with challenging situations.

COURSE CODE VILT-SD-PPSY **COURSE TYPE** SKILL DRILL

Unconscious Bias

During this session, you will delve into the topic of unconscious bias and how it can affect our daily lives.

COURSE CODE VILT-UB **COURSE TYPE** ESPRESSO

Challenging Conversations Part 1

This session looks at a structured set of techniques, strategies and tips to make those tricky conversations more productive.

COURSE CODE VILT-CHC **COURSE TYPE** ESPRESSO

Challenging Conversations Part 2

This session focuses on a four-stage structure for having a challenging conversation, with the opportunity to explore and practise skills.

COURSE CODE VILT-SD-CHC **COURSE TYPE** SKILL DRILL

FIND OUT MORE:

 hemsleyfraser.co.uk/virtual-sessions

 0345 071 2801

 enquiries@hemsleyfraser.co.uk

Building Personal Resilience

This session addresses the connection between resilience and our ability to work positively. It explores the different aspects of sustaining optimum levels of energy and pressure.

COURSE CODE VILT-BPR **COURSE TYPE** ESPRESSO

Wellbeing

This session takes a holistic view of individual wellbeing. This starts with defining what the term means to you, and then explores how to maximise the different domains of wellbeing.

COURSE CODE VILT-WEL **COURSE TYPE** ESPRESSO

MANAGEMENT, LEADERSHIP & TEAM PERFORMANCE

KEY:  **ESPRESSO** = THEORY-BASED SESSION
 **SKILL DRILL** = PRACTICAL SESSION

<p>First Time Manager</p> <p>This session looks at the differences that exist between being an individual contributor and a manager covering some of the more common traps that new managers are prone to falling into.</p> <p>COURSE CODE VILT-FTM COURSE TYPE ESPRESSO</p>	<p>Managing People</p> <p>This session looks at some of the core principles of people management, and the attributes that make an effective manager including motivation, delegation and feedback.</p> <p>COURSE CODE VILT-MP COURSE TYPE ESPRESSO</p>	<p>Managing vs Leading</p> <p>This session will consider the importance of knowing the difference between leadership and management, and what each one means.</p> <p>COURSE CODE VILT-ML COURSE TYPE ESPRESSO</p>	<p>Coaching Part 1</p> <p>This session will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required.</p> <p>COURSE CODE VILT-CO COURSE TYPE ESPRESSO</p>	<p>Coaching Part 2</p> <p>This practical session will give you the opportunity to practise coaching 'in the moment' using the GROW model and will provide feedback on your coaching style.</p> <p>COURSE CODE VILT-SD-CO COURSE TYPE SKILL DRILL</p>	<p>Developing Others</p> <p>This session is designed for managers who are looking to find out more about how to help their team members grow, learn and progress.</p> <p>COURSE CODE VILT-DO COURSE TYPE ESPRESSO</p>
<p>Stepping Up to Senior Management</p> <p>This session will introduce you to the specific role, requirements and attributes of a senior manager. You will also learn about organisational politics and internal power structures.</p> <p>COURSE CODE VILT-SUSM COURSE TYPE ESPRESSO</p>	<p>Leading in Uncertain Times</p> <p>This session will provide you with some essential strategies for leading your teams through times of insecurity and ambiguity.</p> <p>COURSE CODE VILT-LUC COURSE TYPE ESPRESSO</p>	<p>Inclusive Leadership</p> <p>This session covers the business case for diversity and inclusion as well as common biases and ways to be more inclusive.</p> <p>COURSE CODE VILT-IL COURSE TYPE ESPRESSO</p>	<p>Team Effectiveness Part 1</p> <p>This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective.</p> <p>COURSE CODE VILT-TE COURSE TYPE ESPRESSO</p>	<p>Team Effectiveness Part 2</p> <p>During this practical session you will have the opportunity to take part in a live challenge, where you will work in a team to complete a project and evaluate your performance.</p> <p>COURSE CODE VILT-SD-TE COURSE TYPE SKILL DRILL</p>	<p>Discipline, Capability and Grievance</p> <p>This session is aimed at people managers who would like to know more about Discipline, Capability and Grievance (DC&G) processes to manage them more confidently.</p> <p>COURSE CODE VILT-DCG COURSE TYPE ESPRESSO</p>
<p>Managing High Performing Teams</p> <p>This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective.</p> <p>COURSE CODE VILT-MHPT COURSE TYPE ESPRESSO</p>	<p>Psychology of Leadership</p> <p>This session will cover some leadership models, what makes some leaders great and what it truly means to be a leader today.</p> <p>COURSE CODE VILT-PL COURSE TYPE ESPRESSO</p>	<p>Strategic Decision Making</p> <p>This session is suitable for anyone who wants to upgrade their decision-making process and how to integrate them into business strategy.</p> <p>COURSE CODE VILT-SDM COURSE TYPE ESPRESSO</p>	<p>Performance Management Part 1</p> <p>This session explores the stages of the performance management cycle in some detail, considering what action a manager should take at each stage to support high performance.</p> <p>COURSE CODE VILT-PM1 COURSE TYPE ESPRESSO</p>	<p>Performance Management Part 2</p> <p>This practical session focuses on techniques for conducting an effective conversation about performance using a simple four-step structure.</p> <p>COURSE CODE VILT-SD-PM COURSE TYPE SKILL DRILL</p>	<p>Managing Virtual Teams</p> <p>This session covers the various challenges associated with working with and leading virtual teams, which are becoming more and more commonplace in the modern working environment.</p> <p>COURSE CODE VILT-MVT COURSE TYPE ESPRESSO</p>
<p>Building Resilience in Others</p> <p>This session will help you to become a role model for resilience and equip you with some techniques for helping the people in your team to build their own levels of resilience.</p> <p>COURSE CODE VILT-BRO COURSE TYPE ESPRESSO</p>	<p>Managing Wellbeing</p> <p>This session considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance.</p> <p>COURSE CODE VILT-MVW COURSE TYPE ESPRESSO</p>	<p>Employee Engagement</p> <p>This session introduces you to the hot topic of employee engagement – why it is important and how to understand and leverage the main drivers.</p> <p>COURSE CODE VILT-EE COURSE TYPE ESPRESSO</p>	<p>Diversity and Inclusion</p> <p>This session will help you to fully appreciate the importance of diversity and inclusion in the workplace, and to take practical steps to develop greater awareness and understanding.</p> <p>COURSE CODE VILT-DI COURSE TYPE ESPRESSO</p>	<p>  90-minute sessions  Up to 30 participants  Instructor-led sessions </p> <p>To find out more: VISIT hemsleyfraser.co.uk/virtual-sessions CALL 0345 071 2801 EMAIL enquiries@hemsleyfraser.co.uk to discuss your requirements and for pricing</p>	

MANAGEMENT, LEADERSHIP & TEAM PERFORMANCE

<p>Motivating and Delegating</p> <p>This interactive session looks at what really motivates people, what doesn't, how to use delegation as a motivational tool and how to make it really work.</p> <p>COURSE CODE VILT-MD COURSE TYPE ESPRESSO</p>	<p>Managing Change Part 1</p> <p>In this session you will explore the stages associated with change and what actions you can take to avoid the potential pitfalls at each stage of the process.</p> <p>COURSE CODE VILT-MC1 COURSE TYPE ESPRESSO</p>	<p>Managing Change Part 2</p> <p>This practical session uses a range of scenarios to help you to understand how to manage common reactions to change and overcome resistance as people move through the change curve.</p> <p>COURSE CODE VILT-SD-MC COURSE TYPE SKILL DRILL</p>
<p>Objective Setting</p> <p>This session focuses on three key elements of objective setting: preparing to write objectives, getting buy in and writing SMART objectives for both tasks and behaviour.</p> <p>COURSE CODE VILT-OS COURSE TYPE ESPRESSO</p>	<p>Working with High Potentials</p> <p>This session will cover the meaning of high potential, how talent can be spotted early and introduces a nine-box grid for assessing talent.</p> <p>COURSE CODE VILT-WHP COURSE TYPE ESPRESSO</p>	<p>Working with Millennials</p> <p>This session explores the different 'generations' found in the workplace, where millennials fit and the benefits and challenges of working with them.</p> <p>COURSE CODE VILT-WM COURSE TYPE ESPRESSO</p>
<p>Continuous Improvement</p> <p>This session defines what a process is, how to identify issues, make changes to a process and decide where to focus.</p> <p>COURSE CODE VILT-CI COURSE TYPE ESPRESSO</p>	<p>Creating Quality</p> <p>This session explores how to overcome the challenges of implementing quality in order to become a quality advocate.</p> <p>COURSE CODE VILT-CQ COURSE TYPE ESPRESSO</p>	<p>Facilitation</p> <p>This session covers how help others to maximise their contribution in groups and teams by creating a supportive and outcome-focused environment.</p> <p>COURSE CODE VILT-FAC COURSE TYPE ESPRESSO</p>
<p>Interviewing Skills</p> <p>This session will introduce you to structured behavioural interviewing and equip you with the skills and confidence to conduct effective interviews.</p> <p>COURSE CODE VILT-IS COURSE TYPE ESPRESSO</p>	<p>Introduction to HR</p> <p>This session is for people who want to know more about what HR does and how it helps organisations run successfully and in compliance with the law.</p> <p>COURSE CODE VILT-IHR COURSE TYPE ESPRESSO</p>	<p>Strategy</p> <p>This session explores how strategy is developed and the importance of values, vision and mission in determining an organisation's focus.</p> <p>COURSE CODE VILT-STR COURSE TYPE ESPRESSO</p>

Pre-built team experiences

All of our learning experiences are available for immediate delivery for intact teams or if you want to bring groups of people together for training.



Expertly curated programmes ready for immediate delivery on 60+ topics.

Choose from a team experience, a qualification experience or opt for a membership package.

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FOR UP TO 15 PEOPLE PER PROGRAMME

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Do you have lots of team members that need training?

Our membership package includes 10 team experiences plus 1 free for up to 15 people.

Why not consider our membership package?

You will get 3 days of contextualisation services including:

- Instructional design
- Graphic design
- Bespoke assets

Multi-year plans are available

CALL 0345 071 2801 or EMAIL enquiries@hemsleyfraser.co.uk to discuss your team requirements and pricing.

SPECIALIST SKILLS

KEY:  **ESPRESSO** = THEORY-BASED SESSION
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<p>Project Management</p> <p>This session covers kicking off a great project, the challenges around managing a project team and reshaping a project on the go.</p> <p>COURSE CODE VILT-PJM COURSE TYPE ESPRESSO</p>	<p>Understanding the Key Financial Statements</p> <p>This session looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organisation.</p> <p>COURSE CODE VILT-FIN COURSE TYPE ESPRESSO</p>	<p>Expanding your Financial Accounting Knowledge</p> <p>This session looks at key aspects of financial accounting and the impact of decisions on business results.</p> <p>COURSE CODE VILT-EFAK COURSE TYPE ESPRESSO</p>
<p>Understanding Costs and Budgets</p> <p>The focus of this session is management accounting. You will work through the nature and behaviour of costs as well as the impact of profit drivers on performance.</p> <p>COURSE CODE VILT-UCB COURSE TYPE ESPRESSO</p>	<p>Expanding your Management Accounting Knowledge</p> <p>This session gets participants thinking about how they put budgets together, what to include and other adjustments that need to be considered.</p> <p>COURSE CODE VILT-EMAK COURSE TYPE ESPRESSO</p>	<p>Minute Taking</p> <p>This session covers the planning steps that need to be carried out before the meeting takes place to make sure we're set up for success on the day.</p> <p>COURSE CODE VILT-MT COURSE TYPE ESPRESSO</p>
<p>Digital Skills</p> <p>In this session you will gain a common understanding of what digital means and explore the link between digital skills and digital literacy.</p> <p>COURSE CODE VILT-DS COURSE TYPE ESPRESSO</p>	<p>Disruptive Thinking</p> <p>This session covers what is meant by the term disruptive thinking. You will look at the 'innovators dilemma' and the 'S curve principle'.</p> <p>COURSE CODE VILT-DT COURSE TYPE ESPRESSO</p>	<p>How to Learn Online</p> <p>This session will give you confidence in learning online using virtual classrooms. It contains lots of practical and fun ways to experience this first hand.</p> <p>COURSE CODE VILT-HLO COURSE TYPE ESPRESSO</p>
<p>Smart Procurement</p> <p>This session will help you get to grips with procurement, explore common strategies and the right approach for your organisation.</p> <p>COURSE CODE VILT-SP COURSE TYPE ESPRESSO</p>	<p>Smart Supplier Management</p> <p>This session will cover how you can develop more effective business partnerships with your suppliers and how relationships and performance levels factor into supplier management.</p> <p>COURSE CODE VILT-SSM COURSE TYPE ESPRESSO</p>	<p>Employment Law</p> <p>This session will cover some areas of employment law including the protected characteristics under the Equality Act and what constitutes discrimination.</p> <p>COURSE CODE VILT-EL COURSE TYPE ESPRESSO</p>

<p>Recognition and Reward</p> <p>This session starts by defining what is the true purpose of reward and recognition, then looks at motivators and what is likely to motivate and demotivate people.</p> <p>COURSE CODE VILT-RR COURSE TYPE ESPRESSO</p>	<p>Corporate Social Responsibility</p> <p>This session covers the history and future of CSR; how to develop the case for CSR projects whilst discussing real life examples.</p> <p>COURSE CODE VILT-CSR COURSE TYPE ESPRESSO</p>	<p>Sales Fundamental</p> <p>This session will give you an understanding of the key stages of the sales process and how to prepare effectively for a sales conversation.</p> <p>COURSE CODE VILT-SF COURSE TYPE ESPRESSO</p>
<p>Health and Safety</p> <p>This session will bust some of the myths surrounding Health and Safety, inform participants of the law, as well as responsibilities of employers and employees.</p> <p>COURSE CODE VILT-HS COURSE TYPE ESPRESSO</p>	<p>Sexual Harassment</p> <p>This session explores the pressing issue of combatting sexual harassment in the workplace: what is it, how to identify it and what to do about it if you witness inappropriate behaviour.</p> <p>COURSE CODE VILT-SH COURSE TYPE ESPRESSO</p>	

The sessions can be delivered via all of these applications:



- ✓ **90-minute sessions**
- ✓ **Up to 30 participants**
- ✓ **Instructor-led sessions**

To find out more:
VISIT hemsleyfraser.co.uk/virtual-sessions
CALL 0345 071 2801
EMAIL enquiries@hemsleyfraser.co.uk
 to discuss your requirements and for pricing

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