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2026 Core Topics Library

Browse our library of core learning topics, built as components for custom programs, suitable for teams and organizations.

Be **ready** for tomorrow

Durations

90-minute bite-size
Knowledge delivered at pace, designed to immediately boost performance

3-hour workshops
More time for participation, practice, reflection & connection

Other
Extended formats available, from full-day sessions to multi-day for accreditations

Formats

Virtual or in-person
Topics are available in a blend of virtual and/or in-person.

Suitable for in-house delivery with a variety of topics also available as part of our open public schedule.

Digital learning
Each topic is accompanied with digital learning playlists.

Topics

100+ human skill topics
- Management & Leadership
- Personal Development
- Essential Business Skills
- Project Management

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Management & Leadership

- Advanced Influencing & Persuading
- Advanced Management Skills
- Advanced Negotiation
- Agile Leadership
- Authentic Leadership
- Building Accountability
- Building Effective Teams
- Building a Positive Culture
- Building Trust in Teams
- Compassionate Leadership
- Developing Leadership Presence
- Developing Others
- Employee Engagement

- First Time Manager
- High Impact Leadership
- Introduction to Management
- ILM Level 3 Award in Leadership & Management*
- ILM Level 5 Award in Leadership & Management*
- Leadership Styles
- Leadership Under Pressure
- Leading Hybrid Teams
- Leading Project Teams
- Leading Remote Teams
- Leading Without Authority
- Leading in Uncertain Times
- Manager vs Leader

- Managing Change
- Managing a Matrix Team
- Managing Upwards
- Mentoring With Impact
- Motivating Your Team Members
- Navigating Middle Management
- Navigating Workplace Politics
- Peer to Manager
- Performance Management
- Psychological Safety
- Psychology of Leadership
- Stepping up to Senior Management
- Sustaining High Performing Teams

* accreditation/qualification

2026 TOP 20 COMPANY
LEADERSHIP TRAINING
TRAINING INDUSTRY

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Personal Development

- 360 Feedback
- Analytical Thinking & Reasoning
- Assertiveness
- Belonging in The Workplace
- Building Multicultural Relationships
- Building Networks
- Building Personal Resilience
- Building Your Confidence
- Career Planning
- Coaching
- Collaborating Effectively
- Communication Styles
- Communicating Effectively
- Connectedness

- Constructive Conflict
- Creative Thinking
- Decision Making
- Disruptive Thinking
- Drive
- Emotional Intelligence
- Giving & Receiving Feedback
- Growth Mindset
- Habit Building
- Handling Difficult Situations
- Handling Stress & Conflicting Needs
- How to be an Ally Against Racism
- Influencing
- Influencing & Negotiating with Senior People

- Influencing & Persuading
- Innovation & Creativity
- Managing Stress
- Mental Health at Work
- Personal Brand & Impact
- Positive Psychology
- Presentation Skills
- Problem Solving
- Problem Solving & Decision Making
- Relating to Others
- Time Management
- Unconscious Bias
- Wellbeing
- Working in a Hybrid Team

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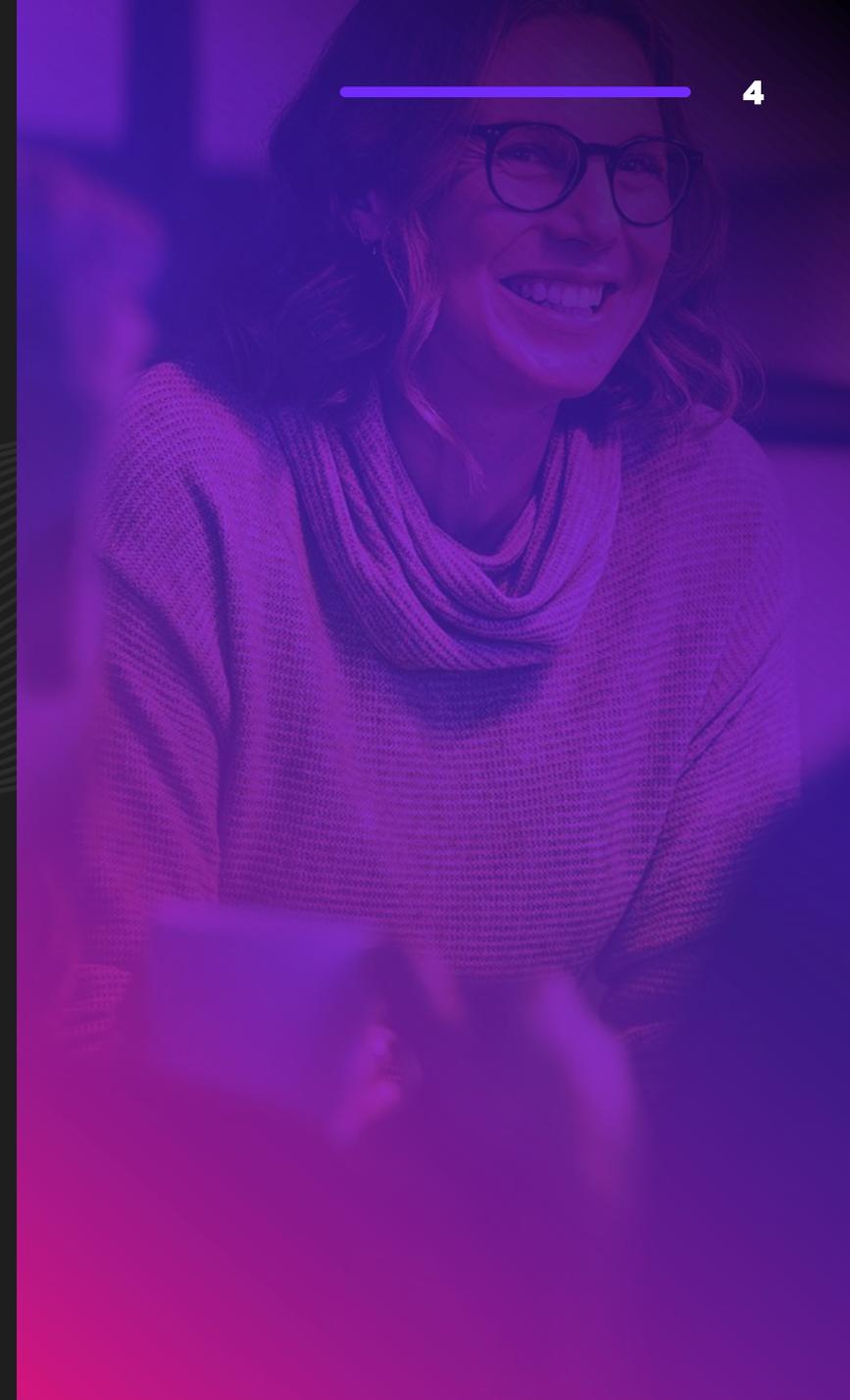
Essential Business Skills

- Budget Fundamentals
- Business Jargon Busters
- Business Storytelling
- Conducting Challenging Conversations
- Continuous Improvement
- Creating a Positive Customer Experience
- Creating Quality
- Disability Awareness
- Diversity & Inclusion
- Effective Delegation
- Effective Meetings
- Effective Writing
- Facilitation Skills
- Finance Fundamentals
- Flexibility & Agility (Organizational)

- Interviewing Skills for Interviewers
- Modern Minute Taking
- Negotiation Skills
- Objective Setting
- Reward & Recognition
- Sales Fundamentals
- Stakeholder Engagement
- Strategic Decision Making
- Strategy
- Storytelling with Data
- Supporting Neurodiversity
- Understanding Costs & Budgets
- Understanding Key Financial Statements
- Working in a Multi-Generational Environment
- Working with High Potentials

Be **ready** for tomorrow
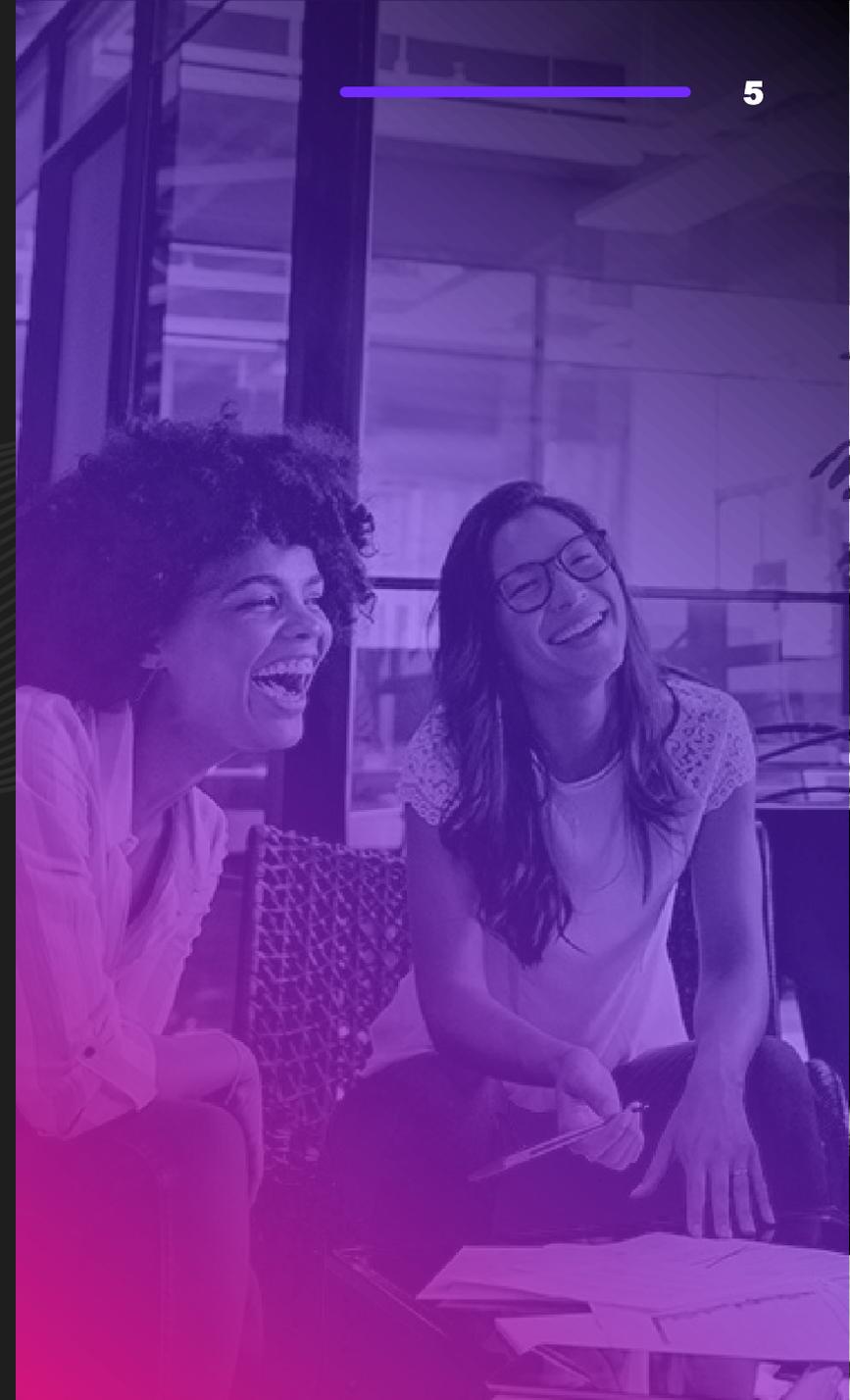
Project Management

- Agile Project Management
- APM Project Fundamentals Qualification (PFQ)*
- APM Project Management Qualification (PMQ)*
- Becoming an Agile Project Manager
- Becoming a Plan-based Project Manager
- Goal Focused Project Delivery
- Introduction to Effective Project Management

- PMI®-ACP Certification Preparation*
- PRINCE2® 7th Edition (Foundation & Practitioner)*
- Project Management Professional (PMP) ®*
- Projects in a Complex Environment
- Solution Driven Project Management

* accreditation/qualification

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Our New AI Curriculum

- Critical Thinking in the Age of AI

- Enhance your Storytelling with AI

- Getting Productive with AI

- Getting Smarter with AI

- Leading with Augmented Teams

- Prompt Power

Building AI fluency, confidence and human centered capabilities
AI has already become part of how we work; accelerating change, reshaping roles, and transforming organisational expectations. The World Economic Forum projects that 39% of key workplace skills will change by 2030, while McKinsey Global Institute highlights a near sevenfold increase in demand for AI fluency in just two years.

A to Z Glossary

- 360 Feedback
- Advanced Influencing & Persuading
- Advanced Management Skills
- Advanced Negotiation
- Agile Leadership
- Agile Project Management
- Analytical Thinking & Reasoning
- *APM Project Fundamentals Qualification (PFQ)
- *APM Project Management Qualification (PMQ)
- Assertiveness
- Authentic Leadership
- Becoming a Plan-based Project Manager
- Becoming an Agile Project Manager
- Belonging in The Workplace
- Budget Fundamentals
- Building a Positive Culture
- Building Accountability
- Building Effective Teams
- Building Multicultural Relationships
- Building Networks
- Building Personal Resilience

- Building Trust in Teams
- Building Your Confidence
- Business Jargon Busters
- Business Storytelling
- Career Planning
- Coaching
- Collaborating Effectively
- Communicating Effectively
- Communication Styles
- Compassionate Leadership
- Conducting Challenging Conversations
- Connectedness
- Constructive Conflict
- Continuous Improvement
- Creating a Positive Customer Experience
- Creating Quality
- Creative Thinking
- Critical Thinking in the Age of AI
- Decision Making
- Developing Leadership Presence
- Developing Others
- Disability Awareness
- Disruptive Thinking

- Diversity & Inclusion
- Drive
- Effective Delegation
- Effective Meetings
- Effective Writing
- Emotional Intelligence
- Employee Engagement
- Enhance Your Storytelling with AI
- Facilitation Skills
- Finance Fundamentals
- First Time Manager
- Flexibility & Agility (Organizational)
- Getting Smarter with AI
- Getting Productive with AI
- Giving & Receiving Feedback
- Goal Focused Project Delivery
- Growth Mindset
- Habit Building
- Handling Difficult Situations
- Handling Stress & Conflicting Needs
- High Impact Leadership
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- *ILM Level 3 Award in Leadership & Management

- *ILM Level 5 Award in Leadership & Management
- Influencing
- Influencing & Negotiating with Senior People
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- Managing Stress
- Managing Upwards
- Mental Health at Work

- Mentoring With Impact
- Modern Minute Taking
- Motivating Your Team
- Navigating Middle Management
- Navigating Workplace Politics
- Negotiation Skills
- Objective Setting
- Peer to Manager
- Performance Management
- Personal Brand & Impact
- *PMI®-ACP Certification Preparation
- Positive Psychology
- Presentation Skills
- Prompt Power
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- Problem Solving
- Problem Solving & Decision Making
- *Project Management Professional (PMP) ®
- Projects in a Complex Environment
- Psychological Safety
- Psychology of Leadership
- Relating to Others

- Reward & Recognition
- Sales Fundamentals
- Solution Driven Project Management
- Stakeholder Engagement
- Stepping up to Senior Management
- Storytelling with Data
- Strategic Decision Making
- Strategy
- Supporting Neurodiversity
- Sustaining High Performing Teams
- Time Management
- Unconscious Bias
- Understanding Costs & Budgets
- Understanding Key Financial Statements
- Wellbeing
- Working in a Hybrid Team
- Working in a Multi-Generational Environment
- Working with High Potentials

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* accreditation/qualification

Click on each title for details

Click for online learning resources

360 Feedback

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The 360-feedback process provides individuals with a holistic view of their strengths and weaknesses. By encouraging self-awareness and promoting improvement, 360 feedback enables growth in organizations.

This interactive session will empower you to give and receive feedback effectively. You'll learn techniques to help you benefit from feedback. You'll also discover how to give a fair and unbiased picture of a person's performance. This session will equip you to cultivate psychological safety during 360 feedback and optimize the process for everyone involved.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain what 360 feedback is and why it's important
- ✓ Support your team through the 360-feedback process
- ✓ Respond appropriately when receiving feedback
- ✓ Give effective feedback as a rater in the 360-feedback process

Digital learning available

Is it right for me?

- What is meant by 360 feedback
- The benefits of 360 feedback
- Why it matters
- Creating psychological safety
- Managing reactions to 360 feedback
- How bias can impact feedback
- How to be a good 360 feedback rater

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Advanced Influencing & 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' behavior changes in the moment to adapt your approach.

What will I learn?

By the end of this session, 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
✓ 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

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.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	2 x full day delivery 2 x 3 hour Topic area available through our public schedule.
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Advanced Management Skills

The step up from lower levels of management to senior management can seem daunting. Senior managers must take a helicopter view of their business, sometimes dealing with strategic, big-picture issues, sometimes with more operational issues. This requires a different mindset and skills. In this collection, we will look at what senior management means in different organizations, how senior managers must change their focus and adapt to their environment, and what skills are needed to achieve success.

This comprehensive 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 program 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.

Choose duration:

- **2 x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Articulate the importance of practising inclusive leadership for individuals, teams and organizations
✓ Apply the most appropriate leadership style for a given situation
✓ List the key skills required from an effective leader and evaluate self against these
✓ Confidently conduct a coaching conversation, following the GROW model

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.

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Suitable for full day delivery.

Available through our public schedule. |
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Advanced Negotiation

When negotiating one-to-one, one-to-group and during multi-party negotiations you need to select the right approach and understand the impact of your behavior on others. You need to develop strategies to motivate recipients to your outcome, recognize the appropriate communication style and manage your emotions effectively when you are challenged.

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.

Choose duration:

- **2 x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, 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 behavior 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

Is it right for me?

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

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	2 x full day delivery

Available through our public schedule. |
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Agile Leadership

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You have probably heard the term "agile" in many different contexts, and maybe wondered how this might apply to you as a leader. This course will help you to understand what agile leadership looks and feels like, how it's different to more traditional leadership and why it's important for success in the modern organization.

You will focus on five key behaviors of an agile leader - Learn Fast, Empower Others, Be Inclusive, Foster Collaboration and Create Meaning - and will explore how to develop the mindset, skillset and toolset that will enable you to embody each one. You will leave with your own plan of how to adapt your leadership approach to become more agile.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Identify the practices and characteristics of an agile leader, and how this differs from traditional leadership
✓ Assess your workplace against a formula for organizational agility
✓ Apply five fundamental behaviors of agile leadership to your everyday practice
✓ Create a personal action plan for implementing the principles and behaviors of agile leadership

Course content

- Defining the characteristics of agile leadership
- Exploring how agile leadership is different from traditional leadership
- The 3 As in cultivating an agile workplace
- Nine principles of agile leadership
- Behaviors of agile leadership

- How to learn fast
- How to use mindset, skillset and toolset to empower others
- Checking your assumptions for inclusivity
- T-shaped collaboration
- Creating meaning by leading from the heart

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Agile Project Management

Agile project management provides a flexible and practical approach to delivering value in environments in which change is constant. It's not just about adopting a mindset of adaptability and collaboration—it's also about leveraging powerful tools and frameworks that enable teams to work smarter, faster, and with greater impact. Combined with an Agile mindset, which emphasizes trust, teamwork, and responsiveness, these tools and practices ensure your projects stay aligned with stakeholder needs, while fostering a culture of innovation and continuous improvement. Whether you're new to Agile or seeking to enhance your current approach, this session will provide you with the confidence and practical know-how to make Agile work for you and your team.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

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

✓ Understand the fundamentals of Agile project management
✓ Describe the components of an Agile approach
✓ Use Agile tools such as backlogs and sprints
✓ Reflect on how to create and sustain an Agile culture

Course content:

- Key principles of Agile
- Different Agile frameworks
- Different roles in Agile project management
- Practical tools such as backlogs, user stories, and sprints
- The sprint process
- Characteristics of a culture that supports Agile project management
- How to overcome barriers and make Agile work

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Analytical Thinking & Reasoning

This course develops practical analytical thinking and reasoning skills for navigating complex workplace challenges. Using the Four Es model — Examine, Explore, Experiment, and Execute - you'll learn how to define problems clearly and separate facts from assumptions. You'll strengthen your ability to identify meaningful patterns, consider multiple perspectives, and spot gaps in evidence.

The session explores different methods for analyzing issues and highlights the value of testing ideas through experimentation before committing to a final decision. The course also examines how AI can support the analytical process, while reinforcing the importance of human judgment and context.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

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

✓ Apply a four-step model to analyze a workplace issue with clarity and structure
✓ Separate facts from assumptions to define and scope a problem clearly
✓ Assess different methods of exploring an issue from multiple perspectives
✓ Design small, low-risk experiments to evaluate hypotheses

Course content

- Defining analytical thinking vs analytical reasoning
- The four Es model of analytical thinking and reasoning
- Examine and scope the issue using a 4-box model
- Methods of exploring an issue, taking different perspectives and options into account
- Testing ideas and assessing solutions through experimentation
- Evaluating your hypothesis and executing the optimal solution

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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APM Project Fundamentals Qualification (PFQ)

The Project Management Fundamentals Qualification (PFQ) is the introductory qualification from the Association for Project Management (APM). The APM is the chartered body in the United Kingdom responsible for looking after the profession of project management. This 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-recognized 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 half day sessions. 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.

Choose duration:

- **2 x full days + exam time** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Learners will sit the APM Fundamentals exam using the APM's online exam platform.
The exam consists of 60 multiple choice questions and lasts for 60 minutes.

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.
- Have acquired the level of understanding needed to pass the APM Project Fundamentals Qualification (PFQ) examination.

Is it right for me?

The APM Project Fundamentals Qualification (PFQ) is a basic or entry-level qualification and is particularly suitable for: Those wishing to gain a broad understanding of the principles of the profession. No prior knowledge or experience is required for this qualification.

APM
Project Fundamentals
Qualification
Accredited Training
Provider

Which format is right for me?	2 x full days (4 x half)
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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APM Project Management Qualification (PMQ)

The APM Project Management Qualification is their flagship qualification for those with 2-5 years' experience, or those undertaking a project management degree or apprenticeship. It is a knowledge-based qualification that will enable you to demonstrate knowledge of all elements of project management. You will be able to demonstrate an understanding of how these elements interact and how your project fits not your strategic and commercial environment.

Total qualification time is approximately 75 hours which includes approximately 32 hours of guided learning.

10 x half-day live sessions delivered virtually or in-person
- 0930 – 1630 each day
- 6-8 hours on-demand learning
- 30-minute coaching session (optional extra for team delivery)

The exam is 2.5 hours in length and is in two parts, with an optional break of up to 30 minutes in between. Booking of the exam is flexible to allow the delegates to book when they are ready

What will I learn?

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

- Setting up for Success
- Preparing for change
- People and behaviours
- Pre-course prep required

Is it right for me?

The APM Project Management Qualification is designed for people who already have some knowledge, understanding or experience of project management and are looking to move deeper into a project management career.

APM
Project Management Qualification Accredited Training Provider

Choose duration:

- **10 x half days + exam time** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	10 x half day
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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Assertiveness

This session is a comprehensive and interactive program designed to equip participants with the knowledge, strategies, and techniques necessary to enhance their assertiveness in personal and professional settings.

This dynamic training focuses on empowering individuals to effectively communicate their thoughts, needs, and boundaries while maintaining respectful interactions with others. You'll learn and practice some tips, techniques, and strategies for remaining calm and professional in the face of anger or hostility and for managing your own response to difficult situations. You'll also have the opportunity to apply that knowledge in real-life scenarios, responding assertively to requests made by others.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Learn to distinguish assertive behavior from passive and aggressive behavior
✓ Learn assertive communication techniques
✓ Practice assertiveness in challenging situations
✓ Develop an assertiveness action plan

Course content

- Defining what is meant by assertiveness
- The benefits of being assertive at work
- Recognizing four different behaviours based on levels of consideration for others and openness of communication
- Common barriers to being assertive

- Five steps to building assertiveness
- The importance of self-awareness
- Assertive communication exercise
- Ideas for building confidence
- How to set boundaries and stick to them
- The 3Cs of assertiveness

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Suitable for full day delivery. Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Authentic Leadership

Authentic leadership can transform your workplace, benefiting you, your team, and your organization. When your leadership nurtures meaningful relationships and is consistent with your true self, those around you will respond more positively.

Are you ready to discover how to lead with purpose? Join us in this interactive session to begin a journey of self-discovery. You'll explore what to build on, what to improve, and what to try for the first time. Inspire trust, foster inclusivity, and make a real impact by learning how to lead authentically.

What will I learn?

By the end of this session, you will be able to:

- ✓ Define what authentic leadership is and isn't
- ✓ Explain the impact of authentic leadership at individual, team, and organizational levels
- ✓ Demonstrate the qualities of authentic leadership in your daily leadership practice
- ✓ Identify the strengths, weaknesses, and areas of personal focus that will help you become a more authentic leader

Course content

- What authenticity is and isn't and how it looks in your daily practice
- Recognizing the challenges to being authentic as a leader
- Why being an authentic leader is important
- Being an authentic leader scenarios group exercise
- The five dimensions of authentic leadership
- Values discovery exercise
- How self-awareness fuels authentic leadership activity

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

Becoming a Plan-Based Project Manager

Acquire the skills and competencies to successfully lead predictive projects in different environments. The training course is the ideal, practical introduction to project management for everybody involved in a project. The intensive training allows you to acquire the basics of project management incorporating the essential concepts in predictive and iterative project management.

Participants will enjoy a practice-oriented introduction to project management – including predictive and agile methods. They will learn to successfully initiate, plan, monitor and close projects; handle crucial elements and apply different methods according to the project needs.

What will I learn?

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

- Apply the essentials of project predictive and iterative management
- Understand how projects are planned, executed, controlled and closed in different project environments
- Handle crucial elements like scope, resources, schedule, cost and quality
- Contribute efficiently to the end product of a project

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.

Choose duration:

- **2 x 3.5 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	2 x 3.5 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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Becoming an Agile Project Manager

Doing Agile might not be easy but for sure it's an amazing adventure full of self-fulfilment, energy and fun. After attending this course, it all starts to make sense and suddenly all becomes much easier.

Attending this course will get you equipped with the right level of insight, understanding and optimism to do an amazing job at coaching an Agile team.

What will I learn?

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

- Master the subtleties and nuances of Agile and Scrum
- Know how to apply world-class coaching techniques
- Lead agile project teams to success

Is it right for me?

This course is suitable for project managers, team leaders, engineers, managers, QA officers, business analysts

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Choose duration:

- **2 x 3.5 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	2 x 3.5 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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Belonging in The Workplace

Social belonging is the feeling that you're a valued and accepted member of a group. It's important for every person to feel they belong in all areas of their life, including their workplace. Yet, in some organizations, a significant proportion of employees feel isolated or that they don't belong. They're missing out on a fundamental human requirement. A need for social belonging is hardwired into our DNA.

In this course, you'll find out how to create a culture of belonging for your coworkers. You'll discover actions to apply in hybrid, remote, and face-to-face workplaces. You'll also explore ways to use language that will help everyone feel respected and valued.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Understand how belonging relates to diversity and inclusion
- ✓ Describe the difference between belonging and fitting in
- ✓ Recognize the link between belonging and motivation in the workplace
- ✓ Identify the blockers to creating a workplace culture of belonging
- ✓ Create an action plan to take proactive steps to promote belonging

Course content

- What authenticity is and isn't and how it looks in your daily practice
- Recognizing the challenges to being authentic as a leader
- Why being an authentic leader is important
- Being an authentic leader scenarios group exercise
- The five dimensions of authentic leadership
- Values discovery exercise
- How self-awareness fuels authentic leadership activity

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Budget Fundamentals

This session is designed to provide an understanding of budgeting processes, cost management, and variances in an organization. Ideal for managers, and anyone involved in the financial planning and decision-making processes within an organization, by the end of the course, participants will have the confidence and capability to contribute to a more structured and effective budgeting process. Throughout the session top tips, best practices and pitfalls to avoid will be covered.

🕐 **Choose duration:**

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Define the different types of budgeting in an organization
- ✓ Describe how costs behave and the impact they have on your budgets
- ✓ Use a 4-stage process for setting and managing budgets
- ✓ Understand what you need to know about variances

Course content

- Gain an understanding of the difference between operating, capital and cash budgets
- Use a 4-stage process for setting and managing budgets
- Explore various types of costs – fixed, variable, semi-variable, step, direct, indirect and marginal
- Examine key budget variance categories
- Learn how different types of cost behave in relation to business activity levels
- Recognize the impact of each cost type on the budget and how to plan and manage them effectively
- Understand the impact of each cost type on the budget and how to plan and manage them effectively

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Building Accountability

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Accountability at work is about every person in the workforce – no matter their seniority - taking responsibility for their behavior, decisions, and performance. Creating a thriving culture of accountability in the workplace turns average teams into high-performing ones and builds stronger trust and relationships.

In this session we focus on the benefits of accountability, barriers to it and how to identify accountability issues. We look at how to put building blocks in place to build accountability and the mindset needed to drive accountability in your team.

What will I learn?

By the end of this session, you will be able to:

- ✓ Understand the benefits of an accountable team
- ✓ Evaluate personal accountability mindset and what it means to you, your performance, and team
- ✓ Establish the most commonly encountered challenges to accountability and identify strategies to overcome them

Course content

- Define what is meant by personal accountability
- Recognizing the benefits of accountability
- Being aware of three common roadblocks to accountability
- How to spot if your team has an accountability problem using Patrick Lencioni's The Five Dysfunctions of a Team framework
- Setting a mindset from powerless to powerful
- Six building blocks to accountability
- Exploring Kim Scott's Radical Candor model for growth
- Scenario exercise activity to explore radical candor further
- Leadership behaviors to encourage accountability

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Effective Teams

Effective teams drive performance, foster innovation, and sustain growth. An effective team collaborates well and is a supportive environment where members feel safe to express ideas, share concerns and take risks without fear of negative consequences. This psychological safety, coupled with clear goals and expectations, enhances a team's productivity and engagement.

You can build an effective team by understanding the stages of team development and how to guide members toward high performance. You'll need to nurture trust, establish open communication and define clear goals, roles and responsibilities. Helping any team thrive is a process of continuous improvement that involves regular feedback an reflection on activity and dynamics.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Understand how to identify and establish the foundations of an effective team
- ✓ Know the importance of psychological safety and how to create it within your team
- ✓ Explore how to balance psychological safety with accountability for performance
- ✓ Identify your team's development stage and how to create and maintain a high-performing team

Course content

- The characteristics of an effective team
- Understanding your team's Why using Simon Sinek's golden circle
- Strategies for crafting a team charter
- The link between psychological safety and performance
- Building performance accountability
- Use Bruce Tuckman's model of team dynamics to create sustained high performance

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Multicultural Relationships

In recent years and through the advancement of digital communications, our world has become smaller. More teams are working remotely and cross-culturally, so understanding culture has become more important than ever before.

This session will help you to define what culture means and how it influences your behavior, as well as the behavior of others. It will help you uncover the layers of culture that make us unique, and the ways to minimize the assumptions and judgements we make of those we engage with. Overall, it will strengthen your ability to communicate cross-culturally clearly and with impact, developing deeper relationships with your network.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Define the term culture and the different ways culture manifests
✓ Explore surface and deep culture and identify the characteristics that all cultures have in common
✓ Examine the stages of cultural competence, as well as the blockers to progress
✓ Analyse cultural stereotypes and identify the risks of stereotyping
✓ Apply the See, Think, Feel framework to strengthen multicultural relationships
✓ Identify techniques to confirm understanding and maintain rapport

Course content

- The different types of culture that can exist
- Understand the difference between surface culture and deep culture
- The characteristics of culture and how it evolves
- The cultural competence scale
- Managing emotional, cognitive and practical challenges

- Group exercise to explore the The Think, Feel, See process in action
- How to apply See, Think, Feel in different situations
- The four quadrants of structured and clear communication across cultures
- Five steps to create rapport in multicultural relationships

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Networks

This course will equip you with the tools and confidence to approach online and offline networking in a more positive and proactive way. It debunks the myths about networking and teaches you how to do it effectively. You'll learn how to maximize your current networks by making an audit. You'll also discover how to focus your networking activity to progress more purposefully toward your goals.

Beginning conversations with new contacts will become easier, and you'll understand how to be someone who adds value to your networks.

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain the purpose and benefits of networking
- ✓ Overcome the barriers that are holding you back
- ✓ Use techniques for building rapport and making a great first impression
- ✓ Develop a plan to expand your professional network
- ✓ Implement techniques for making a great first impression
- ✓ Develop a plan to network more effectively

Course content

- Define networking in a business context
- Identify common benefits of networking
- Consider actual and perceived barriers to networking
- Debunk myths about networking
- A five step process to create a plan for building your network
- Identify the goal or purpose of your networking
- The concept of six degrees of separation

- Mapping existing networks
- Assess how existing networks can help you achieve your goals
- Identify new networks that would be beneficial to build
- Make a positive first impression
- Follow six steps to build rapport
- Create a memorable introduction
- Discuss the role of social media in workplace networking

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Personal Resilience

We all face challenges, disappointments and setbacks in our private and professional lives: that's not going to change. But it's not the nature of the challenges themselves that determine the outcomes - it's how we respond to them that makes the difference. Responding with resilience – physically, mentally, emotionally and socially enables us not just to survive – but to thrive.

Building resilience increases our capacity to cope with adversity and setbacks – it is a reservoir of psychological strength that we can call upon when we need it. Instead of hiding from their challenges or using unhelpful coping mechanisms, resilient people face them head-on and with an optimistic outlook. Working with resilience doesn't eliminate problems or difficulties, but it does enable us put them into perspective and to bounce back positively.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Strengthen your physical resilience by optimizing your energy levels
✓ Maintain your emotional resilience by responding effectively to a trigger
✓ Use a growth mindset approach to increase your mental resilience
✓ Identify the sources of support that help to build your social resilience

Course content

- Understanding what is meant by personal resilience
- Exploring the four elements of the personal resilience framework
- Strategies for optimizing your energy
- Identifying the four emotional energy zones
- Techniques for managing emotional triggers
- Characteristics of fixed and growth mindsets
- Building social resilience through strong relationships

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building a Positive Culture

You spend many hours at work each week, so ensuring positivity in your working environment is key to success. Organizational culture deeply affects productivity and well-being, both positively and negatively.

A great thing about building a positive culture is that it needn't cost anything. Adopting some simple key principles can make a big difference to your own working life and to that of those around you. This session takes a deep dive into the importance of a positive culture, the factors that contribute to a positive culture, and what you can do to effect change in your workplace.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Define what is meant by organizational culture
- ✓ Describe the attributes of a positive organizational culture and their impact
- ✓ List the different types of organizational culture
- ✓ Identify the factors that contribute to a positive culture
- ✓ Explain the effects of positive psychology on culture
- ✓ Create an action plan to put into practice

Course content

- Define what is meant by organizational culture
- Schein's three levels or organizational culture
- Handy's types of organizational culture
- Positive and negative workplace culture activity
- Explore organizational climate boosters of communication, trust, teamwork, recognition, inclusion, and sense of enjoyment
- How positive psychology differs from happiness
- The PERMA model for optimum mental health
- Action planning activity to boost positive aspects of your organization's culture

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Trust in Teams

Trust is the foundation of every successful team. Without it, collaboration suffers, communication breaks down, and even small challenges can feel insurmountable. In this interactive session, we'll dive into what trust means in a team setting and explore practical ways to build, maintain, and rebuild trust.

This session is focused on understanding how trust works in real-life situations and exploring actionable strategies to make trust-building part of your daily interactions. Whether you're leading a team or contributing as a member, you'll feel more equipped to create stronger connections and a more collaborative environment.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Define the dimensions of trust in a team setting
- ✓ Recognize the barriers that can undermine trust within a team
- ✓ Identify strategies for building and maintaining trust
- ✓ Apply the six-step process to rebuilding broken trust

Is it right for me?

This course is suitable for anyone who works with others and needs to build productive and professional relationships. This may be as a team member or manager, on a matrix or project team, or on a team with internal and external stakeholders.

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Building Your Confidence

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Everyone needs help with self-confidence at times - it's part of being human. By growing your self-confidence you can improve motivation, resilience, performance and even your relationships.

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.

Choose duration:

- **2 x 3 hours**– more time for participation, practice, reflection & connection

Choose modality: Virtual only

Digital learning available

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

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

Business Jargon Busters

Communication is vitally important in all business, but how often does communication get lost due to misunderstanding of the terminology used? This course looks at where these issues come from, and how they impact you and others around you in the workplace.

You will explore models of communication and better understand how you can communicate clearly, concisely, and in a way that will be meaningful for your audience.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Understand different types of business jargon
✓ Identify when it's appropriate to use business jargon and when it's not
✓ Communicate with greater efficiency and effectiveness
✓ Reduce the negative impact of overused or misunderstood jargon

Course content

- Explore the different types of jargon used in your workplace
- Use the 3Fs of communication – familiar, fewer and factual
- When, where and why jargon can be useful
- Communicate for your audience and knowing what can get in the way
- How to deal with the negative impact of jargon

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Business Storytelling

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Transform dull facts and information into compelling and persuasive content through the power of storytelling. You will learn how stories connect people with each other and with the information that's being presented, enabling you to make a strong impression on any audience and inspire them to action.

Using typical business examples, you will have the opportunity to craft a meaningful narrative and consider how visuals can strengthen the message.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

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

✓ Explain how storytelling enhances understanding and retention of information
✓ Describe how to create a compelling story, merging three key elements
✓ Develop narrative and visual examples to reinforce a message

Course content

- Define what is meant by storytelling in business
- Gaining clarity on your story's focus
- Appealing to both the heart and the mind
- Three criteria for evaluating the success of your storytelling
- The storytelling spectrum: from anecdotes to legends
- Three ingredients for storytelling success
- Important considerations when creating your story
- Three elements of a compelling data story
- Three ways storytelling enhances understanding

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Career Planning

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. You will work with a number of analysis, reflection and self-assessment tools that will help you to answer three key questions: Where am I now? Where do I want to go? How will I get there? You will leave with a robust plan to achieve what you are aiming for in your career.

What will I learn?

By the end of this session, you will be able to:

✓ Gain clarity around your career development goals and what's important
✓ Identify your core strengths and skills and understand how they align with your career goals
✓ Pinpoint areas for professional growth to create targeted development opportunities.
✓ Create a development plan for achieving your career goals

Is it right for me?

• Recognize the different pathways career development may take
• Five elements to consider when planning your career
• Identifying your ideal position and your best days at work
• Seeking feedback to gain clarity around when you are at your best and what growth areas to focus on
• Targeting your networking
• How to gain a better understanding of your job market
• Building a roadmap and planning your next steps

Choose duration:

• **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

• **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Coaching

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During this interactive session, you'll explore the power of coaching to develop others' skills and abilities.

Coaching enables people to explore and overcome obstacles and challenges and maximize opportunities both inside and outside work. It's a powerful tool for helping people identify and achieve goals and ambitions, from those that arise day to day to longer-term objectives.

At the same time, it develops independence, critical thinking, and creative problem-solving, and creates an engaged workforce.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:
- ✓ Define coaching and key coaching principles
- ✓ Explain when to coach (and when not to!)
- ✓ Assess and develop your core coaching skills
- ✓ Use the GROW framework to guide your coaching conversations

Course content

- Discover where coaching sits within the various tools available to managers
- Principles of coaching
- Coaching along the push/pull continuum
- The ingredients of the coaching recipe

- Controlling your advice monsters
- Learn how to ask questions that make a difference
- Tips to be a better active listener
- GROW coaching framework explanation and practice
- The power of instant coaching

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Collaborating Effectively

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Collaboration may be conceptually straightforward, but in practice it requires a set of complex skills and a clear commitment and motivation to achieving a common goal. We must recognize that collaboration is a process, not a single event, and that everyone involved needs to be emotionally engaged in the process and remain committed to that goal.

You may find that the process of collaboration is not necessarily quicker, but by committing to you can create new opportunities and produce better results in terms of innovation, flexibility, alignment and engagement. Collaboration also brings people together and enables them to learn from each other's diverse ideas and perspectives.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Learn why it's important for organizations to adopt a collaborative approach in many situations
- ✓ Learn how to apply a collaborative process
- ✓ Evaluate and overcome common barriers to collaboration
- ✓ Gain awareness of what good collaboration looks like

Course content

- The difference between collaboration and teamwork
- Benefits of collaboration
- Overcoming common barriers to collaboration
- Ten skills for effective collaboration
- Five step collaboration process
- Questions to ask to agree on an outcome

- Select the most appropriate type of collaboration
- Actions to build collaborative relationships
- Using a responsibility matrix to clarify roles and responsibilities
- A checklist of behaviors that create a culture of collaboration

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Communication Styles

In all areas of life, the seamless and easy communication we enjoy with some contrasts starkly with the challenges we face when interacting with others, regardless of how hard we try. These challenges often stem from the different dynamics between the communication styles used.

In this interactive session you'll uncover your personal style's nuances and its impact on your interactions. Armed with this insight, you'll explore strategies to bridge the gaps in style when communicating with stakeholders and colleagues to develop productive relationships that are based on mutual understanding and respect.

What will I learn?

By the end of this session, you will be able to:

✓ Identify the drivers and key characteristics of four communication styles.
✓ Recognize how your own style impacts your communication.
✓ Respond with maximum impact to other people's communication style in the moment.
✓ Adjust your communication strategy to better connect with and influence people who have different styles.

Is it right for me?

- Four styles of communication based on scales of assertiveness and responsiveness
- Deep dive into common characteristics of each of the four styles
- How to communicate with maximum impact with each of the four styles
- Recognize how our own preferred styles may impact others
- The importance of avoiding assumptions about each style

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Communicating Effectively

hemsley *fraser*

Communication skills are the backbone of individual, team, and organizational success, through more effective relationship-building, influencing, decision-making, problem-solving, collaboration, and more!

This interactive session will enable you to master key communication skills (both verbal and nonverbal), hold effective conversations, and give you peace of mind that your message has been clearly understood, by proactively eliminating barriers in the hybrid world of work.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Assess the effectiveness of your current communication skills
- ✓ Structure a conversation for maximum effectiveness
- ✓ Harness your nonverbal communication skills to reinforce your message
- ✓ Use four key skills in your communication behavior

Course content

- Assess current communication skills
- Criteria for effective communication
- Five-part structure of conversations
- Consistent, clear, connected, and compelling communication
- Identify and overcome physical, personal and semantic barriers
- Harness nonverbal communication
- Communicating in a hybrid environment
- Practical ways to demonstrate active listening, asking questions, building rapport, and showing empathy

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Suitable for full day delivery. Topic area available through our public schedule. 'Communicating with impact'
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Compassionate Leadership

hemsley fraser

Compassionate leadership takes courage, resilience and belief – it is about doing hard things in a human way.
To do their best, people need to work in an environment of humanity, kindness and supportive action. When a leader is present and focuses on others, truly explores situations that challenge their teams, and takes thoughtful and intelligent action, the goal of achieving collective outcomes and satisfying individual needs can be achieved.

Through higher levels of trust, improved collaboration, increased engagement, stronger relationships, and more innovation, everyone wins.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Describe compassionate leaders and leadership and bust the myths surrounding it
- ✓ Identify key behaviors of compassionate leaders
- ✓ Use compassionate leadership to meet individual needs at work
- ✓ Shift from 'knowing' to 'doing' in your own compassionate leadership practice

Course content

- Defining compassionate leadership
- Skills, behaviors, and attitudes of compassionate leaders
- Benefits of compassionate leadership for individuals, teams, and organizations
- The 7Cs of compassionate leadership
- Evaluating personal and organizational compassionate leadership

- Four behaviors of compassionate leadership in practice
- Applying compassionate leadership to real-world scenarios
- Compassionate leadership: ten top tips

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Conducting Challenging Conversations

Challenging conversations are part of everyday working life. They can be based on a wide range of topics: poor performance or conduct, complaints, personality clashes, and job insecurity, to name a few.

In order to make sure that these conversations are constructive, productive, and have the best possible outcome for everyone concerned, there are a number of skills that we need to master. Being fully prepared is the first thing. Then, having a toolkit of strategies and techniques at hand to deal with an emotional response, a difference of opinion, or a negative attitude gives us the confidence to tackle these conversations head on, without deferring, delaying, or deflecting.

What will I learn?

By the end of this session, you will be able to:

✓ Explain what preparation is needed ahead of a challenging conversation
✓ Describe how the four steps of a challenging conversation help to achieve a successful outcome
✓ Build immediate rapport and establish psychological safety during a challenging conversation
✓ Conduct a productive conversation that balances assertiveness with empathy

Course content

- What makes a conversation challenging
- Reflect on what holds you back from entering a challenging conversation
- Preparing from the other person's perspective
- Preparing yourself to enter a challenging conversation
- Four steps to a challenging conversation
- Creating a psychologically safe forum
- Framing your message
- Balancing assertiveness with empathy
- Planning action following a challenging conversation

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Connectedness

This course will help you to really understand what Connectedness is and why it is such an important facet to personal and workplace effectiveness. You will explore the different dimensions of connectedness and some of the key skills that support them; including recognising isolation and disconnectedness in others, building awareness of your own levels of connectedness, identifying opportunities to connect, and using a science-based approach to building quality connections.

What will I learn?

By the end of this session, you will be able to:

✓ Understand the dimensions of connectedness and how to identify disconnected team members
✓ Describe the benefits of feeling connected
✓ Assess your level of connectedness
✓ Identify practical actions to enable you to build a greater sense of connection with others

Course content

- Define what is meant by connectedness
- The three dimensions of connectedness
  Why connectedness at work matters and the impact of isolation on organizational health
- Causes of disconnection in the workplace
- Warning signs to watch for

- Strategies to develop greater connectedness for ourselves and others
- The danger of only developing transactional relationships
- Using empathy to build connection
- Three connection traps
- Top tips for building connections

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Constructive Conflict

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

It will also provide some practical advice, highlighting a range of strategies and the different scenarios in which they might be applied. You will leave with a practical action plan for tackling your own conflicts, which can be applied right away.

What will I learn?

By the end of this session, you will be able to:

- ✓ Identify the most common sources of conflict in organizations
- ✓ Apply five different conflict-handling strategies—and know when to use each one
- ✓ Manage my emotions while in conflict
- ✓ Promote a positive atmosphere where healthy conflict is a constructive part of teamworking

Course content

- The conflict continuum
- How conflict can be beneficial
- Common sources of conflict
- Barriers to constructive conflict
- Four common reactions to conflict
- Advantages and disadvantages of different conflict management styles

- Five factors that determine your approach to conflict
- Manging mood and emotions
- Behaviors that de-escalate or escalate conflict
- How to build trust to encourage constructive conflict
- Steps to conflict resolution

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Continuous Improvement

Continuous improvement means making ongoing, smaller changes that challenge the status quo or fine-tune practices and processes for a variety of reasons, including (but not limited to) reducing waste, improving quality, increasing competitiveness, developing problem-solving skills, and creating greater individual and team engagement.

This practical and interactive session will give you the opportunity to use continuous improvement tools that you can implement immediately in your workplace. The focus is on finding the right balance between process and people, people being the key resource to making continuous improvement become a mindset and a "way of being" in your workplace.

What will I learn?

By the end of this session, you will be able to:

✓ Learn about the purpose and benefits of continuous improvement
✓ Identify what to improve
✓ Apply a continuous improvement process
✓ Demonstrate root cause analysis techniques

Course content

- Definition of continuous improvement
- Benefits of continuous improvement to individuals, teams and organizations
- Five common challenges to continuous improvement
- Identifying areas for improvement
- Four-step process to continuous improvement
- Three common tools for identifying improvement areas
- Considerations for choosing the improvement path
- Tools for action, monitoring and communicating during improvement processes
- Checks and measures to assess the impact of improvement pilots
- Managing the people factor

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Creating Quality

In today's fast-paced business world, delivering top-notch work is the key to staying ahead. By mastering the art of getting things right the first time, you'll save valuable time, exceed customer expectations, and build a reputation for excellence. Raising your standards means better resource management, quicker goal achievement, and consistently surpassing what's expected.

This dynamic, hands-on session will arm you with powerful strategies to elevate quality at both the individual and team levels. You'll walk away with actionable insights to boost performance, satisfy your customers, and fuel personal and professional growth. Don't miss the chance to unlock your full potential and drive success!

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Define what quality means and the characteristics required
- ✓ Identify what impacts the ability to achieve quality standards
- ✓ Explore techniques to improve quality standards
- ✓ Develop strategies to reduce mistakes and improve quality at both the individual and team levels

Course content

- Definition of 'quality'
- Personal attributes for consistently achieving high-quality work
- Influences impacting quality creation
- Creating customer value
- Responding to workloads
- Alternative strategies to multi-tasking
- Behaviors for creating psychological safety

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Creating a Positive Customer Experience

Customer experience is shaped by how customers feel at every interaction with your organization. To improve it, you must understand customers' needs and emotions. You must also view your service from their perspective. This approach allows you to create personalized, seamless experiences that build trust and loyalty.

By evaluating your service or product from the customers' point of view, you can better understand their behavior and develop empathy, gaining insight into why they feel a certain way about your offering. This gives you a unique opportunity to improve your personal impact and develop a customer-focused mindset.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

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

- Explore the relationship between customer service, customer experience, and developing a customer-focused mindset
- Review customer touchpoints and their impact on customers' journeys
- Identify ways to improve customer experience through personal impact
- Discuss how to manage your emotions during challenging customer conversations

Course content

- Customer-focused mindset; finding out what your customers want and need
- The customers' experience of service
- Making customers feel special and valued
- The customers' perspective
- Personal attributes
- Latest customer insights
- Improving the overall customer experience
- Adding value through service
- Personalized service

- Navigating challenging conversations
- Personalized service
- The touchpoints of the customer journey
- Navigating challenging conversations
- Reframing negative thoughts
- Understanding your personal impact; what impression do you create?
- Extremes of behavior (aggressive, sociable, cautious)
- Building personal resilience
- What to say or do and what not to say or do

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Creative Thinking

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Creative thinking is the lifeblood of innovation. It enables us to generate fresh ideas, solve complex problems, and seize new opportunities. Improving the ability and confidence to think creatively leads to continuous improvement and a competitive edge. It has a profound impact on personal and organizational success.

This highly practical course will guide you through various creative-thinking techniques that will help you overcome any barriers you currently face. You'll learn about the human creative process and how to leverage AI tools to kick-start and enhance your creativity. By the end of this session, you'll be equipped with the skills and tools to unlock your creative potential, overcome obstacles, and supercharge your innovation efforts.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Articulate the advantages of creative thinking for both organizations and individuals
✓ Recognize common obstacles to creativity and implement strategies to overcome them
✓ Use various creative-thinking techniques in individual and group settings
✓ Utilize AI tools to generate and refine creative ideas and solutions

Course content

- How creative thinking benefits individuals and organizations
- Common barriers to creativity in the workplace and how their impact
- SCAMPER technique
- Use different creative techniques to generate ideas around a topic
- Five key components to encourage creative thinking in groups
- The creative thinking process
- Experience the Torrance Test of Creative Thinking
- Experience a silent brainstorm
- Using AI to enhance creativity

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Critical Thinking in the Age of AI

As AI generates more content and influences more decisions, the ability to think critically about AI outputs has become essential. The World Economic Forum ranks analytical thinking as the number one core skill required by employers today.

This session will develop your ability to evaluate AI-generated content with rigor and confidence. You will learn to apply established critical thinking frameworks, identify common cognitive biases and logical fallacies in AI outputs, and assess your own thinking habits to ensure you remain the thoughtful decision-maker in an AI-augmented workplace.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain why critical thinking is essential when working with AI
- ✓ Apply the Paul-Elder Framework to evaluate AI-generated content
- ✓ Identify common cognitive biases and logical fallacies in AI outputs
- ✓ Assess your own critical thinking habits and create a development plan

Course content

- Defining critical thinking in the context of AI
- Why critical thinking matters more in the age of AI
- The Paul-Elder Framework for evaluating AI content
- Common cognitive biases affecting AI interactions
- Logical fallacies frequently found in AI outputs
- The five habits of effective critical thinkers
- Self-assessment: evaluating your critical thinking approach
- Practical techniques for questioning AI-generated content
- Creating a personal critical thinking development plan

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Decision Making

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Whether you are managing people, processes, or both, you will have to make more decisions every day than you probably realize. Some decisions are small, operational, and tactical; but others are larger, more complex, and may have longer-term consequences.

Making effective decisions at every level is a considerable challenge in a world full of uncertainty and rapid change. Whatever the scale and scope of the issues you face, your skill at making sound decisions will significantly impact your ability to succeed.

This session will give you a robust structure that will help you make decisions that yield positive results and to avoid common decision-making thought traps. You will learn about the elements and steps that are required for thoughtful decision-making and learn how to make sound decisions that add true value to your business.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

- ✓ Identify the vital ingredients for good decision making
- ✓ Use tools to thoroughly investigate an issue before deciding
- ✓ Evaluate options objectively, based on risks and pre-determined criteria
- ✓ Minimize bias in decision making

Course content

- The ingredients of a good decision
- Four-step decision-making process
- Defining the scope and objectives of the decision
- The RAPID decision-making model
- Gathering the right data
- Using SWOT analysis in decision-making
- Tools for evaluating ideas
- Six components to consider when deciding the way forward
- Three common biases in decision-making

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Developing leadership presence

Challenging conversations are part of everyday working life. They can be based on a wide range of topics: poor performance or conduct, complaints, personality clashes, and job insecurity, to name a few.

In order to make sure that these conversations are constructive, productive, and have the best possible outcome for everyone concerned, there are a number of skills that we need to master. Being fully prepared is the first thing. Then, having a toolkit of strategies and techniques at hand to deal with an emotional response, a difference of opinion, or a negative attitude gives us the confidence to tackle these conversations head on, without deferring, delaying, or deflecting.

What will I learn?

By the end of this session, you will be able to:

✓ Explain what preparation is needed ahead of a challenging conversation
✓ Describe how the four steps of a challenging conversation help to achieve a successful outcome
✓ Build immediate rapport and establish psychological safety during a challenging conversation
✓ Conduct a productive conversation that balances assertiveness with empathy

Course content

- What makes a conversation challenging
- Reflect on what holds you back from entering a challenging conversation
- Preparing from the other person's perspective
- Preparing yourself to enter a challenging conversation
- Four steps to a challenging conversation
- Creating a psychologically safe forum
- Framing your message
- Balancing assertiveness with empathy
- Planning action following a challenging conversation

Choose duration:

- **2 x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	Topic area available through our public schedule.

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Developing Others

Part of the role of leaders and managers is developing others. In this topic you will learn how to do this in a way that creates the right amount of challenge for the employee whilst ensuring that you and your organization are getting the results they need. You will also explore the many ways development can take place on the job and provides the skills, tools and tips to ensure that you are effective in using the approaches successfully.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Recognize the purpose and importance of developing others
- ✓ Explain the role of the manager in developing people
- ✓ Identify current barriers to learning and development and explore ways to overcome them
- ✓ Apply the principles of the 70:20:10 formula to optimize development opportunities

Course content

- The significance of employee development to the individual, the manager, and the organization
- Objectives of professional development
- Allocation of responsibility for employee development
- Obstacles that may negatively impact learning and development
- The learning cycle framework

- Four distinct learning styles
- Principles of adult learning
- Planning for professional development
- Three strategies to identify development needs
- The 70:20:10 framework of learning

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

hemsley fraser

Disability Awareness

Disability awareness is an essential part of nurturing an inclusive workplace culture. In a world where an estimated one in six people experience significant disability, and where people living with disabilities are still at risk of facing discrimination and everyday challenges that simply shouldn't exist, it's not something we can ignore.

And it's not only a moral imperative—it can also lead to a competitive advantage. Workplaces thrive on diversity, inclusion, respect, and empathy—for everyone. The more informed you are about the various types of visible and non-visible disabilities, and the impact they may have on individuals in the workplace, the more likely it is that you'll contribute to a more inclusive work environment.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Identify various types of visible and non-visible disabilities, and explain the impact they may have on individuals in the workplace
- ✓ Recognize the importance of disability awareness in fostering an inclusive and supportive work environment
- ✓ Use inclusive language that demonstrates respect and sensitivity towards colleagues with disabilities
- ✓ Apply practical strategies for overcoming barriers to inclusion and actively contribute to creating an accessible workplace

Course content

- Defining what is meant by disability
- Identifying potential challenges faced by those with three different types of disability
- Myths and misconceptions surrounding disability
- Using inclusive language
- Exploring strategies for building an inclusive workplace

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Disruptive Thinking

hemsley *fraser*

Think of products or services you use that have changed dramatically over the last two to five years. They've advanced so much because of the disruptive thinking of the people behind them. You too can learn how to become a disruptive thinker and an innovator in your organization.

This interactive session will show you how to reap the benefits of disruptive thinking by developing the crucial skills and mindset required. You'll explore ideas for driving a disruptive-thinking culture no matter where you sit in your organization. This session will also give you a practical framework to guide your disruptive thinking, helping you to overcome barriers and gain confidence.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Define disruptive thinking and its key benefits
✓ Develop the skills and mindset of a disruptive thinker
✓ Create strategies for overcoming barriers to disruptive thinking
✓ Use a framework to productively guide your disruptive thinking

Course content

- Definition of disruptive thinking
- Advantages of disruptive thinking
- Attitudes, beliefs, and behaviors that characterize a disruptive-thinking mindset
- Barriers to disruptive thinking
- Strategies for individuals, managers and senior leaders to cultivate a culture of disruptive thinking
- FIRE framework for disruptive thinking
- Actions to encourage disruptive thinking

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Diversity & Inclusion

Companies with great diversity and inclusion outperform their peers by a significant margin. That's why it's so important for organizations to place a focus on it. We help you understand more about the importance of diversity and inclusion and how to take practical steps to develop greater awareness.

Learn more about what diversity and inclusion are, why it is important to get it right in these areas, the impact of unconscious bias, and the day-to-day actions you can take to improve these areas for your team and organisation.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Explore the definitions of diversity, inclusion, and belonging
✓ Describe the business benefits of diversity and inclusion
✓ Explain what stereotypes and unconscious bias are and where they come from
✓ Identify negative micro-messages and explore ways to minimize them
✓ List the ways that you can contribute to an inclusive workplace

Course content

- The Belonging equation
- The business, social, and ethical case for diversity and inclusion
- Examination of stereotypes
- Three categories of unconscious bias
- Impact of verbal and non-verbal micro-messages
- Addressing personal biases and advocating for inclusion

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Drive

In this session, you will learn about the five important strategies that people with drive employ to propel their professional journey forward. It starts with articulating a clear and compelling vision of your desired future. This vision serves as your guiding star, helping you set meaningful goals and align your actions with your aspirations.

This session will equip you with the skills to articulate your vision, maintain energy in the face of challenges, overcome stagnation, and strategically prioritize your daily activities. You will discover how to harness the power of commitment, proactivity, and growth mindset to transform your vision into reality.

What will I learn?

By the end of this session, you will be able to:

- ✓ Articulate your personal vision of a positive future
- ✓ Maintain energy and focus in the face of failure and setbacks
- ✓ Take positive and decisive action when you're feeling stuck
- ✓ Actively plan and prioritize your activities each day

Course content

- The distinction between motivation and drive
- Characteristics of an individual with drive
- Exploring personal sources of drive
- Creating a vision to trigger action
- Five steps to establishing personal goals
- Traits of a proactive mindset

- Cultivating a growth mindset
- Preparing for a successful day through having purpose, knowing priorities, and recognizing assumptions
- Strategies for failing forward and persevering in the face of challenges

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Effective Delegation

Delegation is not just telling somebody to do something for you; it's about sharing or transferring responsibility for a task (and its outcome) to a direct report or team member, while retaining the accountability for yourself. Delegation plays a key part in both motivation and development, giving people the opportunity to learn new skills or increase their knowledge at the same time as fulfilling an important task.

Although delegation is a critical leadership tool, it's often underused because leaders frequently fear letting go or losing control. Don't let this happen to you! On this workshop, you'll learn how to delegate effectively, not only improving your team's productivity but also growing your ability to develop others and help them take on new and greater responsibilities.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Clarify how delegation can benefit you and your team
✓ Overcome the barriers that may stop you from delegating
✓ Pair the right tasks with the best person to increase motivation and results
✓ Hold effective delegation briefing and debriefing conversations

Course content

- Advantage of effective delegation for individuals, teams, and organizations
- Common misconceptions about delegation
- Five essential steps for successful delegation
- Determining tasks appropriate for delegation versus those that are not
- Aligning tasks with individuals using the skill/will matrix
- Four phases of a comprehensive and structured briefing conversation
- Establishing SMART objectives
- Effective tools for monitoring progress
- Review and assessment of delegated tasks

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Effective Meetings

Every minute you spend in an inefficient meeting is time you'll never get back. It benefits everyone to learn how to make meetings valuable, productive, and satisfying. Effective meetings are opportunities to make decisions, agree on priorities, and innovate together. They provide a platform for sharing ideas, resolving conflicts, and planning action. The ability to run efficient and engaging meetings of any kind is a sign of good leadership and teamwork.

This session equips you with the skills and strategies to plan, structure, and facilitate meetings that produce real results. You'll learn how to foster active participation, manage challenging behaviors, and transform meetings into useful sessions that propel your team forward.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Plan and structure meetings to ensure they achieve their purposes and objectives
✓ Adopt strategies that enable all attendees to participate and contribute appropriately
✓ Manage a variety of challenging behaviors in meetings

Course content

- Essential ingredients of an effective meeting
- Six critical questions to ask when planning your meeting
- Crafting a purpose statement for your meeting
- Establishing clear objectives
- Selecting the most appropriate attendees
- Facilitating an effective meeting by managing processes and group dynamics
- Addressing and managing challenging behaviors

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Effective Writing

The written work you produce should make you stand out in a positive way. Your writing is a reflection of both you and your organization. Done well, it can open new doors for you, help you achieve your goals, build your networks, and advance your career. Effective writing starts with planning. This is a key step we often overlook during a busy working day. Asking yourself a few simple questions before writing will help ensure your written message is received, understood, accepted, and acted upon in the way you intend.

In this session, you'll learn to get your points across clearly. You'll find out how to use concise language to make your writing more readable and compelling. We'll also show you how choosing the appropriate words, style, and tone for your audience will improve your communication.

What will I learn?

By the end of this session, you will be able to:

✓ Communicate your points clearly by using concise language
✓ Meet your readers' needs and expectations by using the right words, style, and tone.
✓ Organize your writing by using accepted structures

Course content

- Identify what makes writing effective
- A five-step structure to writing
- Six questions to ask when planning your writing
- Three rules to apply for clear and concise writing
- Using active language instead of passive language

- Avoiding jargon, slang, and business speak
- Complete a clear and concise writing exercise
- Using appropriate style and tone
- The pyramid principle of structure

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Emotional Intelligence

Emotional Intelligence differentiates the average employee from the star performer. Exceptional performers have high levels of self-awareness and, not only manage themselves, but also understand and work effectively with others. Emotional Intelligence helps people identify, understand and manage the emotional demands of challenging situations.

This session will help you understand what emotional intelligence (EQ) is and why it is such an important skill both in the workplace and in our personal lives. You will explore the four pillars of EQ and some of the key skills that support them including recognizing and managing your own emotions, changing your instinctive response to an event, demonstrating empathy and building rapport with others.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ State the meaning of emotional intelligence
✓ Recognize the values and beliefs that trigger an emotional response
✓ Use empathy and rapport-building to improve interactions with others
✓ Draw on personal motivations to improve your drive and commitment

Course content

- Emotional intelligence definitions
- The four pillars of emotional intelligence
- Understanding emotional response triggers
- The belief cycle framework
- Questions to challenge your own beliefs
- The consequential thinking equation
- Mastering the art of reframing

- Breaking the trigger-action cycle
- Aligning personal values
- Recognizing your motivators
- The behavioral iceberg theory
- Key attributes of empathy
- Six-step process to respond with empathy
- Common indicators of rapport
- The impact of micro-messages

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Employee Engagement

Employee engagement is at the heart of a thriving workplace. There's a wealth of research that proves engaged employees are more committed, innovative, and motivated. This leads to increased productivity, reduced staff turnover, and improved customer satisfaction.

And how about the opposite? Employees who are actively disengaged are a huge threat to their organizations. Not only are they less productive, less creative, and less efficient, but their negativity can harm workplace culture, reputation, and performance. Engagement is infectious. That's why it's essential to proactively drive positive engagement and know how to reignite enthusiasm and commitment when these are in short supply.

What will I learn?

By the end of this session, you will be able to:

✓ Define employee engagement and why it's important
✓ Assess levels of engagement in your teams
✓ Create the environment for engagement to flourish
✓ Develop a plan to re-engage a team member who's disengaged

Course content

- Recognizing the difference between engagement, satisfaction and happiness
- The benefits of an engaged workforce
- Allocation of responsibility for employee engagement
- Identifying three levels of engagement levels
- Steps to create an engaging environment
- Create effective communication and feedback loops
- Cultivating a culture of learning and development
- Balancing professional and personal life
- Creating an inclusive environment
- Strategies to re-engage a disengaged team member

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Enhance Your Storytelling with AI

Stories work because they create clarity from complexity, build emotional engagement, and help people process, remember and act on what matters. In business settings, well-crafted stories can accelerate understanding, align teams around an idea, and provoke meaningful action.

This practical session will show you how to use AI as a creative partner to develop and strengthen your business stories. You will learn a structured process for defining the "Big Idea" behind your story, select appropriate story structures to suit different audiences, and practice drafting a compelling narrative with AI assistance – all whilst ensuring your unique voice and message remain central.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

 By the end of this session, you will be able to:

- ✓ Explain why storytelling is a powerful tool for achieving business impact
- ✓ Apply a four-stage process to develop a "Big Idea" that connects your audience with your purpose
- ✓ Select an appropriate story structure and use AI to accelerate the creative process
- ✓ Deliver your draft story to an audience and refine it based on feedback

Course content

- Why storytelling matters in business communication
- The science behind storytelling: how narratives influence decision-making
- Defining the role of AI and humans in crafting compelling stories
- Developing your Big Idea: connecting audience, stakes and impact
- The four-stage story development process
- Using AI as a creative partner for story drafting
- Selecting the right plot and structure for your audience and business context
- Using the ELATED framework to draft your business story
- The storyteller checklist to support quality delivery

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Facilitation Skills

Effective facilitation can transform group learning from feeling pointless and uncomfortable to being productive and worthwhile. You don't have to be a professional facilitator to facilitate a group workshop. Anyone can learn and apply the skills required to unlock potential and drive success through effective group learning.

A facilitator's role is to create an environment in which sharing, learning, and decision-making flourish. The facilitator steers the group toward an objective, and leads interactive sessions that encourage participation, foster critical thinking, and enable participants to reflect and collaborate. Throughout this course, you'll gain a deep understanding of the purpose and value of facilitation. You'll learn how to create an inclusive and psychologically safe learning environment, design engaging workshops, and handle challenging behaviors with confidence.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain the purpose of facilitation and how it differs from training
- ✓ Create and maintain a psychologically safe learning environment
- ✓ Design an effective workshop, including interactive activities to promote participation
- ✓ Confidently deal with challenging behaviors during a facilitated workshop

Course content

- Utilizing group guidelines
- The purpose of facilitation and how it differs from training
- The hands, head, and heart of facilitation skills
- Four key elements for designing a successful workshop
- Methods of creating group interaction
- Behaviors that indicate a psychologically safe environment

- Considerations for creating and maintaining a psychologically safe learning environment
- Addressing three common challenging situations
- Essential components for a strong workshop close
- Critical questions learners must be able to answer to indicate a successful workshop

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Finance Fundamentals

In this training course on finance fundamentals, participants will gain a solid understanding of key financial jargon and terminology, empowering them to engage more confidently in financial conversations. The session will provide a clear overview of the three essential financial statements: the income statement, statement of financial position (balance sheet), and cash flow statement—explaining their purpose, structure, and interconnections. Attendees will also learn practical tips for interpreting financial data, as well as how to spot common red flags that may indicate underlying issues in a business's financial health.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Read Income Statements and Statements of Financial Position
- ✓ Understand the terminology used on financial statements for more meaningful conversations
- ✓ Understand the cash flow statement and the impact on the business of good cash management
- ✓ Identify the key differences between businesses and their financial reporting

Course content

- We will explore the purpose and definitions of the three key financial statements: the income statement, statement of financial position (balance sheet), and cash flow statement.
- Learn common financial jargon and terminology associated with each statement, enabling clearer communication and interpretation.
- Explore the structure and breakdown of each statement, including key components like revenue, expenses, assets, liabilities, and equity
- Identify critical insights and potential red flags in financial data to support informed analysis and decision-making
- Gain an understanding of the three types of cash flow -operating, investing, and financing - and how financial reporting varies by company size

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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First Time Manager

If you have recently been promoted to a management role, congratulations! As well as excitement and a sense of pride, you might also be feeling some anxiety and uncertainty about living up to the requirements of the position.

We know that managers play a crucial role in engaging, developing, and supporting employees, enabling them to do and be their best at work every day. Achieving that requires a whole new set of skills that can't be learned overnight. The first step is to understand how your role has changed, what it takes to be a successful manager, and what your team really needs from you.

We will cover all of that in this 90-minute session, as well as raise awareness of some of the more common traps that new managers are prone to falling into and how you can avoid doing so yourself.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Take steps to avoid the common traps that new managers risk falling into
✓ Explain the differences between an individual contributor and a manager
✓ Guide your team through the four development stages toward high Performance
✓ Discover what your team needs from you

Course content

- Insights into what employees really think about their managers
- Transitioning from managing yourself to managing others
- Behaviors that characterize an effective manager
- Common behavioral traps to avoid
- Identifying what your team needs from you
- Understanding Bruce Tuckman's model of team dynamics
- Guiding your team through the stages of team development.

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule. **'Introduction to Management'**
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Flexibility & Agility (Organizational)

In today's business world, characterized by volatility, uncertainty, complexity, and ambiguity (VUCA), organizations, teams, and individuals must embody flexibility and agility to thrive. Flexibility enables an organization to adapt quickly to new situations, while agility allows for swift and efficient decision-making.

Flexibility and agility aren't just organizational attributes—they're also critical leadership qualities. Leaders who are agile and flexible can inspire greater commitment, foster stronger relationships, and encourage continuous learning within their teams. Participants will explore the foundational concepts of flexibility and agility. They'll learn to define these terms, identify their significance in today's business environment, and recognize common barriers and enablers. Additionally, the session will delve into the behaviors that exemplify agile leadership, providing practical strategies for participants to develop these skills in themselves and others.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Define and differentiate organizational flexibility and agility
- ✓ Identify the drivers and outcomes of organizational flexibility and agility
- ✓ Recognize the barriers and enablers of flexibility and agility in organizations
- ✓ Describe the characteristics of flexible and agile leadership

Course content

- Differentiating between flexibility and agility
- Exploring the drivers for the need to be flexible and agile
- Recognizing the outcomes generated by flexibility and agility
- Adapting to a VUCA environment

- Identifying common thinking traps that hinder flexibility and agility
- Strategies for avoiding strategic drift
- The 3As of cultivating agility and flexibility
- Leadership behaviors that empower others and promote collaboration

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Getting Smarter with AI

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Generative AI is transforming how we work, but navigating this shift requires more than technical know-how. It demands thoughtful judgment about when and how to use these powerful tools effectively.

This practical session will equip you with the knowledge and confidence to integrate generative AI into your daily work responsibly. You'll explore what generative AI can and can't do to support and assist you, discover your personal AI mindset and persona, and learn how to identify realistic opportunities to use AI in your role. By the end, you'll have designed a low-risk experiment to begin applying AI with intention and accountability.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain what generative AI is and isn't, including its current strengths and limitations
- ✓ Assess your personal AI mindset and its impact on how you approach AI use
- ✓ Use the human–AI matrix to identify and prioritize realistic AI opportunities in your role
- ✓ Design a low-risk experiment to implement immediately in your workflow

Course content

- Understanding generative AI: what it is and what it's not
- Current strengths and limitations of large language models
- The four AI mindset archetypes and their characteristics
- Identifying your default AI mindset
- The human–AI matrix for prioritizing and planning AI opportunities
- Identifying suitable tasks for AI assistance
- Risk assessment for AI-assisted tasks
- Designing low-risk experiments with clear success criteria
- Principles for responsible and effective AI use at work

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

Be ready for tomorrow

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Getting Productive with AI

Most organizations have adopted AI tools, yet fewer than 40% report meaningful productivity gains. The gap between adoption and genuine improvement is widening.

This practical session moves beyond individual task assistance to equip you with the skills to redesign entire workflows with AI. You will learn to distinguish between task-level and process-level AI use, evaluate where human oversight should sit, and design multi-step AI workflows for realistic scenarios. By the end, you will have a concrete 7-day action plan to transform how work flows through your team.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ distinguish between task-level AI and process-level agentic AI workflows
- ✓ evaluate where human oversight should sit using the Human-in-the-Loop Continuum
- ✓ design a multi-step AI workflow for a realistic workplace scenario
- ✓ commit to actions supported by tools that will drive productivity gains

Course content

- The Uncomfortable Truth: why AI adoption fails to deliver real gains
- Three Productivity Traps: Automation Tax, Productivity Theatre, Acceleration Trap
- The Agentic Shift: from Copilot to Autopilot (three levels of AI use)
- The Human-in-the-Loop Continuum: In, On, Over, and Out
- Case study: scaling AI workflows and diagnosing failure points
- Workflow Design Sprint: multi-step AI workflows with human checkpoints
- Tensions, trade-offs, and three design rules for productive automation
- Slope vs Hockey Stick: redesigning work for exponential gains
- 7-Day Commitment: a practical action plan with peer accountability

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Giving & Receiving Feedback

It's often said that feedback is like a gift – but why does it sometimes feel like an attack instead? We need to remember that the true purpose of feedback is to either motivate someone to continue doing what they're doing well, or to help them redirect negative or unsuccessful behavior to have better future outcomes.

This virtual session will provide you with the knowledge and skills you need to feel more comfortable and confident when giving feedback; and also when asking for and receiving feedback. You will explore the true purposes of feedback and learn the "golden rules." Then, you will apply what you've learned to a structured feedback process and have the opportunity to practice your delivery.

What will I learn?

By the end of this session, you will be able to:

✓ Identify the key best practice elements of giving feedback
✓ Plan and prepare effectively for feedback conversations
✓ Use the BORA model to both give and receive feedback
✓ Learn the five golden rules for graciously receiving feedback

Course content

- The purpose of feedback and the issues it can address
- Feedback ratio of top-performing teams
- Differentiating between praise, criticism, and feedback
- Distinguishing between motivational feedback and developmental feedback
- What effective feedback looks, feels and sounds like
- Applying the five features of the ADEPT framework to make your feedback effective
- Preparing to deliver feedback
- Structuring feedback conversations using the BORA model
- Golden rules of receiving feedback
- Assessing your own readiness for giving and receiving feedback

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Goal Focused Project Delivery

Are you involved with implementing changes/initiatives within your business? Do you need to collaborate with people internally or externally to achieve a business objective? Goal-Focused Project Delivery is a project management approach that has its strength in its straightforward and clear framework.

This course introduces a project management approach that has its strength in its straightforward and clear framework. It focuses on the project end goal identifying what outcomes (value not deliverables) are required rather than getting immersed in the detailed activities of how they will be achieved.

It is a practical course concentrating on the key tools that all project managers should apply to keep the project under control and provides learners with a robust toolkit to take back to work and immediately apply.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual only

Digital learning available

What will I learn?

 By the end of this session, you will be able to:

- Apply a simple framework for project delivery
- Understand the roles needed within the project team
- Scope the deliverables of the project
- Create a simple project delivery plan
- Monitor and control the work during development

Is it right for me?

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

Which format is right for me?	3 hour	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Growth Mindset

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Our mindset is a way of thinking - a mental disposition, or a frame of mind that shapes our thought habits. These habits affect not just how we think about the world and about ourselves; but they have an enormous impact on what we feel, what we do, and how we respond to events.

A growth mindset is the core belief that we have an infinite capacity to improve, grow and develop through dedication and hard work. Developing this mindset is essential to face an unpredictable and uncertain world with determination and resilience – knowing that you are capable of overcoming anything that is thrown at you. It will also help you to live up to your full potential, as you will extract the maximum value from every experience, challenge and setback.

The good news is that mindsets are learned and can therefore be changed.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Clearly define the features and characteristics of a growth and a fixed mindset
✓ List the benefits of having a growth mindset
✓ Switch to a growth mindset by challenging fixed and limiting beliefs
✓ Respond to challenging situations at work with a growth mindset

Course content

- Definition of a growth mindset
- Characteristics that contribute to both growth fixed mindsets
- How mindsets can fuel growth or limit potential
- The three stages of the belief-behavior cycle

- Adjusting mindsets by challenging beliefs
- Five questions to ask to help break the cycle
- Developing a growth mindset
- The power of 'yet'
- Real-life examples of growth from failure

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Habit Building

Building effective habits is crucial for personal development and achieving long-term goals. Habits form the foundation of daily routines, influencing behavior and outcomes. By understanding and implementing strategies for habit formation, individuals can create positive changes that lead to improved professional outcomes, productivity, and overall sense of accomplishment. Habit building helps to automate desirable actions, making it easier to maintain consistency and achieve success without relying solely on willpower.

What will I learn?

By the end of this session, you will be able to:

✓ Understand the power of habits and how to choose them for success
✓ Apply the four stages of habit formation to the habit you want to work on.
✓ Create actions based around the laws of habits
✓ Explore five key tools that can lead to positive progress

Course content

- Why the human brain develops habits
- The four steps involved in forming habits
- Four strategies to enhance success in behavior change
- Techniques for breaking bad habits
- Utilizing mindfulness to create healthy habits disengaging auto-pilot
- Organizing your environment for success
- Leveraging social support
- Using visual progress to fuel motivation
- Establishing a habit contract

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Handling Difficult Situations

This 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 behavior 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.

What will I learn?

By the end of this session, you will be able to:

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

Is it right for me?

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

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual only

Digital learning available

Which format is right for me?	3 hour	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Handling Stress & Conflicting Needs

In this interactive course, you will explore the causes and effects of workplace stress and gain practical strategies to manage it effectively. You'll define different types of stress, recognize your personal responses, and discover proactive coping mechanisms to turn stress into a tool for positive performance.

You will have the opportunity to practice prioritizing your workload and learn how to respond assertively to requests made by others that may have the potential to disrupt your workflow. By the end of the session you will leave with a prioritized plan of action to manage your workload and your personal stress with greater confidence.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Explain the three main states of stress
✓ Identify the three types of reactions to stress
✓ Work towards your own stress management plan
✓ Identify coping mechanisms, through physiological, psychological, and behavioral responses

Course content

- Defining what stress means to you
- Using the performance / pressure curve to identify how stress impacts performance.
- Identify physical, emotional and behavioral signs of stress in yourself and others.
- Participate in a group exercise to share different coping mechanisms for managing stress responses.

- Consider key actions to proactively manage your stress and maintain well-being.
- Explore eight key actions to proactively manage competing demands.
- Consider how to respond to requests from others based on their level of urgency and importance to you.
- Learn the art of saying no confidently while maintaining relationships.

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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High Impact Leadership

This high-impact programme will give leaders a crystal clear, 360 degree view of their strengths and development areas, using a globally recognized leadership framework from thought leaders Kouzes and Posner.

You will receive a thorough feedback report on the behaviours that you display and are observed by your peers and colleagues. This will help you to develop a personal leadership development plan to implement when you return to the workplace. 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.

You will be required to undertake mandatory **LPI 360-degree feedback** which must be completed at least 2 weeks prior to course start date.

Choose duration:

- **2x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Describe the characteristics of admired leaders
✓ Define the Five Practices of Exemplary Leadership
✓ Build on your personal leadership strengths and manage your limitations
✓ Connect your personal values with organisational values
✓ Build a visionary message to inspire others
✓ Develop relationships with others, building their commitment to the success of the organisation
✓ Build coaching relationships to maximize performance
✓ Implement strategies to increase motivation and productivity

Course content

- How leadership makes a difference (Kouzes and Posner Leadership Practices Inventory™)
- The evolution of thinking about effective leadership
- Your strengths and development areas – how you see yourself and how others see you
- Looking at your motivations and drivers – what energises and what drains you

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	Topic area available through our public schedule.
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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How to be an Ally Against Racism

Racism persists as a systemic issue with far-reaching consequences. Becoming an ally against racism is an ongoing journey of learning, understanding, and action; it is about transforming awareness into engagement and bystanders into advocates.

This course offers practical guidance for those who want to support colleagues and peers, guiding you through three essential steps to start you on this journey. By understanding the history and different forms of racism, you will learn how to spot discriminatory practices and the sometimes subtle dynamics that sustain them. Through a series of reflective exercises and discussions, you will develop the skills to listen with empathy and to support those whose voices are often marginalized. And crucially, you'll learn how to confidently speak out against racially biased behavior — because being an ally means being ready to act.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Recognize the various forms of racism and understand their historical context and ongoing impact
- ✓ Use active and empathetic listening to facilitate inclusive conversations
- ✓ Use your power, influence and privilege to amplify the voices of marginalized people
- ✓ Confidently speak out against racist acts and biased behavior

Course content

- Three things to do in order to become an ally against racism
- Historical timelines that impact racism
- Recognizing multiple layers of racism
- Six actions to listening well
- When to use your power and influence to amplify messages that may not be heard
- Speaking out when witnessing racism exercise
- Examples of microaggressions

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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ILM Level 3 Award in Leadership & Management

The ILM Level 3 Award in Leadership and Management qualification helps practicing team leaders move up to the next level of management, helping them lead people through organisational change, budget cuts or other pressures.

This intensive and practical course provides supervisors and line managers with a recognized 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.

Choose duration:

- **3 x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, 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

Course content

- Induction to the ILM Programme
- Welcome to the ILM programme
- Certification and assignment criteria
- Introduction to report writing
- The difference between leadership and management
- Action Centred Leadership - finding the balance
- Identifying your preferred leadership style
- The Art of Effective Leadership

Which format is right for me?	3 x 3 Hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Available 3 full days in-person. Topic available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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ILM Level 5 Award in Leadership & 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 organization and requires you to assess your ability - and your organisation's ability - to recognize and manage stress effectively.

Choose duration:

- **3 x 3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual only

What will I learn?

By the end of this session, 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 organization 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

ilm Approved Centre

Which format is right for me?	3 x Hours (3 x Full Day)	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Available 3 full days in-person Topic available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Influencing

Whether you're an individual contributor, a team leader, or someone working cross-functionally, it's critical that you're able to get your ideas heard and others aligned to your point of view. In this course, you'll explore what influencing is and is not, key skills and approaches, and how to flex your influencing style in order to get the most from your interactions.

What will I learn?

By the end of this session, you will be able to:

✓ Understand what influencing is and how it differs from other forms of communication
✓ Identify the sources of power in an organization and use these to increase my influence
✓ Apply different influencing styles to suit different situations
✓ Recognize the power of influencing through storytelling

Course content

- Definition of influencing and what it is not
- Characteristics of influential individuals
- Five workplace benefits of being able to influence others
- Strategies for overcoming common challenges to influencing others
- How different sources of power use influence
- How to most effectively use three different approaches to influencing
- The power of influencing through storytelling

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule. 'Influencing & Negotiating with Senior People'
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Influencing & Persuading

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This session will help you to connect with your own personal brand in order to make a greater and more positive impact on your stakeholders.

During this session you will explore a five-step process for developing a memorable and consistent personal brand. You will evaluate the perception that other people have of you and will consider the best approach for projecting the image you want to create in the workplace. You will also have the opportunity to practice making a first impression that reflects your personal brand.

When you leave the session, you will have articulated your personal brand in a concise statement, and will be ready with an action plan to enable you to live your brand each day at work.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Analyse your perception of yourself and how that correlates with how others see you
- ✓ Recognize the impact of your behavior on the impression you make on others
- ✓ Plan, activate and strengthen your personal brand
- ✓ Build congruence with your personal brand into your day to day behavior

Course content

- Suitable for anyone who wants to create a personal strategy for improving the impact they have on other people at work.

Which format is right for me?	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Suitable for full day delivery.
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Innovation & Creativity

In our volatile, uncertain, complex, and ambiguous (VUCA) world, organizations can't fulfil their missions without being innovative. Very few companies will succeed in the future by continuing to do what they've always done. Indeed, if they fail to keep pace with the way the world is constantly transforming, they may fail altogether. Innovation helps organizations to create and improve processes, products, services, and experiences for their customers, staff, and other stakeholders.

The first step in realizing the benefits of innovation is to shift our outlook and perceptions. We need to adopt an innovation mindset, which means being open to change, taking risks, embracing diversity of thought, and not being satisfied with the status quo. This session will help you fully recognize what innovation looks like in the workplace. It'll give you the confidence to become more innovative by shifting your mindset and applying your newly learned skills and tools to your organization's challenges.

What will I learn?

By the end of this session, you will be able to:

✓ Define innovation and creativity, and describe the link between the two
✓ Explain the benefits of innovation and what it takes to become a good innovator
✓ Adopt an innovation mindset to fuel new habits
✓ Use a range of creativity tools, including mind mapping and brainstorming

Course content

- Distinguishing between innovation and creativity
- The innovation continuum
- Advantages of an innovative workplace
- Traits of a successful innovator
- Five elements of an innovative mindset
- Three tiers of questions to stimulate innovation
- Disruptive questioning techniques
- Unlocking creativity
- The power of visual mindmapping techniques

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Introduction to Effective Project Management

Acquire the skills and competencies to successfully lead predictive projects in different environments. The training course is the ideal, practical introduction to project management for everybody involved in a project. The intensive training allows you to acquire the basics of project management incorporating the essential concepts in predictive and iterative project management.

Participants will enjoy a practice-oriented introduction to project management
– including predictive and agile methods.

What will I learn?

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

- Have a good knowledge about agile project management
- Understand the differences between agile and predictive approaches
- Are able to contribute to agile projects
- Apply the essentials of project predictive and iterative management
- Contribute efficiently to the end product of a project

Choose duration:

- **2 x 3 hours**– more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Suitable for full day in-person delivery.

Topic area available through our public schedule. |
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Introduction to Management

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We know that managers play a crucial role in engaging, developing, and supporting employees, enabling them to do and be their best at work every day. Achieving that requires a whole new set of skills that can't be learned overnight. The first step is to understand how your role has changed, what it takes to be a successful manager, and what your team really needs from you.

If you are new to the job, this comprehensive course is the ideal way to quickly gain the knowledge and skills you require to manage people and teams. The program 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.

Choose duration:

- **2 x 3 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, 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
✓ Recognize when to give performance feedback and how to do so effectively
✓ Explain how to assess performance and monitor progress against goals
✓ Select the most suitable methods of development for individuals in your team

Course content

- Understanding what is required of you in your role as a manager
- Defining the characteristics of a great manager
- Meeting the needs and demands of the task, team and individual

Which format is right for me?	2 x 3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Suitable for 2 x full day in-person delivery.

Topic area available through our public schedule. |
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Interviewing Skills for Interviewers

People are the most valuable ingredient for team and organizational success, so conducting effective interviews is vital, in order to get the right talent in the right place at the right time. Interviewing requires significant time and effort, and this interactive session will help you to make the best decisions about who to recruit, while also showcasing your organization.

Whatever role you play in the interviewing process, this session will equip you with the knowledge, skills, and confidence to conduct interviews that are inclusive and effective, both in person and remotely.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Be inclusive in your interview approach, eliminating bias from the hiring process
- ✓ Use competency-based questions to objectively assess candidate skills, knowledge, and experience
- ✓ Follow a structured, end-to-end process for preparing and conducting effective interviews
- ✓ Plan and prepare to conduct an interview both in person and remotely, leaving a positive impression of your organization

Course content

- Stages of the recruitment and selection process
- Practical steps that can be taken to make the recruitment and interview process more inclusive
- Designing the selection process using competency-based questions
- Three of competency-based questioning techniques

- Six key considerations to avoid selection bias
- GATE interview structure
- STAR method for answering interview questions
- Making the final selection
- Additional considerations for conducting virtual interviews.

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Leadership Styles

Effective leadership is not one-size-fits-all. Great leaders know how to adapt their approach to suit the situation, the task at hand, and the individuals they are leading. In this course, you'll explore four distinct leadership styles, learning how to define and differentiate between them.

You'll gain the skills to assess an employee's skill level and motivation in relation to a specific task, giving you a clear framework to determine which leadership style is the most effective fit. This course will help you to develop the flexibility and insight needed to lead with confidence and precision in any scenario.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

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

- Assess an employee's skill level and motivation in relation to a specific task or situation
- Define and differentiate between four distinct leadership styles
- Determine which leadership style is most appropriate for a given task or situation
- Recognize when to adjust leadership styles based on changing circumstances, team dynamics, and individual needs.

Course content

- Reflecting on your leadership experiences
- Assessing individual capability in relation to a task
- Assessing motivation and commitment
- Understanding individual drivers and needs

- Matching the right leadership style to circumstances and situations
- Defining four key leadership styles
- Choosing your leadership style in common scenarios

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Leadership Under Pressure

What defines a leader? Is it a title, a position in the hierarchy, or something deeper? True leadership is about making a positive impact, driving change, and fostering an environment where everyone can thrive, regardless of your job title or position in a hierarchy. If we accept that definition, it quickly becomes clear that anyone, at any level, can be a leader.

This course will equip you with the understanding and skills to lead by influence rather than position that will enable you to expand your influence, establish loyal allies, and mobilize support for your ideas.

🕐 **Choose duration:**

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

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
✓ Develop a sense of psychological safety for your team
✓ Identify actions to increase motivation when under pressure
✓ Apply strategies for communication through a crisis
✓ Guide others by role modelling calmness under pressure

Course content

- Distinguishing between healthy and unhealthy pressure
- Spotting early warning signs of stress
- Three approaches to managing stress
- Creating and nurturing psychological safety
- Maintaining motivation under pressure
- Remaining calm and optimistic in a crisis

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Leading Hybrid Teams

This session will cover what today's leaders need to relearn to effectively lead in a world where hybrid working has become the norm and an expectation. Being a role model and creating the conditions for your team to succeed are a key skillset of today's leaders.

What will I learn?

By the end of this session, you will be able to:

- ✓ Explore the benefits and challenges of hybrid working
- ✓ Know how to mitigate bias associated with hybrid working
- ✓ Apply proactive techniques to manage equity within a hybrid team
- ✓ Develop tactics that can help support team connectedness and inclusion

Course content

- Challenges and benefits of fully remote, hybrid, and fully in-person teams
- Three key challenges faced by hybrid teams
- Strategies for hybrid managers to support their teams
- Creating environments that enable quality connections with colleagues
- Behaviors that model psychologically safe interactions
- Ensuring inclusive communication in hybrid meetings
- Identifying the best tools for team communication to avoid virtual fatigue
- Hybrid meeting equalizers
- Building blocks for establishing accountability
- Difference in assessing performance in hybrid teams

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Leading Project Teams

Your team is one of the biggest assets when it comes to delivering project results. Setting up your team properly and empowering it throughout the process will help you to lead the project to success. This course will focus on the major elements of leading a team, such as team development, communication and motivation.

Delivered by our accredited project management experts this course will focus on social competencies from a specific project management perspective.

What will I learn?

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

- Understand the importance of leading a team effectively
- Apply basic concepts related to communication and motivation
- Empower team members within the project team
- Understand the principles of leading teams

Is it right for me?

This course is suitable for project managers who lead a project team (of 5 or more people who work primarily for the project and therefore need to be managed or led by the project manager) and representatives of the PMO.

As prerequisites, participants should know the foundations of project management.

Choose duration:

- **1 x 3.5 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	1 x 3.5 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Leading Remote Teams

Effective Remote leadership demands more than simply shifting activities online. This interactive course equips managers with the skills and tools to lead remote teams with confidence, clarity, and care.

Built on three core strategies — Building a Positive Team Culture, Creating Clarity and Connection, and Enabling and Sustaining High Performance — the course explores how to foster trust, belonging, and psychological safety while keeping teams aligned and motivated. Whether you're new to managing remotely or want to sharpen your approach, this course will help you build a stronger, more engaged, and higher-performing team.

What will I learn?

By the end of this session, you will be able to:

✓ Build a positive team culture based on psychological safety, trust, and belonging
✓ Foster unity and mutual accountability by defining a shared purpose for the team
✓ Align expectations to reinforce shared goals, priorities, and standards
✓ Enable sustainable performance by shifting from monitoring inputs to assessing outputs and outcomes

Course content

• Defining the overall purpose of your team
• Encouraging positive behaviors that bring your team values to life
• Nurturing psychological safety through your everyday leadership practice
• Establishing communication norms
• Setting goals and aligning expectations
• Shifting from managing inputs to managing outputs
• Helping people to manage their personal resources in a sustainable way

Choose duration:

• **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

• **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	Topic area available through our public schedule.

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Leading with Augmented Teams

AI is already influencing how teams work, make decisions and deliver results. As agency becomes distributed across humans and machines, leadership accountability remains unchanged – but the way leaders exercise that accountability must evolve.

This session will equip you to lead effectively when AI is being used across your team. You will define the leadership mandate for augmented teams, learn to make explicit decisions about AI use, and establish team norms that balance innovation with appropriate safeguards. The goal is confident, accountable leadership – not becoming the team's AI expert.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

 By the end of this session, you will be able to:

- ✓   define the leadership mandate for augmented teams
- ✓   make intentional and explicit leadership decisions about AI use
- ✓   establish team norms for epistemic safety and effective AI use
- ✓   empower augmented teams without becoming the AI expert

Course content

- How AI is already influencing team dynamics and outputs
- The leadership mandate: accountability in distributed agency
- The AI Leader Archetype self-assessment
- Moving from approval to leadership: the mindset shift
- Making explicit decisions about AI use in your team
- Establishing team norms for responsible AI adoption
- Epistemic safety: ensuring quality and trust in AI-assisted work
- Empowering teams to experiment without over-reliance
- Leading through inquiry: key questions for AI governance

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Leading Without Authority

What defines a leader? Is it a title, a position in the hierarchy, or something deeper? True leadership is about making a positive impact, driving change, and fostering an environment where everyone can thrive, regardless of your job title or position in a hierarchy. If we accept that definition, it quickly becomes clear that anyone, at any level, can be a leader.

This course will equip you with the understanding and skills to lead by influence rather than position that will enable you to expand your influence, establish loyal allies, and mobilize support for your ideas.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ To articulate the core principles of leadership and the mindsets that underpin effective leadership
- ✓ To identify the personal values that will guide your leadership style and decision making
- ✓ To build and nurture diverse professional relationships based on trust
- ✓ To effectively influence colleagues and stakeholders without relying on positional authority

Course content

- Distinguishing leadership from conventional management
- Common myths about leadership
- Cultivating a leadership mindset
- Aligning actions with core beliefs and values
- Building trust-based relationships
- Six key behaviors to influence without authority

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Leading in Uncertain Times

This session will provide you with some essential strategies for leading your teams through times of insecurity and ambiguity. You will learn how our brains react to uncertainty and how this manifests itself in individual behavior.

You will then define how to move yourself and your teams through the necessary emotional changes - using your emotional intelligence and impactful communication - in order for them to accept the uncertainty and maintain high performance.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Recognising uncertainty in the workplace
- ✓ Developing emotional resilience in times of uncertainty
- ✓ Define how to communicate effectively with your team
- ✓ Create an action plan to implement immediately in order to support you and your team

Course content

- This short session is suitable for anyone who leads, manages or supervises others and is currently faced with change and uncertainty in the workplace.

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

Manager vs Leader

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This session will firstly ask participants to consider the importance of knowing the difference between leadership and management, and what each one means. It goes onto look at the different tools for both and what situations demand leadership, and which need management.

The session will also provide some practical tools that will help with both management and leadership too.

What will I learn?

By the end of this session, you will be able to:

✓ Define the difference between management and leadership
✓ Recognize the skillsets that are common to both leading and managing
✓ Know when to lead and when to manage
✓ Understand the three stages of transitioning from management to leadership

Course content

- Responsibilities of managers and leaders
- Commonalities between managers and leaders
- Five key differences between managers and leaders
- Distinguishing between a management problem and a leadership problem
- Three stages of transitioning from management to leadership
- Actions to take as you move through the three stages

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Managing Change

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Driven by both internal and external factors, the business world is in a constant state of evolution. Join us in this interactive, bite-size session, where you will explore this dynamic world by diving into a robust change model to optimize your actions and enhance your results and relationships.

You will explore the nuances of personal resistance to change to understand why it happens, how you can spot it, and what actions you can take, and to equip yourself to manage diverse reactions effectively.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Articulate the leader's role in managing change
- ✓ Organize key activities for managing change successfully
- ✓ Recognize your own and others' reactions to change
- ✓ Develop strategies for overcoming resistance to change

Course content

- Three key steps for preparing for change
- Strategies to manage change effectively
- The importance of reinforcing change
- Understanding emotional reactions to change
- Overcoming resistance to change
- The 4Ps of a manager's role in change

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Managing Stress

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This session examines the causes, symptoms and impact of work-related stress. You will define the difference between positive and unhealthy stress and identify the warning signs to look out for.

You will explore some common scenarios to evaluate ideas for supporting others with managing stress, and will consider three leadership approaches to use in different situations. You will leave the course with a stress management plan to apply within your own team.

What will I learn?

By the end of this session, you will be able to:

✓ Identify the signs of stress early
✓ Decide when and how to intervene and offer support
✓ Recognize four types of work-related stress
✓ Plan and implement a stress management plan

Course content

- Distinguishing between healthy pressure and unhealthy stress
- Identifying common stressors
- Recognizing common symptoms of stress
- Four types of work-related stress
- Three approaches to managing stress
- Stress in remote working environments
- Managing stress during change
- Stress management planning
- Keeping your team in the healthy pressure zone

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Managing Upwards

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This workshop provides practical tools to build a more effective, collaborative relationship with your manager by understanding their preferences, aligning expectations, and communicating with clarity. Through reflective exercises, group discussions, and scenario-based practice, you will explore how to adapt your style and approach to make your value visible and anticipate what your manager needs to succeed. The session focuses on strengthening trust, improving upward communication, and using simple frameworks to work more strategically and proactively with your manager. You will leave with a clearer sense of how to shape a high-value, low-friction partnership with your manager.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Define what you can expect from your manager and what your manager expects from you
✓ Develop a strategy to develop a high-value, low-friction relationship with your manager
✓ Map your manager's working style, preferences, and pressures, and identify where your   own approach aligns or clashes
✓ Adapt your communication to suit your manager's style using structured and concise messaging

Digital learning available

Course content

- Understanding the management relationship.
- Defining mutual expectations.
- Emphasizing your value.
- Mapping your manager's preferences.
- Evaluating management personas.
- A strategy for communicating upwards

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Suitable for full day in-person delivery.

Topic area available through our public schedule. |
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

Be **ready** for tomorrow

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Managing a Matrix Team

In today's uncertain climate, many organizations 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 organization.

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 learn how to analyses each stakeholder according to their level of power and interest, and apply a well-known influencing model to your most important stakeholder relationships.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, 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
- ✓ Implement a plan for influencing your key stakeholders
- ✓ Draft a strategy for overcoming the key challenges of managing in a matrixed environment

Course content

- Definition of a matrix team's appearance, communication and dynamics
- Types of matrix structures in organizations
- Common challenges faced by team members and managers
- Three key challenges of matrix teams

- Four essential leadership skills and how to use them to overcome challenges.
- Effectively managing stakeholders based on their interest and level of power
- Six steps to influencing without authority
- Identify relevant influencing currencies

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Mental Health at Work

We all have mental health, just like we all have physical health. And just like physical health, when we neglect our mental health, we put ourselves at risk of unnecessary suffering. Due to inherent stresses and strains of the workplace, as well as the amount of time we spend at work, understanding how to identify and address mental health issues is vital.

This topic looks at how we can all raise our own awareness of mental health, the components of mental health, and what gets in the way of mental health.

What will I learn?

By the end of this session, you will be able to:

✓ Understand what mental health is, and why we should care about it at work
✓ Be aware of what mental health looks like for you and how to maintain mental health
✓ Have strategies for staying well, and recovering
✓ Know how to create a culture of mental health in your team and workplace

Course content

- Define mental health
- Explain the importance of focusing on mental health in the workplace for individuals, teams, and organizations
- Discover key statistics related to mental health in the workplace
- Describe what does good mental health looks like, and how to recognize it
- Identify three components of mental health
- Understand the stages on the mental health continuum

- Discuss factors that can impede mental health
- Balance the resilience scale with negative experiences and positive supports
- Examine factors that may you lead individuals down the mental health continuum
- Identify common causes of workplace stress
- Explore strategies for recovering positive mental health
- Outline five steps to mental well-being

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Mentoring With Impact

Mentorship can be highly enriching and rewarding for mentors and their mentees. Through this relationship, both parties can gain new perspectives, expand their existing networks, grow in confidence, and develop as professionals.

As a mentor, you have an opportunity to play an important role in someone's career development. In 10 years' time, your mentee might look back and see your input as the turning point for their success. Becoming a mentor gives you the chance to share your knowledge and experience, support someone's personal and professional growth, make meaningful connections, and inspire excellence.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Adopt an appropriate mentoring approach o bring the best out of your mentees
✓ Describes the mentor's role and the key skills required for effective mentoring
✓ Maintain an appropriate balance of challenge and support throughout the mentoring process
✓ Initiate a mentoring relationship and agree terms with the mentee

Course content

- The role of the mentor
- Integration of mentoring within other development strategies
- Successfully matching mentors with mentees
- Styles of mentoring on the push/pull continuum
- Choosing the best approach to mentoring

- Positive mentoring behaviors
- Balancing challenge and support in a mentoring conversation
- Key components of a mentoring contract
- Topics to discuss in the first mentoring meeting
- Ten key considerations for formal mentoring

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Modern Minute Taking

Meetings move fast – so how do you keep up and capture the key points effectively? This session is about making minute-taking easier and more effective in any setting, whether in-person, virtual, or hybrid. You'll discover how to streamline your note-taking, to produce minutes that people read and use. You'll learn how to overcome your minute-taking challenges by setting yourself up for success before, during and after meetings.

Whether you are new to minute-taking or looking to refine your skills, by the end of this interactive session you will feel confident in creating professional, easy-to-follow meeting minutes.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

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

✓ Explain the evolving role of the minute-taker
✓ Structure and format minutes for clarity and actionability
✓ Recognize and overcome minute-taking challenges
✓ Adapt minute-taking practices to modern meeting environments

Course content

- Identifying your minute-taking challenges
- The evolving role and responsibilities of the minute-taker
- Essential skills for minute-taking
- Active listening skills for identifying key content

- Structuring notes effectively
- Summarizing & paraphrasing
- Practice minute taking from a brief video
- Capturing actions and decisions clearly
- Using relevant digital tools

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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Motivating Your Team Members

How do some teams make hard work look easy? And why do some teams struggle to complete even the simplest tasks? The answer is motivation.

Knowing how to motivate your team members, and keep them motivated, will enable you to bring out their best skills, knowledge, attitudes, and behaviors. Motivation is the magic formula that helps you to achieve individual, team and organizational goals.

Everything that you say and do as a leader will impact the motivation of your team. Your behavior can foster the right environment and relationships that enable people to excel; this will result in better performance, increased innovation, informed decision-making and energized problem-solving.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual only

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Define the true meaning of motivation at work and explain key theoretical concepts
- ✓ Identify common motivators and demotivators in the workplace
- ✓ Pinpoint the motivators of your individual team members
- ✓ Create an action plan to increase motivation across your team

Course content

- Understanding motivation in relation to your team
- Actions of managers that cause demotivation
- Indicators of a demotivated team
- Six popular motivational theories
- Examples of formal and informal recognition

- Creating ownership and responsibility
- The importance of workplace relationships
- Defining your team's purpose
- Fostering a growth mindset
- Using effective goal setting to enhance motivation

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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Navigating Middle Management

Middle management is important in every organization. It bridges the gap between senior leadership and frontline employees. This course will guide you through the complexities of managing up, down, and across the organizational hierarchy. If you're transitioning from a first-line management position, it'll help you understand the unique challenges and opportunities of middle management.

You'll find out how to identify your new stakeholders and develop strategies to meet their needs and expectations. Finally, you'll focus on establishing credibility and gaining respect through integrity, competence, and reliability. These foundational elements will help you build a reputation as a trusted and capable leader. This is essential for long-term success in middle management. By the end of the course, you'll be equipped with the knowledge and skills to move into middle management with confidence.

What will I learn?

By the end of this session, you will be able to:

- ✓ Differentiate between first-line and middle management roles and navigate the transition effectively
- ✓ Identify key stakeholders and develop strategies for engaging them and meeting their expectations
- ✓ Tailor your communication to suit the needs of senior leaders, peers, and direct reports
- ✓ Establish credibility and gain respect by demonstrating integrity and competence

Course content

- Primary responsibilities of first-line and middle managers
- Three key areas of change when transitioning to middle management
- The CONNECT framework to understand middle management
- Understanding T-shaped leadership
- Assessing and analyzing stakeholder influence and interest
- Tips for communicating up, down, and across
- Top 10 management capabilities

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Navigating Workplace Politics

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This session will equip you with an understanding of the dynamics and challenges associated with workplace politics. You'll explore the most common sources of political conflicts in the office and learn about the risks and repercussions of not addressing these issues effectively.

The session will delve into a variety of strategies for navigating and managing political situations, offering practical advice and actionable tips that you can apply in different scenarios.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Define workplace politics and its relevance in the professional environment
✓ List the positive and negative aspects of workplace politics
✓ Identify common political behaviors and tactics in the workplace
✓ Learn strategies to navigate workplace politics effectively and ethically

Course content

- Define what is meant by workplace politics
- Benefits of effectively managing workplace politics
- Common forms of workplace politics
- Drivers of office politics
- Destructive workplace politics
- Navigating workplace politics with grace

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Negotiation Skills

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Negotiating consists of an essential set of skills that we use in all aspects of our lives, sometimes without even realizing it. Negotiations are a way of reaching an agreement and can be about anything, from the type of coffee you want to the terms of a new employment contract.

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 in order to accomplish a positive result for both sides. You will also have the opportunity to identify a real upcoming negotiation and to practice working through the process and applying the associated skills in a safe and supportive environment.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Distinguish the difference between transactional and collaborative negotiation
- ✓ Apply a step-by-step process for successful negotiations
- ✓ Recognize your BATNA and how it is used to achieve success in a negotiation
- ✓ Identify the best strategy to use in your negotiation

Course content

- Understanding transactional and collaborative negotiation
- Five key benefits of becoming an effective negotiator
- Common challenges that derail negotiations
- Qualities of effective negotiators
- Differences between push and pull negotiation styles

- An eight-step negotiation process
- Planning for a mutually beneficial outcome
- Strategies to establish and maintain rapport
- Maximizing the appeal of your proposal
- Bringing negotiations to a close
- Understanding your best alternative
- Managing emotions during negotiations
- Responding to accusations
- Eight tactics for effective negotiations

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Objective Setting

hemsley fraser

This session is designed to equip participants with the knowledge, tools, and practical techniques needed to set SMART (specific, measurable, achievable, relevant, and time-bound) objectives effectively.

Through engaging discussions, interactive activities, and real-world examples, this VILT will empower participants to become proficient in the art and science of objective setting.

You will leave with the ability and confidence to successfully prepare and deliver appropriate task and behavior objectives to your team.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

✓ Learn the benefits of setting clear objectives in personal and professional contexts
✓ Acquire strategies to overcome challenges of setting objectives
✓ Apply the SMART framework to real-life scenarios and work situations
✓ Write—and encourage your employees to write—effective task and behavior objectives

Course content

- Differentiating between objectives, goals, and targets
- Benefits of setting clear objectives
- Identifying barriers to clear objective setting
- A five-step process for setting objectives
- Defining goals clearly
- Three steps to writing effective objectives
- Considerations when setting behavior objectives
- Discussing and agreeing on objectives
- Monitoring progress effectively

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Peer to Manager

The leap from team member to team leader is exciting. It's more than a title change, and you'll need to adjust your behavior, thinking, and relationship management. Handling this period of change effectively is crucial for your success as a new manager. It also matters for your team's well-being and productivity. Managers in this position often benefit from guidance on how to ensure a seamless transition and build authority without damaging existing relationships. This course will give you actionable insights and practical tools so that you can smoothly step into your new role and earn the respect of your team.

You'll learn how to manage well by balancing assertiveness with understanding, setting clear expectations, and meeting your team's needs. You'll also find out how to request and receive feedback in a way that's right for the delicate power dynamics of your new position.

What will I learn?

By the end of this session, you will be able to:

✓ Learn how to identify and navigate the unique challenges of managing former peers
✓ Learn how to set clear expectations for your team and recognize what your team expects from you
✓ Learn how to balance firmness and fairness in your management approach
✓ Learn how to seek feedback and respond to it graciously

Course content

• Identify external and internal challenges of managing former peers
• How to adopt a growth mindset
• Outline three key steps to managing former peers
• Setting clear expectations
• Understand what your team expects from you
• Balance firmness with fairness
• Learn how to ask for feedback
• Follow the golden rules of receiving feedback
• Six key tips to managing former peers

Choose duration:

• **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
• **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Performance Management

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. 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.

What will I learn?

By the end of this session, you will be able to:

✓ Learn about the purpose and benefits of performance management
✓ Apply the performance management process
✓ Recognize when to hold performance conversations and learn how to do so effectively
✓ Demonstrate your ability to apply the knowledge gained in the session to a real-life scenario

Course content

- Key questions effective performance management should enable your team to answer
- Five common barriers to performance management in a hybrid world
- The performance management cycle
- Aligning impactful performance objectives directly with organizational strategy
- Writing effective SMART objectives

- Setting behavioral objectives
- Common causes of underperformance
- Using the gap analysis model to create an action plan
- Four step structure of a performance conversation
- Performance management best practices

🕐 **Choose duration:**

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Personal Brand & Impact

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This session will help you to connect with your own personal brand in order to make a greater and more positive impact on your stakeholders. During this session you will explore a five-step process for developing a memorable and consistent personal brand. You will evaluate the perception that other people have of you and will consider the best approach for projecting the image you want to create in the workplace. You will also have the opportunity to practice making a first impression that reflects your personal brand.

When you leave the session, you will have articulated your personal brand in a concise statement, and will be ready with an action plan to enable you to live your brand each day at work.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:
- ✓ Analyse your perception of yourself and how that correlates with how others see you
- ✓ Recognize the impact of your behavior on the impression you make on others
- ✓ Plan, activate and strengthen your personal brand
- ✓ Build congruence with your personal brand into your day-to-day behaviour

Course content

- The 5Ps of personal branding
- Using the power/interest matrix for effective stakeholder mapping
- Understanding what makes you unique
- Developing your own personal brand statement
- Packing your own brand for your stakeholders
- The 3Cs of consistently communicating your own brand

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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PMI®-ACP Certification Preparation

The journey is currently divided into 9 sessions of 4 hours, including a 3 hour exam can be taken in a test centre or online. On the first day of training you will get access to the X-AM tool which is accessible during 12 months, as well as the digital copy of the PMI-ACP® Exam Prep book. After the course you'll get a certificate from STS which you can use when you register for the Exam.

Following the training and prior to the exam date, the trainer is available to support you individually, via an online communication tool or by email, to clarify any open points for the exam preparation.

Choose duration:

- **9 x 4 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Eligibility – must fulfil

- Secondary degree
- 21 contact hours of training in agile practices (covered with this course)
- 12 months of general project experience within the last 5 years. A current PMP® or PgMP® will satisfy this requirement but is not required to apply for the PMI-ACP.
- 8 months of agile project experience within the last 3 years

Is it right for me?

- Agile coaches and Scrum Masters
- Product owners, responsible to deliver value and represent stakeholders
- Everybody with a genuine interest in doing Agile correctly
- Team members who are involved in an Agile environment

Which format is right for me?	9 x 4 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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Positive Psychology

This session will help you to understand your default mindset and how this can influence your behaviors and feelings at work. The session explores the theory behind positive psychology along with defining what it is and how it might differ from other areas of psychology that you may be more familiar with.

You will practice reflection to help you make your unconscious behaviors more conscious, with a focus on building positive relationships and increasing engagement at work.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual only

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain what positive psychology is and how it differs from other fields of psychology
- ✓ Explain how psychological mindsets influence behaviours
- ✓ Describe the five pillars of the PERMA model
- ✓ Use tools to help manage your mindset, 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 mindset

Course content

- Understanding the principles of positive psychology
- Differentiating positive psychology from happiness
- Identify the sources of positive emotions
- Exploring four areas of focus to achieve flow
- The importance of and how to build and maintain strong relationships
- Discovering purpose and meaning in life and work
- The importance of recognizing and celebrating achievements
- Key questions for effective personal goal setting

Which format is right for me?	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✔
Time to briefly practice new skills alongside peers	✔
Extended time to practice new skills with feedback from peers	✔
Guided reflection time to connect previous experiences to new learning	✔
Time to build connections with others seeking to enhance similar capabilities	✔
Pre- and post- work available to further embed learning	✔

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PRINCE2® 7th Edition (Foundation & Practitioner)

PRINCE2® 7 Foundation provides the theoretical knowledge of how to plan, manage and deliver projects from start to finish. A pass at the Foundation level is a prerequisite for the Practitioner certification. As an Accredited Training organization to deliver PRINCE2® 7 Foundation and Practitioner, you have the option to study each level separately or complete both in a full week.

It's focus on governance, risk management, and benefits realisation sets it apart from other qualifications. By integrating agile concepts, focus on people in project management and emphasizing tailoring, PRINCE2® 7 is even more adaptable to diverse project environments. PRINCE2® 7 addresses changes in the project management sector and adapts to evolving working practices and technologies.

Choose duration:

- **Complete both practitioner and foundation modules in a full week**

Choose modality: Virtual or in-person

Digital learning available

Latest updates

- Focus on People Management
- Enhanced Flexibility and Customisation
- Embracing Digital and Data Management
- Integration on Sustainability into Project Performance
- Compatibility with Agile, Lean and ITIL
- Designed for all professionals, including aspiring or experienced project managers

As an Accredited Training organization to deliver PRINCE2® 7 Foundation and Practitioner, you have the option to study each level separately or complete both in a full week.

- Course Code: CERT-P2F – PRINCE2® Foundation
- Course Code: CERT-P2P – PRINCE2® Practitioner
- Course Code: CERT-P2C – PRINCE2® Foundation & Practitioner Combined

Which format is right for me?	10 x 3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	✓
Guided reflection time to connect previous experiences to new learning	✓
Time to build connections with others seeking to enhance similar capabilities	✓
Pre- and post- work available to further embed learning	✓

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Presentation Skills

This module is a dynamic and interactive session designed to empower participants with the essential techniques and strategies to deliver powerful presentations that captivate, persuade, and leave a lasting impact on their audiences.

Whether participants are presenting to colleagues, clients, or stakeholders, this session equips them with the tools needed to confidently and effectively communicate ideas and messages.

What will I learn?

By the end of this session, you will be able to:

✓ Learn great presenting skills by managing your message, managing yourself, and managing your audience
✓ Apply the fundamentals of structuring, writing, and delivering powerful communication
✓ Develop self-awareness to better understand your own emotional responses to presenting
✓ Identify strategies to effectively manage your audience

Course content

- Three areas to effectively manage for maximum impact when presenting
- How to structure your presentation using the Ruel of 3 and the Pyramid frameworks
- Effectively using visual aids
- How to manage yourself physically, emotionally, and mentally when presenting

- Using body language for maximum impact
- How to manage challenging audience behavior
- Taking and handling questions
- Considerations for presenting virtually

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		Suitable for 2 x full day in-person delivery.

Topic area available through our public schedule. |
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Prompt Power

The quality of AI outputs depends significantly on the quality of our input and how we communicate with these tools. Understanding how to craft, verify, and refine prompts effectively is now an essential workplace skill that can dramatically improve productivity and output quality.

This hands-on session will provide you with practical frameworks and techniques for communicating with generative AI to achieve reliable, high-quality results. You will learn the golden rule of prompt engineering, practice structured prompting approaches, and develop skills to refine and iterate on your prompts for continuous improvement.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

- ✓ Apply a prompting framework for precise, high-quality outputs
- ✓ Use a simple prompting workflow to improve AI outputs
- ✓ Explain and apply the most important rules of prompt engineering
- ✓ Practice refining your prompts using proven technique

Course content

- Defining prompt engineering and its importance
- Benefits of quality prompting: accuracy, productivity, and consistency
- The golden rule of prompt engineering
- Structured prompting frameworks for different tasks
- Context engineering: providing the right information
- Iterative prompt refinement techniques
- Five research-backed prompting strategies
- Refining prompts for the appropriate tone, style, and audience fit
- Quality checking AI outputs before sharing

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

Be ready for tomorrow

Problem Solving

hemsley fraser

Solving problems is at the centre of daily working life. These problems come in all shapes, sizes, and levels of complexity: everything from choosing the right colors for a website to tackling a complicated issue for the company's largest client. It's critical that we learn how to solve problems with confidence. Our problem-solving abilities not only impact how well we do in our roles but also how far we can progress.

In this workshop, you'll learn how to apply a structured approach to problem-solving. It starts with how to spot problems at work and how to craft clear problem statements that define the issue succinctly. Next, you'll learn techniques to dig deep into the heart of a problem and identify its root causes by looking beneath surface-level symptoms. This session will provide you with a practical set of tools and a step-by-step approach to apply to your problems. Once you get back to work, you'll be ready to tackle whatever faces you and move forward to more successful resolutions and outcomes.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Identify problems at work and create problem statements.
- ✓ Use accepted techniques to identify the root causes of problems.
- ✓ Generate and evaluate potential solutions for problems.
- ✓ Use a structured matrix to enable effective decision-making.

Course content

- Five steps to problem solving
- Crafting a well-defined problem statement
- Tools to analyze the problem
- How to make brainstorming more effective
- Constructing a decision matrix
- Ingredients of ethical decisions
- Questions to ask as part of an implementation plan

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule. 'Problem Solving & Decision Making'
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Problem Solving & Decision Making

Making sound decisions about how to resolve the problems we inevitably face in the workplace is an essential skill we all need in the complex world we live in.

The problems we face come in all shapes, sizes, and levels of complexity; as do the decisions that accompany them. Some may be routine and have minor significance, but others may have far-reaching effects and consequences. In all cases we need to develop the confidence and capability to make effective decisions that are based on a robust and structured process.

In this interactive 3 hour workshop you will learn how to take a more structured approach to analysing the problems you face and making decisions with confidence. You will follow a series of steps – from defining what the real problem is, up to implementing and evaluating your decision - and will practice applying a range of tools to ensure that your decisions add true value to your business.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Implement a practical process for solving problems and making decisions
- ✓ Use tools to diagnose the root cause of any business problem
- ✓ Generate a range of potential solutions
- ✓ Evaluate options objectively, based on benefits, barriers and risks
- ✓ Minimise bias in decision making
- ✓ Implement solutions to your problems and monitor progress

Is it right for me?

- Is problem-solving and decision-making a regular part of your day?
- Do you ever waste time and effort on a problem, only to find that what you thought wasn't the real issue after all?
- Would you like to streamline and structure your approach to problem solving?
- Would you like to eliminate frustration and tension in group problem solving?

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.

'Problem Solving & Decision Making' |
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

Project Management Professional (PMP) ®

The Project Management Professional (PMP)® certification is globally recognized and demonstrates to employers, clients and colleagues that a project manager possesses knowledge, experience and skills to successfully run a project. The journey is currently divided into 9 sessions of 4 hours. Further, individual preparation work is required between the sessions, but the trainer will be available for support during the time of the preparation course.

What's included?

- Instructor-led training with a PMI® ATP accredited and experienced trainer
- Access to PMI Training material, particularly designed to prepare for PMP certification
- Additional training material designed by ProPM-P complementary to PMI training material
- Support for the registration and certification process
- Exam simulator with more than 1300 questions to exercise on exam-like questions as many times as you want
- PMI membership and access to additional digital learning material (PMI Standards+) provided by PMI (for 12 months)
- PMP Exam Fee – which gives you direct access to the exam (valid for 12 months after course registration)
- Additional learning material covering predictive, agile and adaptive PM methods in more detail
- The PMP preparation course fulfils the 35 hours of education requirement. For more details please refer to the PMI® PMP® Certification Handbook and the PMP Exam Content Outline.
- If you are not sure about your experience or eligibility, we can put you in contact with one of our trainers to discuss and evaluate your experience.

Choose duration:

- **9 x 4 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	9 x 4 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Projects in a Complex Environment

hemsley *fraser*

Learn how to avoid feeling overwhelmed by the reality of projects and develop valuable skills to make sense of complexity and deliver valuable results.

This course takes into consideration all the external factors that influence any project. It provides you with a good understanding of the divergent needs of stakeholders, the project environment and risks and provides tools and methods to cope with these elements from the very beginning of a project.

What will I learn?

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

- Understand the external factors that influence a project
- Apply the basic instrument to cope with uncertainty, complexity, and risks
- Work with stakeholders to reduce risks and uncertainty

Is it right for me?

- Project managers who lead a Project team (of 5 or more people who work primarily for the project and therefore need to be managed or lead by the project manager)
- Representatives of the PMO
- Team members, team leads and managers

Choose duration:

- **3.5 hours** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	3.5 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Psychological Safety

hemsley fraser

Psychological safety is an ongoing journey toward creating an inclusive workplace where people feel safe to share opinions, offer alternative perspectives, propose ideas, ask questions, share concerns, and make mistakes. It's only by creating a psychologically safe environment that we can release the full potential of ourselves and others.

Once you realize the benefits that this type of environment can bring, you will be motivated to create a workspace where people feel safe to speak up. At the end of this session, you will have a range of practical steps that you can start to implement immediately with your co-located, remote or hybrid teams.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain what psychological safety is and the benefits it can bring
- ✓ Identify why speaking up can be difficult and the potential consequences if people don't speak freely
- ✓ Assess the current position of your team and the implications of this
- ✓ Implement practical actions to create a psychologically safe environment

Course content

- Defining psychological safety
- Characteristics of a psychologically safe team
- Why people may not speak up
- Four leadership habits of psychological safety
- Setting the scene of change
- The power of asking
- How to respond productively
- Being a role model for your team
- Considerations for remote teams

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Psychology of Leadership

During this session, participants will consider what makes certain leaders great and the attributes that they have, takes in some of the most common leadership models, and will engage in a discussion about whether leaders are born or made, and what it truly means to be a leader today.

What will I learn?

By the end of this session, you will be able to:

✓ Define the core principles that align with the psychology of 21st-century leadership
✓ Explain the concept of adaptive leadership and how to select an appropriate leadership style
✓ Analyze different perspectives of the leadership role
✓ Explain the impact of cognitive bias on decision-making

Course content

- Explore the differences between traditional and modern leadership
- Myths of leadership psychology
- Six emotionally intelligent leadership styles
- Identify three different leadership psychologies
- Key roles of a host leader
- Psychology of decision-making
- Avoiding cognitive bias in decision-making

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Relating to Others

hemsley fraser

This session looks at some of the key skills required to build and sustain effective relationships at work.

There is a focus on self-awareness and communication; including asking meaningful questions, active listening, showing empathy and building trust.

You will also plan ways of reaching out to people and showing your appreciation.

What will I learn?

By the end of this session, you will be able to:

✓ Demonstrate empathy with others
✓ Learn the skill set and mindset needed to relate to others
✓ Apply a process for relating to others to build collaborative relationships
✓ Build trust using the trust equation
✓ Apply the social styles model to communicate effectively

Course content

- Identifying the skills and mindset needed to relate to others
- A 7-step process for relating to others effectively
- Using the Johari window model to increase self-awareness
- Identifying and understanding the needs of others
- Understand the four social styles based on energy and focus
- Responding with empathy
- Practice active listening skills
- Applying the trust equation to build trusting relationships
- Demonstrating appreciation and following-up

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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Reward & Recognition

A fair and inclusive reward and recognition program is essential for keeping employees motivated and feeling valued. It ensures that everyone's contributions, big or small, are noticed and appreciated. Whether it's a simple thank-you or a meaningful reward, recognition boosts morale and encourages employees to give their best. Acknowledging each other's efforts strengthens connections and keeps everyone motivated and engaged.

What will I learn?

By the end of this session, you will be able to:

✓ Differentiate between reward and recognition and their impact on employee motivation
✓ Identify intrinsic and extrinsic motivators and the role they play in reward and recognition
✓ Explore and evaluate key principles for fair and inclusive reward and recognition
✓ Apply practical techniques for an effective reward and recognition strategy.

Is it right for me?

- This session is for anyone interested in learning more about reward and recognition ideas.

Course content

- Principles of a fair and inclusive program
- The differences between and reward program and a recognition program
- Reviewing intrinsic motivators
- The role of extrinsic motivation and rewards
- Key concepts of drivers and job satisfaction
- Appealing to both the head and the heart
- Exploring what you can influence in the workplace around reward and recognition

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

Sales Fundamentals

hemsley fraser

This session covers the fundamentals of selling, participants will pinpoint personal skills and the characteristics of selling effectively. The key stages of the sales process are addressed and participants will learn how to prepare effectively for a sales conversation, and create their own powerful opening statement.

The session then goes onto look at objection handling, features and benefits and questioning techniques too.

What will I learn?

By the end of this session, you will be able to:

- ✓ Describe the key stages of the sales process
- ✓ Prepare effectively for a sales conversation
- ✓ Create and use and powerful opening statement
- ✓ Turn features into benefits that appeal to your customers
- ✓ Formulate useful questions to discover more about your customer
- ✓ Handle real and imagined objections

Course content

- The four distinct stages of the sales process
- Crafting an effective opening statement
- Identifying necessary information for planning your conversation
- Key principles of consultative selling
- Differentiating between features and benefits
- Effective questioning techniques
- Levels of active listening
- Dos and Don'ts of handling objections
- Closing the sales conversation successfully

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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Solution Driven Project Management

Learn how to overcome obstacles and barriers and deliver results regardless of the environment and its constraints. This course is designed to remove impediments within projects. It provides project managers with the necessary tools and instruments to quickly come to solutions and supports the project team to stay goal-oriented.

What will I learn?

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

- Understand the different impediments which may occur during the project
- Apply effective instruments in overcoming obstacles
- Apply methods to solve problems, manage conflicts and lead effective negotiations

Is it right for me?

- Project managers who lead a Project team (of 5 or more people who work primarily for the project and therefore need to be managed or lead by the project manager)
- Representatives of the PMO
- Team members, team leads and managers

STS
the project management training company

Choose duration:

3.5 hours – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	3.5 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

Be **ready** for tomorrow

Stakeholder Engagement

Move beyond "one-size-fits-all" methods and delve into stakeholder assessment and analysis, empowering you to tailor your approach and boost buy-in. Learn to harness the power of planned communication, advocacy, and inquiry to build lasting stakeholder engagement.

Walk away with practical strategies and tools for achieving great results, collaboratively.

What will I learn?

By the end of this session, you will be able to:

- ✓ Define stakeholder engagement and describe the key benefits of this approach
- ✓ Assess and analyse your stakeholders
- ✓ Build stakeholder engagement through planned communication
- ✓ Master advocacy and inquiry to enhance stakeholder engagement

Course content

- Defining stakeholders and stakeholder engagement
- Four-step process for managing and engaging stakeholders
- Identifying different types of stakeholders
- Assessing and analyzing stakeholders using the power/interest matrix
- Recognizing levels of stakeholder support
- Developing communication plans for different stakeholder groups
- Skills and attitudes for influencing, persuading, and negotiating with stakeholders
- Contracting with stakeholders
- Balancing advocacy and inquiry
- Key principles of stakeholder engagement

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

Stepping up to Senior Management

This session will introduce you to the specific role, requirements and attributes of a senior manager, and will get you started on developing the mindset and skillset you need to make that important step.

You will also learn about organizational politics and how to leverage internal power structures to build your power base, developing your unique personal brand, and crucially how to ensure that you meet the needs of your followers.

What will I learn?

By the end of this session, you will be able to:

✓ Define the senior management role
✓ Identify and develop skills needed for the senior level
✓ Formulate your USP as a senior manager
✓ Generate ideas for meeting the needs of your followers

Course content

- Skillset required for senior management
- Navigating organizational politics
- Six sources of power in leadership
- Recognizing your unique leadership attributes
- Building trust with your teams
- Demonstrating compassionate leadership
- Providing psychological safety
- Instilling hope in your teams

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

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Storytelling with Data

This session will help you to transform dull facts and information into compelling and persuasive content through the power of storytelling. You will learn how stories connect people with each other and with the information that's being presented, enabling you to make a strong impression on any audience and inspire them to action.

Using typical business examples, you will have the opportunity to craft a meaningful narrative and consider how visuals can strengthen the message.

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain how stories can make data more compelling
- ✓ Combine data with a narrative and visuals to increase engagement
- ✓ Apply storytelling techniques to business examples
- ✓ Structure your story to effectively communicate the right insights to your audience

Course content

- Three elements to consider when crafting a compelling data story
- Creating your data point of view
- Understanding your audience
- Identifying the hero and adversary in the data
- Utilizing the 3-act story arc framework
- Best practices for using visuals
- Selecting the most appropriate graph and chart to represent your story

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

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Strategic Decision Making

In today's fast-paced and complex world, the ability to make effective strategic decisions is more crucial than ever. This engaging and practical session will help you develop the tools and confidence to make thoughtful, impactful decisions that align with long-term goals.

Whether you're a leader, manager, or someone looking to sharpen their decision-making skills this session will empower you to elevate your approach and highlight why these decisions require a broader perspective.

Through interactive discussions and hands-on activities, you'll learn how to apply a structured decision-making process that ensures clarity and focus and add new approaches to your existing toolkit to guide future decision-making.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Define strategic decision-making and how it differs from everyday decision making
- ✓ Use a decision-making process to guide your approach
- ✓ Implement practical decision-making tools to add to your strategic decision-making toolkit

Course content
- Differences between decisions and strategic decisions.
- Key elements of a good decision
- Four steps in the decision-making process
- Effectively framing the issue
- Identifying insights and data needed to analyze the issue
- Five considerations when identifying your options
- Using decision tree analysis

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

Strategy

A strategy is a framework for making decisions about how an organization will run. In effect, a strategy tells others how your organization will create value for your customers – it doesn't focus on implementation (that's planning!) but it clearly establishes who you are, what you do, and what you stand for.

The decisions made throughout the organization, at every level, ideally link into the strategy to help ensure that everybody is heading in the same direction. Regional, divisional, departmental, and even team strategies may also exist – what's key is that every level of strategy is aligned with the primary, corporate one, and that every employee knows how to link their day-to-day activities to the relevant strategy (or strategies).

This practical and interactive session will help you understand the concept of strategy and provide you with tools to start exploring (and potentially evolving) the strategy for your own area of responsibility.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?
By the end of this session, you will be able to:

✓ Identify the key steps in developing a strategy
✓ Apply strategic analysis tools to your own area of responsibility
✓ Translate your company's strategic objectives into concrete goals and tasks that are relevant to your day-to-day work
✓ Recognize key elements of strategy and know how to utilize them for targeted results

Course content

- Clarifying what is meant by strategy
- Benefits of having a clear strategy
- Seven challenges in developing a strategy
- Characteristics of an effective strategist
- Four steps in developing a strategy
- Using the zoom in, zoom out concept
- Analyzing external factors using the PESTEL framework

- Recognizing market competitiveness using Porter's Five Forces
- Using the 7S framework for organizational analysis
- Considering strengths, weakness, opportunities, and threats (SWOT) faced by the organization
- Implementing your strategy

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

Supporting Neurodiversity

With approximately 15% of the global population exhibiting some form of neurodivergence, it's important that we work toward creating an inclusive workplace and society. In this course, we'll explore different types of neurodiversity, what a neuro-inclusive organization looks like, and how to adapt your communication for maximum effectiveness.

What will I learn?

By the end of this session, you will be able to:

✓ Understand what neurodiversity is and why we should be aware of it in the workplace
✓ Be aware of the benefits that having a neurodiverse workforce brings to the workplace
✓ Develop strategies for making accommodations for people with neurodiversity in the workplace
✓ Adapt your communication when speaking with neurodiverse colleagues

Is it right for me?

• This session is suitable for anyone who wants to raise their own awareness of neurodiversity in the workplace.

Course content

• Defining neurodiversity and its importance in the workplace
• Common neurodiverse conditions
• Acknowledging the strengths of neurodiverse individuals in the workplace
• Cultivating a neuroinclusive workplace
• Providing support throughout the employee lifecycle
• Recognizing potential accommodations
• Adapting your communication for maximum clarity

Choose duration:

• **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

• **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

hemsley *fraser*

Sustaining High Performing Teams

In today's fast-paced work environment, achieving high performance is no longer enough — sustaining it for the long term is the true challenge. High-performing teams are the backbone of organizational success, delivering exceptional results while adapting to new challenges and opportunities. However, maintaining this level of performance requires more than skill and effort; it demands a supportive culture, clear goals, continuous improvement, and a commitment to trust and collaboration.

This course will equip you with practical strategies to cultivate a focused, engaged, and adaptable team. You'll learn how to create an environment where your team consistently thrives and achieves sustained success, balancing productivity and performance with health and wellbeing.

What will I learn?

By the end of this session, you will be able to:

✓ Determine how to build trust and trustworthiness on your team
✓ Clearly define the overall purpose of your team
✓ Identify the values, norms, and levers that define your team culture
✓ Describe the conditions needed to sustain high performance in the long term

Course content

- Behaviors of leaders and teams that enhance high performance
- Five characteristics that create synergy in a high performing team
- Creating trust within a team
- Defining a clear team purpose
- Shaping and developing team culture
- Four categories of team members based on proactivity and vigor
- Creating conditions for vitality
- Principles of 'good work'
- Twelve top tips for sustaining high performance

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

Time Management

hemsley fraser

We all know that time is highly elastic – sometimes a whole day seems to contract into just a few hours, and other days seem to stretch on forever. On different days, the clock seems to be either your best friend or your worst enemy.

However, there are ways you can regain control of your time, and ways you can use time's elasticity to suit your own purposes. There are ways to manage your time so that you can improve both your efficiency (getting things done) and your effectiveness (getting things done right).

This session will help you to recognize just how precious your time is and give you a range of techniques to effectively protect and manage your time for maximum productivity. Through practical exercises and an exploration of proven time management.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Define your purpose and set meaningful goals to help you to achieve it
- ✓ Prioritize your daily tasks in a structured and methodical way
- ✓ Implement tools and techniques to manage interruptions and distractions
- ✓ Negotiate your time commitments more effectively using a positive "no"

Course content

- Three key skills for optimal time management
- Establishing your purpose
- Setting SMART goals
- Prioritizing tasks for maximum impact
- Identifying and mitigating time stealers
- Conducting meetings effectively
- Managing interruptions in both office and remote settings
- Saying 'no' constructively

Which format is right for me?	90 mins	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓	
Time to briefly practice new skills alongside peers	✓		
Extended time to practice new skills with feedback from peers		✓	Topic area available through our public schedule.
Guided reflection time to connect previous experiences to new learning		✓	
Time to build connections with others seeking to enhance similar capabilities		✓	
Pre- and post- work available to further embed learning		✓	

Be **ready** for tomorrow

hemsley fraser

Unconscious Bias

During this session, you will delve into the topic of unconscious bias and how it can affect our daily lives. The course will look at different types of bias that typically influence our thinking and decision-making processes.

By the end of the session, you will have developed some strategies to help overcome the impact that unconscious bias can have in the workplace. Unconscious biases are our implicit people preferences, formed by our socialization, our experiences, and our exposure to others' views about other groups of people, for example in the media.

Our experiences act as social filters which we use to make judgements and assessments of those around us. We are hard-wired to place people into different categories.

What will I learn?

By the end of this session, you will be able to:

- ✓ Explain the difference between our reflective and reflexive minds
- ✓ 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

Course content

- Understanding stereotypes
- Recognizing the difference between conscious and automatic processing
- Defining unconscious bias
- Identify three common types of unconscious bias
- Recognizing common triggers of unconscious bias
- Exploring micro-inequities and micro-affirmations
- Non-verbal and verbal messaging
- Strategies for organizations, teams, and individuals to overcome unconscious bias

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓
Time to briefly practice new skills alongside peers	✓
Extended time to practice new skills with feedback from peers	
Guided reflection time to connect previous experiences to new learning	
Time to build connections with others seeking to enhance similar capabilities	
Pre- and post- work available to further embed learning	

Be **ready** for tomorrow

Understanding Costs & Budgets

hemsley fraser

The focus of this session is management accounting. You will work through the nature and behavior of costs as well as the impact of profit drivers on performance. You will also explore different approaches to budgeting and their appropriateness, as well as the sources of information available to aid forecasting.

What will I learn?

By the end of this session, you will be able to:

✓ Identify how budgets are put together in your organization and your role in the process.
✓ Describe the behavior of costs 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 utilize the best approach for your budget

Is it right for me?

• This session is a good starting point suitable for non-financial managers or anyone moving into management who needs to understand financial information they are being presented with and understand the language of finance.

Choose duration:

• **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

hemsley fraser

Understanding Key Financial Statements

This session looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organization. It covers the purpose and structure of the Income Statement and the Statement of Financial Position, as well the terminology and jargon associated with them, before looking at the ratios that can be performed on them.

What will I learn?

By the end of this session, 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

Is it right for me?

- This session is a good starting point suitable for non-financial managers or anyone moving into management who needs to understand financial information they are being presented with and understand the language of finance.

Choose duration:

- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	3 hours	Other
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	Topic area available through our public schedule.
Time to briefly practice new skills alongside peers		
Extended time to practice new skills with feedback from peers	✓	
Guided reflection time to connect previous experiences to new learning	✓	
Time to build connections with others seeking to enhance similar capabilities	✓	
Pre- and post- work available to further embed learning	✓	

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Wellbeing

hemsley fraser

This session is designed to equip professionals with the practical skills needed to thrive through times of change. You'll learn how to master your work–life equilibrium, ignite a sense of greater self-belief, align your work more closely with your personal values, and cultivate a robust social support network.

This session isn't just about feeling good; it's an opportunity to invest in your overall excellence

What will I learn?

By the end of this session, you will be able to:

✓ Implement strategies to respond productively to personal and organizational change
✓ Use reflection and positive affirmations to enhance your self-belief
✓ Find meaning and purpose by aligning your personal values with your work
✓ Utilize your social support network to create a strong foundation for well-being

Course content

- Five domains of workplace well-being
- Responding productively to change
- Top tips for adapting to change
- Span of concern and control
- Six tips to enhance self-belief
- Finding balance in lilfe
- Discovering your 'why'
- Mapping your social support network
- How to be more mindful

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Working in a Hybrid Team

hemsley fraser

Hybrid working is now a permanent feature of the modern workplace. For many, it offers the best of both worlds — flexibility, autonomy, and balance - but it also brings new challenges, such as staying visible, managing boundaries, and building strong connections across different locations.

This course helps you take ownership of your hybrid experience. Through interactive discussions and practical tools, you'll discover how to structure your work for focus and energy, build deliberate connections that go beyond transactions, and create rituals that protect your wellbeing. You'll leave with clear commitments and simple habits to help you thrive in a blended workplace.

Choose duration:
- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?

By the end of this session, you will be able to:

- ✓ Describe the opportunities and challenges of hybrid working.
- ✓ Maximize opportunities for productivity, visibility, and collaboration
- ✓ Maintain deliberate connections and build strong relationships
- ✓ Build personal routines that balance wellbeing and performance

Course content

- The key challenges of hybrid working
- The impact of proximity and expedience bias
- Habits and practices to maintain productivity and performance
- Strategies for building deliberate connections
- Resisting the pull of transactional relationships

- How to stay connected with colleagues when working remotely
- Avoiding digital overload
- Creating clear boundaries between
- work and home
- Establishing rituals that prioritize wellbeing

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Working in a Multi-Generational Environment

Understanding the characteristics of different generations to one's own has proven to be a challenge over the years. Each generation has different expectations of their employers, different goals and values, and different ways of interacting with their managers and colleagues. At the same time, we are all quite similar on a human level.

This course will help you to identify and understand what drives different generations, as well as offering tips and hints for how best to communicate with multiple generations and how to overcome generational bias.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance
- **3-hour workshops** – more time for participation, practice, reflection & connection

Choose modality: Virtual or in-person

Digital learning available

What will I learn?
 By the end of this session, you will be able to:

- ✓   Define what is meant by generational inclusion
- ✓   Identify the generations currently in the workplace and the commonly associated stereotypes
- ✓   Recognize the challenges and advantages of a generationally inclusive workplace
- ✓   Know how to model the values of generational inclusion
- ✓   Create an action plan to start taking proactive steps in your workplace

Course content

- Definition of generational diversity
- Generational classifications (according to Pew Research Center)
- Issues arising from generational bias
- Common stereotypes associated with different generations
- The advantages of generational diversity
- Commonalities across generations

- Personal strategies to overcome generational bias
- Effective communications across generations
- How to model the values of generational inclusion
- The Inclusion Paradox

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Working with High Potentials

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This session will push thinking about what is meant about having high potential available to us, and why it's important to invest in high-potential employees. It goes on to look at how talent can be spotted early and introduces a 9 box grid for assessing talent.

It covers how to spot potential rather than performance and how to develop high potentials too. Importantly it also focuses on everyone else too and how to keep the workforce motivated.

Choose duration:

- **90-minute bite-size** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

What will I learn?

By the end of this session, you will be able to:

✓ Learn about performance vs potential
✓ Be clear about what high potential is
✓ Consider how to manage the wider business
✓ Understand how people learn and grow

Digital learning available

Course content

- Recognizing the importance of investing in high potentials
- Acknowledge the downsides of investing in high potentials
- Identify how to spot talent
- Assessing performance and potential
- Utilizing both formal and informal methods to develop high potentials
- Managing others in the business

Which format is right for me?	90 mins	3 hours
Expert-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
Extended time to practice new skills with feedback from peers		✓
Guided reflection time to connect previous experiences to new learning		✓
Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

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Online Learning Resources

Most of our topics include these online learning resources:

- Infographics
- Video/animation
- Fluidbook
- Thrive in Five Video
- Podcast
- Quizzes
- Apply Your Learning

Be **ready** for tomorrow

Personal Development (English)

- Assertiveness
- *AI and Human Collaboration*
- *Analytical thinking and reasoning*
- *Being an ally against racism*
- Business language busters
- Building multicultural relationships
- Communication skills
- Communication styles
- Collaboration
- Continuous improvement
- Changing careers
- Creating quality
- Creative thinking
- Designing your career
- Complex problem solving
- Digital skills
- Drive
- Disruptive thinking
- Effective writing
- Facilitation skills
- Effective meetings
- Feedback
- Flexibility and agility
- Growth mindset
- Habit building
- Influencing
- Interviewing
- Innovation and creativity
- Office professionals
- Neurodiversity
- Negotiation
- Networking
- Personal brand and impact
- Problem solving
- *Prompt engineering*
- Relating to others
- Presentation skills
- Setting objectives
- Self-confidence
- Stakeholder engagement
- Storytelling
- Storytelling with data
- Time management
- Unconscious bias
- Working in a hybrid team
- Working in a multi-generational workforce

Management & Leadership (English)

- Authentic leadership
- Belonging in the workplace
- Building accountability
- Building effective teams
- Building a positive culture
- Building trust in teams
- Challenging conversations
- Coaching
- Compassionate leadership
- Connectedness
- Constructive conflict
- Corporate social responsibility
- Developing others
- Delegation
- Diversity and inclusion
- Employee engagement
- Emotional intelligence
- First time manager
- Handling politics at work
- Inclusive leadership
- Leadership agility
- Leading a hybrid team
- Leading remote teams
- Managing v Leading
- Managing stress in your team
- Peer to manager
- Managing change
- Managing upwards
- Mentoring
- Motivation
- Navigating middle management
- Psychology of leadership
- Psychological safety
- Performance management
- Reward and recognition
- Setting objectives for managers
- Stepping up to senior management
- Sustaining high performing teams
- Strategy
- Strategic decision making
- Transformation
- 360 feedback
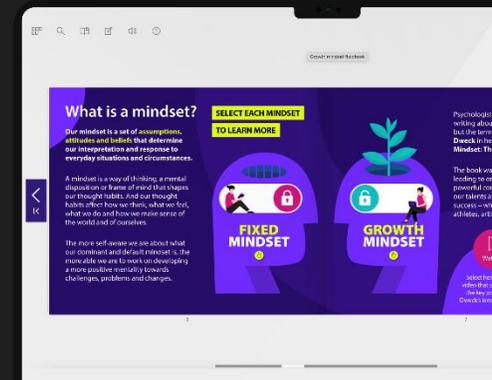
Essential Business Skills

- Budgeting
- Creating a positive customer experience
- Digital Marketing
- Data literacy
- Disability awareness
- Finance for non-financial managers
- Fundamentals of workplace training
- Graphic design
- Project management
- Sales fundamentals

Wellness & Life Skills

- Resilience
- Mental health
- Art and Creativity for Mindfullness
- Wellbeing

Project Management

- Agile project management
- Introduction to project management

Translated core topics

We have translated some of our digital assets from our core topics into 13 languages.

- German
- French
- Latam Spanish
- Dutch
- Swedish
- Norwegian
- Portuguese

- Japanese
- Chinese
- Russian
- Brazilian Portuguese
- LATAM Spanish
- Italian

Portuguese · US English · German · Spanish · French · Russian · Japanese · Italian · Dutch · Chinese · Norwegian · Swedish

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Leadership Programme

Development for Frontline Leaders

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