Hemsley Core Library

Instructor-led workshops and digital learning

vJune2025US

Choose from:

Durations

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

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

Formats

Virtual or in-person instructor-led workshops

Digital microlearning playlists also available

Be **ready** for tomorrow

Browse our topics (A to Z)

- 360 Feedback
- Agile Leadership
- Assertiveness at Work
- Authentic Leadership
- Belonging in the Workplace
- Building a Positive Culture
- Building Accountability
- Building Effective Teams
- Building Multicultural Relationships
- Building Networks
- Building Personal Resilience
- Building Resilience in Others
- Building Trust in Teams
- Business Language Busters
- Business Storytelling
- Career Planning (Designing Your Career)
- Challenging Conversations
- Coaching
- Coaching Skills
- Collaboration
- Communicating Effectively
- Communication Styles
- Compassionate Leadership
- Connectedness
- Constructive Conflict
- Continuous Improvement
- Creating Quality
- Creative Thinking

- Decision Making
- Developing Others
- Digital Skills
- Disability Awareness
- Disruptive Thinking
- Diversity and Inclusion
- Drive
- Effective Delegation
- Effective Meetings
- Effective Mentoring in the Workplace
- Effective Writing
- Emotional Intelligence
- Employee Engagement
- Expanding Your Financial Accounting Knowledge
- Expanding Your Managing Accounting Knowledge
- Facilitation Skills
- Finance for non finance (budget fundamentals)
- First-Time Manager (Introduction to Management)
- Flexibility and Agility
- Focusing on What Matters
- Get Confident and Make It Stick
- Giving and Receiving Feedback
- Growth Mindset
- Habit Building

- Navigating Workplace Politics
- Working in Hybrid Teams
- Handling Stress
- How to Be an Ally Against Racism
- Inclusive Leadership
- Influencing
- Innovation and Creativity
- Interviewing Skills (Interviewer)
- Leading Hybrid Teams
- Leading in Uncertain Times
- Leadership Styles
- Leading Without Authority
- Manager vs. Leader
- Managing a matrix team
- Managing Change
- Managing Stress
- Managing Upwards
- Managing Virtual Teams
- Managing Wellbeing
- Mental Health in the Workplace
- Modern Minute Taking
- Motivate Yourself!
- Motivating Your Team Members
- Navigating Middle Management
- Negotiation Skills
- Objective Setting
- Peer to Manager
- Performance Management

- Personal Brand and Impact
- Persuading and Influencing
- Positive Psychology
- Presentation Skills
- Problem Solving
- Psychological Safety
- Psychology of Leadership
- Recognition and Reward
- Relating to Others
- Resolving Conflict
- Sales Fundamentals
- Smart Procurement
- 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 and Budgets
- Understanding Key Financial Statements
- Wellbeing
- Working in a Multi-Generational Workplace
- Working Remotely
- Working with High Potentials

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360 Feedback

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.

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

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

Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

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Time to briefly practice new skills alongside peers	✓	
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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.

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Choose modality: Virtual or in-person

Microlearning playlist available

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

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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.

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 behaviors 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

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Authentic Leadership

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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.

Choose duration:

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Choose modality: Virtual or in-person

Microlearning playlist available

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

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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:
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Microlearning playlist 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
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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.

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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
- Payoffs of a positive culture
- 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

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Building Accountability

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:

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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:

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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

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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 workshops** – 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

Microlearning playlist 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

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Be **ready** for tomorrow

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:

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Microlearning playlist available

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Building Personal Resilience

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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 workshops**– knowledge delivered at pace, designed to immediately boost performance
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Choose modality: Virtual or in-person

Microlearning playlist 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 resiliencee through strong relationships

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Be **ready** for tomorrow

Building Resilience in Others

Stressful situations are a fact of life. Some people approach them with confidence and poise, facing change and challenges head on. Others back away slowly into a corner and become anxious and stressed at the mere thought of them. This collection looks at the skills needed to cope successfully and actions to take to start building your own resilience. After all, for most of us, it's about how we react to change, life's issues and stress. It's about your resilience.

What will I learn?

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

- ✓ Explain what resilience is
- ✓ Manage and increase your personal energy levels
- ✓ Guide others to reflect positively on adverse experiences
- ✓ Develop a sense of purpose for your team
- ✓ Foster psychological safety within your team
- ✓ Use coaching questions to guide people through a challenging situation

Course content

- Understanding resilience and where it comes from
- Identifying what teams need from their manager in times of change or adversity
- Recognizing how you can help teams get support from one another
- Creating a shared sense of purpose within your team
- Nurturing psychological safety in your team
- CORE coaching questions for navigating challenging situations

Choose duration:

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Be **ready** for tomorrow

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.

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

Course content

- Identify what trust means to you and if it is present in your team
- Why trust matters and some of the common factors that can undermine it.
- The four elements of the trust equation
- Score your own trustworthiness
- The three-step trust ladder based on reflection, behavior, and action
- Maintain trust in different common workplace scenarios
- Six step process to rebuild broken trust

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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.

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

Choose duration:

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Business Storytelling

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.

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Choose modality: Virtual or in-person

Microlearning playlist 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

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Instructor-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

Career Planning (Designing Your Career)

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Coaching Skills

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 workshops**– 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
Instructor-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

Collaborating Effectively

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 workshops**– 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

Microlearning playlist 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
Instructor-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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Communication Skills

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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 workshops**– 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

Microlearning playlist 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
Instructor-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

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.

Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

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

Which format is right for me?	90 mins	3 hours
Instructor-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

Compassionate Leadership

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.

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

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

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

Be **ready** for tomorrow

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

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Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
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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

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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
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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

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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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!

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

Choose duration:

• **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Creative Thinking

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 workshops** – 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

Microlearning playlist 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
Instructor-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

Decision Making

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.

What will I learn?

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

- ✓ 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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Digital Skills

In this session you will gain a common understanding of what digital means and explore the link between digital skills and digital literacy. You will also assess your digital skills and look at some actions to develop them further, using the Digital Practitioner Framework to discover the best approach to all things digital. You will leave with some personal insights into how you can work towards digital mastery.

What will I learn?

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

- ✓ Identify the link between digital skills and digital literacy
- ✓ Analyse your own digital skills competency
- ✓ Generate a range of ways to develop your digital skills
- ✓ Pinpoint your position on the Digital Practitioner Framework

Course content

- Defining digitization
- Understanding the digital language
- Framework for digital skills
- Digital skills assessment
- Developing a more digital awareness
- Bennett's digital practitioner framework

Choose duration:
- **90-minute workshops** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

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.

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

Choose duration:

• **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Disruptive Thinking

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 workshops**– 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
Instructor-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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Be **ready** for tomorrow

Diversity & Inclusion

Companies with great diversity and inclusion outperform their peers by a significant margin. That's why it's so important for organisations 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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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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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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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.

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
✓ 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

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

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

Be **ready** for tomorrow

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 workshops**– 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

Microlearning playlist 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
Instructor-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 Mentoring in the Workplace

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.

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

Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓
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Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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.

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

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

Which format is right for me?	90 mins	3 hours
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
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Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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.

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

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
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Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
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Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
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Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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.

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

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

First Time Manager

hemsley fraser

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 workshops**– 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

Microlearning playlist 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
Instructor-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

Organizational Flexibility & Agility

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 workshops**– 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

Microlearning playlist 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
Instructor-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

Focusing on What Matters

The focus of this session is to practice prioritization. You will be asked to bring along a time log from a given day, and will use this to distinguish between the relative urgency and importance of your tasks, plotting them into a prioritization matrix. You will leave with a prioritized plan of activities for the next working day.

What will I learn?

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

✓ Prioritize daily tasks in a structured and methodical way to improve effectiveness and efficiency

Course content

- Reflecting on current methods of prioritization
- Distinguishing between urgent and important tasks
- Recognizing the quadrants of self-mastery, necessity, escape, and deception
- Determining when tasks should be scheduled, completed, avoided, or delegated
- Eight top tips for focusing on tasks with the greatest impact

Choose duration:

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

Choose modality: Virtual or in-person

Which format is right for me?	90 mins
Instructor-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

Get Confident and Make It Stick

This session explores what confidence looks and sounds like with the emphasis on developing positive linguistic habits and investigates strategies for repairing damaged processes or client relationships.

The session concludes with learning how to deliver effective feedback and exploring your drivers to stay motivated in order to boost your confidence. themselves and others.

Choose duration:

- **90-minute workshops** – 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:

- ✓ Identify what represents confident behaviour
- ✓ Develop strategies for countering poor linguistic habits
- ✓ Learn how to deliver effective feedback
- ✓ Examine and reframe your self-limiting beliefs.

Course content

- Defining what confidence looks and sounds like
- Debunking myths about confidence
- The belief cycle and self-limiting beliefs
- Strategies to challenge your own beliefs
- Reframing self-limiting beliefs
- Methods of communication
- Ten techniques to appear confident
- AID model for providing feedback
- Golden rules for receiving feedback

Which format is right for me?	90 mins
Instructor-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

Giving and 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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Growth Mindset

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. In this 90 minute session we will show you how to listen out for that inner voice that tells you that you're not capable or just not good enough; and to reframe it into something more positive and optimistic.

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist 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
Instructor-led learning designed to increase knowledge in a psychologically safe environment	✓	✓
Time to briefly practice new skills alongside peers	✓	
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Time to build connections with others seeking to enhance similar capabilities		✓
Pre- and post- work available to further embed learning		✓

Be **ready** for tomorrow

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 behvior 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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Navigating Workplace Politics

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 workshops**– 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
Instructor-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

Working in hybrid teams – getting the most out of hybrid meetings

The importance of effective communication and productive meetings has not changed over the years. With the rising popularity of hybrid working arrangements, there are some specific challenges that should be addressed to maintain high performance from teams.

In-person and remote meetings have a natural level laying field where all can contribute equally. For those who are attending a meeting remotely, where others are co-located, there is a sense of being at a disadvantage due to lack of non-verbal communication, as well as technological challenges.

Choose duration:

- **90-minute workshops**– knowledge delivered at pace, designed to immediately boost performance
- **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:

- ✓ Implement principles for different modes of meeting
- ✓ Describe the strategies for communicating in virtual and hybrid teams
- ✓ Know how to plan for hybrid meetings
- ✓ Develop processes to mitigate bias and inequity in hybrid meetings

Course content

- Benefits and challenges of various meeting modes
- Essential elements of outcome-focused meetings
- Preventing exclusion and inequity in hybrid meetings
- Determining when meetings are truly necessary
- Effective preparation for hybrid meetings
- Awareness of your virtual presence
- Principles for conducting successful hybrid meetings

Which format is right for me?	90 mins	3 hours
Instructor-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

Working in hybrid teams – maximizing the benefits of hybrid working

To maximize the benefits of hybrid working, managers and employees need to understand how to overcome some of the typical and often subtle challenges that are common to hybrid organizations and teams.

This session will equip you with tools to help maximize the benefits of hybrid working whilst mitigating some of the challenges.

Choose duration:

- **90-minute workshops** – knowledge delivered at pace, designed to immediately boost performance
- **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:

- ✓ Identify the benefits and challenges of hybrid working
- ✓ Describe the key biases associated with hybrid teams
- ✓ Maximize the benefits of hybrid working
- ✓ Apply actions to mitigate the challenges of hybrid working

Course content

- Advanrages and challenges of hybrid and remote work
- Four principal challenges of hybrid work
- Critical success factors for hybrid work
- Maintaining visibility in a hybrid role
- Building intentional connections rather than transactional relationships
- Strategic relationship and network planning using the interest / power matrix
- Using equitable and inclusive communication
- Balancing productivity and wellbeing
- Resilience-building strategies

Which format is right for me?	90 mins	3 hours
Instructor-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

Handling Stress and 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.

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 behavioural 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.

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Inclusive Leadership

Inclusion is much more than just a buzzword – it's a business strategy that can result in better business performance, increased innovation, an enhanced employer brand, and a culture that maximises employee engagement and retention.

As a leader, it's easier to reach your goals if you have a team whose members support each other and can get the maximum value out of their different strengths, skills, ideas, and talents. The more people feel included and involved in decision-making and problem-solving, the more engaged and productive they will be.

The aim of inclusive leadership is to create, perform and innovate as a team; while valuing and balancing everybody's individual needs. This requires leaders to be self-aware, to welcome contributions, to demonstrate and live a shared vision of inclusion, and to create strong relationships. It also requires the courage to take steps to break down the barriers that people may face.

Choose duration:
- **90-minute workshops**– knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Microlearning playlist available

What will I learn?
By the end of this session, you will be able to:

✓ Explain the business and moral case for having a more inclusive culture
✓ Recognize specific factors that influence how we treat others
✓ Embrace diversity and inclusion in your role, in practical ways
✓ Identify the blockers to diversity and inclusion and learn how to overcome them

Course content

- Definition of Inclusive Leadership
- The inclusive leadership equation
- The business case for inclusive leadership
- Leadership behaviors that foster an inclusive workplace
- Behaviors leaders should promote to create a trusting and empowering environment
- Actions leaders can model to make people feel valued and safe

- Different types of cultural identify
- Stereotypes and unconscious bias
- Steps to overcome unconscious bias
- Five actions to overcome unconscious bias
- Actions that help and hinder efforts to mitigate a negative impact
- The four-part conversation to resourcefully challenge non-inclusive behavior
- The inclusive leader continuum

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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.

Choose duration:

- **90-minute workshops** – 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

🎧 Microlearning playlist available 🎧

Which format is right for me?	3 hours
Instructor-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

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
- The four questions in the will, won't, don't, do matrix.

Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops**– knowledge delivered at pace, designed to immediately boost performance
- **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:

- ✓ 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	3 hours
Instructor-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

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

Choose modality: Virtual only

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
Instructor-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

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.

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

Choose duration:

- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Manager vs Leader

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops**– 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 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
Instructor-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

Managing Change

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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Managing Stress

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
✓ Recognise 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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Managing Upwards

What's the quickest way to make your working life easier? Make your manager's working life easier? If you are able to effectively manage upward, it will benefit not only your manager but will also have a huge impact on your own job satisfaction and career prospects.

Traditional thinking has focused on the manager's role in managing their team members, but more recently there has been a growing focus on managing upward – developing a healthy and positive relationship with your manager so that you both achieve your goals, and the organization's goals.

Managing upward is not about the necessity to do so because your manager is incompetent (or a micromanager, or indecisive, or giving you vague feedback….), it is about using the traits of a good manager to bring out the best in you. If you are able to manage upward successfully, you will see the ultimate win-win outcome for you and your manager.

What will I learn?

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

✓ Develop a healthy and balanced view of the employee/employer relationship
✓ Gain a better understanding of what makes your manager tick
✓ Identify different communication styles to help you more effectively influence your manager
✓ Create a checklist for managing upwards and approach discussions with a win-win mindset

Course content

- Clarifying expectations between you and your manager
- Providing high value with a low maintenance approach
- Six key insights to understanding your manager
- Recognizing your attitude towards authority
- Identifying your manager's preferred communication style
- Ten top tips for managing upwards

Choose duration:

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

Choose modality: Virtual

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

Managing Virtual Teams

In this session you will explore the various challenges associated with working with and leading virtual teams, which are becoming more and more commonplace in the modern working environment.

You will cover strategies for fostering team unity, communicating effectively, and motivating your virtual team. You will also consider the role of technology and how to select the right medium of communication for the message.

What will I learn?

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

✓ Recognize when a team becomes virtual
✓ Develop strategies for overcoming three common challenges
✓ Maintain motivation of virtual teams
✓ Overcome challenges in delivering feedback to virtual team members

Course content

- Advantages and challenges of virtual team management.
- Fostering team unity
- Establishing a shared purpose and building trust
- Implementing effective communication
- Selection the best tool for communication
- Best practices for virtual meetings
- Enhancing team performance
- Strategies for motivating virtual teams
- Delivering feedback for maximum impact

Choose duration:

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

Choose modality: Virtual

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

Managing Wellbeing

This session considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance and how to build the ingredients of 'good work' into your management practice.

You will then explore how to help your teams to build the social, physical and psychological resources they need to maintain a healthy state of body and mind.

What will I learn?

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

✓ Use a range of tools to identify wellbeing issues
✓ Define wellbeing and the impact on organisations and individuals
✓ Create the conditions for 'good work' and balance
✓ Manage your team's social, physical and psychological resources

Course content

- Balancing and individual's resource pool with challenges faced
- Effective management of your team's resource pool
- Understanding the importance of wellbeing
- Identifying signs that you need to prioritize team wellbeing
- Establishing the best conditions for wellbeing to flourish
- Twelve top tips for positive manager behavior

Choose duration:

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

Choose modality: In-person only

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

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
- Detail four key components to creating a supportive work environment

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Motivate Yourself

Self-motivation is the force that drives you to take action and to achieve your goals. Different people may be motivated by many different things, so gaining a deeper understanding of your own motivation will enable you to keep going in the face of setbacks, grasp every opportunity, and commit to realizing your aspirations.

If you assume personal accountability for developing your own motivation, you will put yourself in a position to showcase your capability to take ownership, responsibility, and initiative. If you are unable to do this, you risk sinking into a mindset of blame, excuses, and denial. To achieve your dreams, both personally and professionally, self-motivation is key.

Choose duration:

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

Choose modality: Virtual

What will I learn?

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

✓ Recognize why it is important to understand your own motivation
✓ Identify the components of motivation – activation, persistence, intensity – and apply them to yourself
✓ Isolate the resistance factors that may demotivate you
✓ Re-frame your thinking to prioritize self-care and positivity
✓ Apply practical strategies to increase your motivation

Course content

✓ Defining self-motivation
✓ Understanding negative and positive motivation
✓ Distinguishing between extrinsic and intrinsic motivators
✓ Recognizing learned and basic motivators
✓ Three components of self-motivation
✓ Eight self-motivation strategies
✓ Developing a growth mindset
✓ Transforming inner dialogue
✓ Three key questions for setting personal goals

Which format is right for me?	90 mins
Instructor-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

Motivating Your Team

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:

- **90-minute workshops** – 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

Microlearning playlist 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
Instructor-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

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
- Five key tips to establishing credibility
- Top 10 management capabilities

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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

Choose duration:

- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Setting Objectives

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.

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

Be ready for tomorrow

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓

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
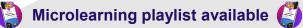✓ Learn how to seek feedback and respond to it graciously

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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Personal Brand & Impact

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.

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
- ✓ Recognise the impact of your behaviour 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

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓

Persuading & Influencing

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.

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.

Choose duration:

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

Choose modality: Virtual or in-person

Microlearning playlist available

Which format is right for me?	3 hours
Instructor-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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Be **ready** for tomorrow

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.

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

Choose duration:

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

Choose modality: Virtual or in-person

Which format is right for me?	90 mins
Instructor-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

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.

Choose duration:
- **90-minute workshops** – 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:

- ✓ 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

Microlearning playlist available

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

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops**– 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

Microlearning playlist 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
Instructor-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

Psychological Safety

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.

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

Be ready for tomorrow

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Recognition & Reward

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

Be ready for tomorrow

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Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓

Relating to Others

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops** – knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

Stakeholder Engagement

Join this session and discover the key to successful 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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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Choose duration:

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

Choose modality: Virtual only

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Strategic Decision Making

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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 workshops**– 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

Microlearning playlist 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
Instructor-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

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.

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

Choose duration:
- **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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 workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

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.

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

Be **ready** for tomorrow

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Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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		✓

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 workshops**– knowledge delivered at pace, designed to immediately boost performance

Choose modality: Virtual or in-person

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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

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.

This session can be a stand-alone session or as part 3 of the 'Finance for Non-Financial Managers' series.

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:

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

Choose modality: Virtual or in-person

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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 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:

• **90-minute workshops**– 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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

Wellbeing

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 workshops** – 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

Microlearning playlist available

Which format is right for me?	90 mins	3 hours
Instructor-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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hemsley fraser

Be **ready** for tomorrow

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.

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

Choose duration:
- **90-minute workshops** – 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

Microlearning playlist available

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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

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.

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

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

Choose duration:

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

Choose modality: Virtual or in-person

Microlearning playlist available

Which format is right for me?	90 mins
Instructor-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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