

Courses

3 hour facilitated sessions on the following:

Culture Audit

- ☺ What's great about working at our organisation currently?
- ☺ What mustn't we lose as we grow?
- ☺ What realistically would we like to change?
- ☺ What behaviours do we encourage?
- ☺ What does this mean in practice?

Creating a Great Place to Work

- ☺ Recognise what empowers people to work at their best
- ☺ Enable full job ownership to enable your people to achieve their full potential
- ☺ Identify the 8 steps to successful delegation
- ☺ Create an environment that encourages experiment and development
- ☺ Provide information through involvement to enable your people to take full responsibility

Active Listening Skills

- ☺ Understand how communication works generally and look at the difference between listening and hearing
- ☺ Recognise what stops you listening and recognise when this is happening
- ☺ Identify the benefits of empathic listening
- ☺ Distinguish the difference between face-to-face communication and telephone communication

Giving Positive Constructive Feedback

- ☺ Use coaching questions to lead and empower others
- ☺ Use language positively to recreate new possibilities
- ☺ Provide valuable, constructive and positive feedback
- ☺ Raise issues clearly and within appropriate timescales

Giving Positive Constructive Feedback through Appraisals

- ☺ Recognise good work and assess where improvement is needed
- ☺ Establish effective feedback mechanisms and appraisal systems within appropriate timescales
- ☺ Identify ten tips for building exceptional relationships with colleagues at work

Delegating Successfully

- ☺ Looking at how job ownership can enable your people to achieve their full potential
- ☺ What is delegation?
- ☺ What are the benefits of delegating:
to the person you are delegating to?
for you?
to the business?
- ☺ The 8 keys steps to delegating successfully
- ☺ Deciding who is responsible and who is accountable
- ☺ Identifying and troubleshooting the barriers to delegating successfully

Dealing with Difficult People

- ☺ Identify the cycle of difficult situations
- ☺ Identify some rules when thinking about difficult behaviour
- ☺ Understand how to deal with difficult behaviour using the LEAPs model
- ☺ Identify key tips for expressing yourself in difficult situations

Creating Work/Life Balance

- ☺ Recognise whether your life is in balance or not
- ☺ Identify the key principles that will enable you and your staff to enjoy work-life balance
- ☺ Establish the benefits of flexible working practices for you, your organisation and your customers

Creating Excellent Customer Service part 1

- ☺ How your organisation measures up against your own experience of excellent customer service
- ☺ The 10 commandments of great customer service
- ☺ Treating every customer as a relationship - the personal and practical needs of a customer – which sort of communication is appropriate when?

Creating Excellent Customer Service part 2

- ☺ Resolving issues with dissatisfied customers
- ☺ What is your brand and how do your customers see you – what are the lessons internally and externally?
- ☺ Defining and refining what exceptional customer service means - your vision for your organisation

Getting to Know Each Other & Working Together Collaboratively part 1

- ☺ Finding out more about each other
- ☺ Understanding what we each do that contributes to the service we offer
- ☺ Identifying and working to our strengths
- ☺ Understanding each other's working style and professional expertise

Getting to Know Each Other & Working Together Collaboratively part 2

- ☺ Agreeing a set of core values and behaviours for how our team works together
- ☺ Recognising what works in our team and what could be different

Creating a Cohesive and Positive Team

- ☺ The differences between group and teamwork
- ☺ How to assess your own teams
- ☺ Identify when communication works well within the team and with colleagues and when it doesn't
- ☺ Develop strategies for improved communication
- ☺ How to encourage team spirit to unleash the power of people working in unity

Leadership

- ☺ Identify the kind of leader you are
- ☺ Discover the characteristics of successful leaders
- ☺ Identify the key principles that motivate you and others
- ☺ Recognise how to retain and regain the passion of your people at work

Recruiting Successfully

- ☺ How to create job descriptions that accurately reflect what's needed
- ☺ Develop exercises to really test your applicants skills against suitability for the job
- ☺ Improve your interview techniques
- ☺ Establish effective feedback mechanisms to your applicants

Managing Meetings Effectively

- ☺ Identify what is needed for effective meetings
- ☺ Establish how to encourage interaction and participation from all
- ☺ Identify the tips for succinct accurate meeting minutes

Induction for New Staff

- ☺ What to include and the key benefits of getting it right
- ☺ Identify the process for successful induction
- ☺ Learn the key steps and measurements to include along the way

360 Degree Appraisals

- ☺ Identify the benefits of a 360 degree appraisal system
- ☺ Establish what to include and who will appraise who
- ☺ Develop practical steps for introducing it

Emotional Intelligence (part 1)

- ☺ Define what 'Emotional Intelligence' is
- ☺ Self test, through a questionnaire, and identify your own strengths and areas to work on
- ☺ Identify a self defeating belief and step beyond it by separating it from what you do and how you behave
- ☺ Move towards unconditional self-acceptance

Emotional Intelligence (part 2)

- ☺ Identify the physical signs associated with hot feelings
- ☺ Identify when a person's body language is in congruence to their words
- ☺ Recognise and actively change your own breathing in response to the stresses we all work with
- ☺ Use language positively to recreate new possibilities
- ☺ Choose to move from a negative state to a positive state
- ☺ Build an effective support network

Dealing with Stress Positively

- ☺ Identify your symptoms of stress
- ☺ Establish what causes you to feel stressed
- ☺ Discover what you already do to deal with stress
- ☺ Experience 3 practical methods for dealing with stress in the future

Effective Time Management

- ☺ Identify the classic symptoms of bad time management
- ☺ Understand what steals your time
- ☺ Understand why you behave the way you behave
- ☺ Define goals and tasks
- ☺ Identify key tips to create more time

Pricing Guidelines

- Prices are for one day (6 hours) or half day (3 hours) sessions
- Workshops can be held at Happy People's training centre in central London or at your premises.
- If held at Happy People, lunch & refreshments are included in the price.
- If workshops are held at your premises outside London, travel expenses will be charged at cost.
- One day workshops can be tailored to your individual requirements to include elements of more than one session.
- Further customisation is possible, which should be discussed with your trainer once we have put you in touch with them. Customisation charges will be agreed at this point.
- All prices quoted below exclude VAT

One day workshops

Charities:

£800 for up to 6 people, £50 for each additional delegate up to max of 12.

Public sector:

£1200 for up to 12 people delegates

Commercial organisations:

£1500 for up to 12 delegates

Half day workshops

Charities:

£550 + £25 for each additional delegate up to 12

Public Sector:

£750 up to 12 delegates

Commercial:

£950 up to 12 delegates.