

## **Our Training Offer**

**All sessions can be delivered via a one day face to face session, or a number of virtual sessions. Pricing is dependant upon numbers, please book a call with Rebecca to discuss.**

### **Communication and personal impact**

#### **Courageous Conversations**

Session Aims;

- ✓ Enhance confidence when approaching a difficult conversation
- ✓ Unpicking what challenges are faced during a difficult conversation
- ✓ Discover great strategies to prepare and deliver a successful conversation with colleagues and customers.

#### **Communication with influence**

Session Aims;

- ✓ Learn the impact of body language and the voice and how to use them most effectively
- ✓ Discuss our shadow cast and take control of our impact
- ✓ Explore assertive behaviour and the differences to aggressive and passive behaviour
- ✓ Develop and practise different strategies in different situations.

#### **Being an awesome teammate**

Session Aims;

- ✓ Identify and discuss the benefits of teamwork
- ✓ Discuss the barriers to effective teamwork and discuss how to overcome them
- ✓ Explore the key skills of a team player
- ✓ Understand team roles and the importance of communication

#### **Gold Standard Customer Service Programme**

This programme is delivered over 4 half day sessions

Session Aims;

- ✓ To understand our personal impact and how it affects customer service
- ✓ To understand how a successful team works together
- ✓ To explore the FISH principles and identify how they can change a work environment for the better
- ✓ To design a Gold Standard for the team

## Personal Effectiveness

### Time management basics

Session Aims;

- ✓ Understand how to prioritise more effectively
- ✓ Explore strategies to prevent you reaching 'overload'
- ✓ Understand how to manage distractions and interruptions
- ✓ Explore the challenges of the modern world and its impact on our attention span.

### Appropriate & Successful delegation

Session Aims;

- ✓ Discuss what stops us from delegating most effectively
- ✓ Plan to successfully delegate a task
- ✓ Explore how we should set up colleagues 'for success' rather than failure
- ✓ Review levels of control and what effect they have on our delegation

### Resilience and wellbeing

Session Aims;

- ✓ Explore the meaning of resilience and how it affects us
- ✓ Understand dimensions of resilience and identify development areas
- ✓ Explore the link between resilience, wellbeing and work life balance
- ✓ Identify key skills and strategies to achieving balance

## Leadership

### Leading and building teams

Session Aims;

- ✓ learning from successful world leaders, participants will identify key leadership characteristics they want to replicate.
- ✓ Working in groups they will learn how to be flexible in their leadership style dependent upon the team's needs
- ✓ Discuss team dynamics and challenges to leadership of people

### High impact leadership

Session Aims;

- ✓ Recognising our 'why'
- ✓ Identifying values led leadership and connecting who we are with what we do
- ✓ Consider leadership theories and how they translate into reality
- ✓ Identify a vision for the future self and plan steps to move forward

### Leading sticky change

Session Aims;

- ✓ explore how we can expect staff to respond to change over time,
- ✓ how to flex our leadership styles to best manage their response.
- ✓ Some useful tools will support participants to plan change most effectively
- ✓ review and learn from change they have led previously

### Managing conflict

Session Aims;

- ✓ Understand what causes conflict and recognise own triggers for conflict
- ✓ Explore different conflict management strategies
- ✓ Consider areas for development when managing conflict and identify actions

### Motivation & Morale

Session Aims;

- ✓ Explore the difference between intrinsic and extrinsic motivators
- ✓ Review what motivates us and the impact it has
- ✓ Explore the FISH! Principles and how they can be used in the workplace
- ✓ Plan commitment to action to bring the principles to life

## Developing others

### Facilitation skills

Session Aims;

- ✓ Understand the difference between training, presenting, and facilitating
- ✓ Recognise and demonstrate the key skills to facilitation
- ✓ Demonstrate the design of a facilitated session through simulation

### Train the trainer

Session Aims;

- ✓ Understand learning styles and how they affect the learner
- ✓ Identify and demonstrate the key skills to training
- ✓ Deliver a designed training session to peers

### Presentation skills

Session Aims;

- ✓ Understand key principles to an effective presentation
- ✓ Identify and demonstrate the key skills to presenting with impact
- ✓ Deliver, respond to feedback and make improvements on a presentation
- ✓ Understand the differences with virtual delivery
- ✓ Understand the basics of Zoom & MS teams for delivery

### Feedback to drive performance

Session Aims;

- ✓ Identify challenges to delivering feedback
- ✓ Recognise the need to be flexible whilst delivering feedback whilst being clear
- ✓ Discuss and practise feedback strategies through skills practise

### An introduction to coaching

Session Aims;

- ✓ Explore the difference between coaching, mentoring and counselling and recognise the benefits to each
- ✓ Identify key skills to coaching
- ✓ Identify appropriate coaching questions and practise using through skills practise

## **Open Programmes**

**We run several well-established open programmes across the UK that anyone can join, dates set in May each year. You will find current programmes available on our Eventbrite page <http://RWCC.eventbrite.com>**

**Coaching for Leaders Programme**

**Core Leadership Programme**

**Gold Standard Programme**

**Virtual Learning Scheme**