SHORT WORKSHOPS

Having Better Sales Conversations

In the competitive world of business, knowing how to have effective sales conversations is essential. This session will equip you with the skills to navigate sales dialogues with confidence, authenticity, and effectiveness. From understanding client needs to mastering the art of persuasion, this workshop will provide practical tools and strategies to have better interactions.

Learning Objectives
- Understand the buying & selling process, and how they impact on sales conversations
- Learn a practical framework for constructing your conversations
- Build confidence talking about price & budget
- Explore how to close the sale without feeling pushy or pathetic!

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Developing Your Innovation Toolkit

Learn how to ignite your creativity - even if you don't think you have any! - and drive your business forward with our empowering online workshop, "Your Innovation Toolkit,".

In this session, you'll gain access to a compact set of tools and techniques to foster innovation and stay ahead in the competitive market. Learn how to generate breakthrough ideas, solve problems creatively, and implement innovative solutions that align with your business goals.

This workshop will provide you with the skills to think outside the box, embrace change, and turn challenges into opportunities.

Learning Objectives
- Build a practical toolkit for igniting creativity & innovation – for yourself and your team
- Explore the Creative Problem Solving wheel
- Understand how to *really* 'think outside the box'

Methodology
- Interactive format in a supportive learning environment
- Practical exercises

Format
Virtual, Live (2-3 hours)

Mastering Delegation to Win Back Time

Too often as business owners we get caught in the trap of trying to do too much ourselves. In this impactful session, you'll learn the art of effective delegation to enhance productivity, foster team growth, and achieve your business objectives.

Discover strategies to identify tasks that can be delegated, select the right team members, and communicate clearly to ensure successful outcomes. This workshop will provide you with the confidence to let go of micromanagement and embrace a leadership style that empowers your team and elevates your business, and allows you to focus on what *really* matters and needs your time.

Learning Objectives
- Explore the DELEGATE framework to make micromanagement a thing of the past
- Learn how to assess & grow the skills & confidence of your team
- Develop your time management skills that let you focus on the important, not just the urgent

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Power Your Network: Leveraging Connections for Success

This interactive session will teaches business leaders how to transform their existing connections into powerful assets for business development & growth.

Networking is more than just making new contacts—it's about deepening relationships to create lasting value. In this workshop, you'll discover actionable strategies to strengthen your network, build genuine connections, and harness the power of these relationships to fuel success – without feeling yukky!

Learning Objectives
- Learn how to assess & build a network, based on genuine relationships not plastic transactions
- Understand how to make powerful deposits in relationship bank accounts
- Build an intentional networking strategy for mutual benefit

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Mastering Collaboration & Partnership

Unlock the power of strategic collaboration and partnership in your entrepreneurial journey. This immersive workshop is designed specifically for entrepreneurs seeking to amplify their impact, expand their networks, and drive their businesses forward through effective partnerships.

Whether you're a seasoned business owner or just starting out, this workshop will provide you with the tools, strategies, and insights to master the art of collaboration, providing insights into fostering meaningful partnerships, negotiating win-win deals, and securing new opportunities.

Learning Objectives
- Learn how to assess & build a network, based on genuine relationships not plastic transactions
- Understand how to make powerful deposits in relationship bank accounts
- Build an intentional networking strategy for mutual benefit

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Standing Your Ground

Unlock your potential and assert your presence in the business world with our workshop, "Standing Your Ground". Join us to learn practical strategies to confidently assert yourself, navigate challenges, and make your voice heard.

Whether you're facing difficult negotiations, overcoming imposter syndrome, or striving to lead with authenticity, this workshop provides the tools and insights you need to thrive.

Learning Objectives
- Unpick what makes standing our ground hard, and how to move beyond the fear
- Learn effective, easy to use frameworks for getting our view across
- Explore how to stand strong without being stubborn

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Getting More Comfortable with Conflict

Conflict is an inevitable part of any business journey, but it doesn't have to be a stumbling block. This workshop is specifically designed for entrepreneurs who want to transform conflict into an opportunity for growth and innovation.

Learn to navigate difficult conversations with confidence, turn disagreements into productive dialogues, and build stronger, more resilient business relationships.

Learning Objectives
- Understand the nature and dynamics of conflict in a business context.
- Develop strategies to manage and resolve conflicts effectively.
- Enhance communication skills to handle difficult conversations with confidence.

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Building Leadership Confidence

One of the hardest things about being a Leader is that everyone expects us to have all the answers, solve all the problems and know exactly where we're going. Other leaders seem to ooze confidence but that's not how we feel - so maybe we're not cut out to be a leader. Right?

Wrong. Confidence isn't something we just have, it's something we build - intentionally & with practice. This interactive workshop exposes the truth behind the Confidence Myth and breaks down the practical steps we can all adopt to feel, appear and be more at ease in our roles as Leaders.

Learning Objectives
- Understand the mindsets – and myths! – behind leadership confidence.
- Identify our own personal confidence sappers and rewrite those negative scripts
- Build a bank of credibility & resilience as the foundation for appropriate confidence.

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Identifying Priorities & Making Them Happen

In today's fast-paced world, it's easy to get caught up in the whirlwind of tasks and obligations, often leaving our own priorities on the back burner.

This interactive workshop is designed to help you step back, reflect, and gain clarity on what truly matters to you. By identifying your priorities and creating an action plan to make them a reality, you'll regain control over your time and energy, leading to a better balance between work & play and enabling you to make progress with your business or other projects.

Learning Objectives
- Learn how to cut through the noise and identify what's really important.
- Explore the common barriers to prioritising effectively – and strategies to round them
- Discover practical tips & techniques to manage time better to make space for those priorities.

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

The Basics of Great Customer Service

We all know that delighting our customers is an important part of being a successful business. But what does that really mean? Join us to discover the art of a customer-first mindset, pick up rapid communication tips, and master swift problem-solving techniques.

Let's harness the benefits of great customer service to propel all our businesses.

Learning Objectives
- Understand the customer lifecycle & its impact on delivering great customer service
- Learn techniques to capture, assess & respond to customer needs & wants
- Create a toolkit for swift problem solving to build customer loyalty

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

The Entrepreneurial Mindset

Whether we realize it or not, our own brains play tricks on us & hold us back. Cultivating an entrepreneurial mindset is crucial for individuals seeking success in the world of business. It's not limited to starting a new venture; it can also be applied within existing organizations to drive innovation and positive change.

Explore the fundamental elements of the entrepreneurial mindset and discover how cultivating the right mindset can be a game-changer for your business. We'll focuses on risk taking, innovation & confidence building to name but three.

Learning Objectives
- Understand the customer lifecycle & its impact on delivering great customer service
- Learn techniques to capture, assess & respond to customer needs & wants
- Create a toolkit for swift problem solving to build customer loyalty

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

4 Essential Conversations for Every Leader

The thing about being a Leader is that we don't do it on our own. Being a Leader means having a team, and having a team means managing people - which is never easy!

Join us for an interactive workshop exploring the 4 essential conversations every Leader needs to be able to master to get the best out of the people working with them, plus some tips for making them just that little bit easier.

Learning Objectives
- Discover the 4 essential conversations every leader should have
- Understand the impact on individual & team performance
- Learn frameworks for making them a habit rather than a chore

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (2-3 hours)

Overcoming Resistance to Change

Leading our team through change can be challenging - for us as well as them. There are lots of workshops looking at how to plan & execute change projects but few that help us with the really tricky stuff - people and their reactions...

This interactive workshop uncovers the basic human instincts that govern our reactions to change and explores some tactics & strategies for turning them to our advantage, making change much easier to manage for everyone!

<u>Learning Objectives</u>
- Understand the main reasons for resistance to change
- Explore tools for diagnosing what's going on in your project
- Learn tactics & strategies for getting people more fully on board

<u>Methodology</u>
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

<u>Format</u>
Virtual, Live (2-3 hours)

Quietening your Inner Imposter Syndrome

Not only does Imposter Syndrome cause problems for individuals themselves, it's also bad for the team that they work in – they pull back, stifling their talents & don't volunteer ideas or improvements. They're less likely to get involved in projects for fear of 'getting it wrong' or put themselves forward for new opportunities, limiting a manager's flexibility to develop their team.

This workshop provides tips & tools for the Imposter Syndrome sufferer & their manager alike with concrete things to do to silence the inner critic & break through the doubts.

<u>Learning Objectives</u>
- Understand the dynamics of Imposter Syndrome & the personal & organizational impacts it has
- Learn 4 practical strategies for getting it under control
- Explore how to create a team culture that minimizes the risk of Imposter Syndrome

<u>Methodology</u>
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working
- Sharing tips & tools for both individual & organizational benefit

<u>Format</u>
Virtual, Live (½ day)

Building a Culture of Teamworking

This interactive workshop is designed to equip leaders and teams with the tools to foster a culture of collaboration and trust by applying Patrick Lencioni's Five Behaviors model.

Participants will explore the foundational behaviors of high-performing teams: **Trust, Conflict, Commitment, Accountability, and Results**. Through practical exercises, discussions, and real-world applications, they will learn how to build stronger, more cohesive teams and be better team players themselves.

Learning Objectives
- Understand the 5 core behaviours of teamworking and how they interconnect
- Learn practical strategies to boost performance in each area
- Explore how to improve team dynamics, trust & productivity in their own teams – whether they're the leader or a team mate.

Methodology
- Interactive format in a supportive learning environment
- Practical exercises
- Small group working

Format
Virtual, Live (½ day)

1 DAY COURSES

The Introverted Networker

According to a New York Times survey, for many people walking into a room full of strangers is a scarier prospect than death – only slightly worse than speaking in public! This session takes the fear out of networking, giving participants a clear strategy for choosing & preparing for events, tactics on what to do when in the room and how to plan for effective follow up – making networking events not just more enjoyable but more productive as well.

Learning Objectives
- Overcome our fears about networking
- Learn how to start (and stop) conversations – and be memorable for all the right reasons
- Develop a strategy for intentional networking
- Create an effective follow up routine to maximize ROI from networking

Methodology
- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Hands-on practice sessions

Format
Virtual, live (1 day)

Building Effective Relationships at Work

It's rare at work that we can achieve everything we want to on our own. Working with other people and building effective relationships at work is the key to success – ours and our team's. In this session we explore what makes some relationships work better than others, how trust can be built quickly and effectively, strategies for identifying and investing in our most important relationships as well as some tips for what to do when it all goes wrong!

Learning Objectives
- Identify the relationships at work that are most important to us
- Learn techniques to create rapport & build trust
- Explore how to defuse common tensions & resolve misunderstandings early
- Understand what to do to make authentic investments in the relationships that really count

Methodology
- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Includes introduction to DISC behavioral styles
- Action planning for accountability & sustainable change

Format
Virtual, live (1 day)

Understanding Our Customers – using DISC

Whether we work in a front facing service or not, we all have customers. Understanding what makes them tick and how to communicate with them effectively can make all our lives so much easier.

This session explores how we can use the DISC assessment tool to spot the communication, decision making and information processing preferences of the customers we work with – internal and external – and minimize the potential for misunderstanding and disagreement. Learning to adapt our own behaviors allows us to get our message across more effectively and produce better results.

Learning Objectives
- Gain an understanding of the DISC behavioral preferences & how to spot them in others
- Learn how to adapt our behaviors to serve our customers as they prefer to be treated
- Explore what satisfying our customers really looks like in our day to day work

Methodology
- DISC self-assessment
- Facilitated discussions & learning
- Practical, hands-on exercises
- Highly interactive

Format
Virtual, live (1 day)

Building Cohesive Teams with DISC

Teams are more productive when everyone is pulling in the same direction. Productivity goes up when people understand the contribution they make to the overall goal & have a stake in the team's success.

This session enables teams to explore in detail what it is they do & why, and how they can work together most productively. Participants will learn how to create a shared vision & values for their team, and how to harness the contributions and strengths of individual team members for maximum impact. The session will draw on insights from the DISC Behavioral Styles model to enhance team working & cohesion.

Learning Objectives
- Explore individual & shared values to create a shared Team purpose & mission
- Identify strengths & contributions of all team members
- Understand how to work together most effectively as a Team

Methodology
- For use with existing teams
- DISC self-assessment
- Facilitated discussions & learning
- Group work & practical exercises
- Action planning for accountability & sustainable change

Format
Virtual, live (1 day)

Working Across Silos

Collaborative working across teams is increasingly critical but can be hard to achieve. Differing goals, incentives & experience can all get in the way. This session digs into the essential foundations for successful collaborations & how to ensure we all get on the same page. Participants will learn how to build trust & credibility quickly & effectively, identify areas of common ground (& potential tension), and maximize What's In It For Me (WIIFM) for all parties.

Learning Objectives

- Know what is needed for successful collaborative working
- Learn strategies for building trust & credibility
- Understand how to analyze & align individual interests
- Explore tactics for defusing tension & avoiding misunderstanding

Methodology

- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Includes introduction to DISC Behavioral Styles
- Action planning for accountability & sustainable change

Format
Virtual, live (1 day)

Managing Difficult Personalities at Work (NEW)

Managing Teams can be tough at the best of times, but sometimes those difficult personalities can really get us down. Nothing we try seems to work and the tensions just continue. Nay sayers, perpetual foul uppers, couldn't care lessers & underminers – we've all met them but now we have to manage them, and we just don't know how!

Using the Saboteur Matrix, this interactive workshop explores the modus operandi of those difficult personalities, gets to the root of what's really going on & suggests strategies for dealing with them.

Learning Objectives

- Easily diagnose & spot difficult personalities on the team
- Understand what lies behind the behaviors & how to address them
- Recognize when sabotage isn't intentional, and learn how to turn it round
- Build confidence in holding challenging conversations & challenging poor performance

Methodology

- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Action planning for continued growth & development

Format

Virtual, Live (1 day)

Building Trust in the Workplace (NEW)

As leaders, we all know we want good levels of Trust in the workplace but few of us know how to build it intentionally – what the things are that will make a substantive positive difference, and what not to do to avoid losing it. Without a foundation of Trust, teams struggle to perform, innovation is stifled, stress & sickenss levels are higher and productivity is dented.

That's the bad news. The good news is that there are steps we can all take – in our relationships with our peers, our dealings with our teams, our interactions with our partners and our contact with our clients – to demonstrate trust & trustworthiness consistently & authentically.

This workshop looks at strategies for building, maintaining & repairing Trust both in individual one-to-one relationships and as a team or organizational culture.

Learning Objectives

- Understand the difference high levels of Trust in the workplace make
- Explore the essential components that make up Trust & how to measure them
- Develop strategies for building Trust intentionally & proactively
- Know how to quickly diagnose when Trust is damaged & what to do to repair it
- Learn how to build Trust at scale through supportive & psychologically safe cultures

Methodology

- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Action planning for continued growth & development
- Applicable at 1-1 and organizational level, can be tailored to weight more towards one or other perspective.

Format

Virtual, Live (1 day)

Leading Hybrid Teams (NEW)

Hybrid working is not going away – 84% of employees prefer the mixed culture of home & in-office working, with 1 in 3 workers willing to comtemplate changing jobs if they can't work flexibly as regards location. Meanwile, 63% of high growth companies have embraced a 'productivty everywhere' approach while those companies still struggling with enabling hybrid working are twice as likely to be suffering low or no growth and have lower levels of employee retention.

We all know that managing a remote team is different from managing an onsite team, yet few organizations or leaders fully understand how to get the best out of a hybrid team.

This 1 day workshop explores what the essential differences are between in-person, remote & hybrid teams, how to get the mix right & what the Leader should focus on to get the best out of the hybrid model.

Learning Objectives

- Understand the opportunities, challenges & risks of the hybrid teams model
- Learn strategies to promote the Hybrid Team Core Principles of Intentionality, Clarity & Community
- Develop protocols to make optimum use of remote, in-person & hybrid working times
- Explore potentially tricky situations & how to handle them
- Identify the Healthy Habits for all Hybrid Teams and create activities to bring them to life

Methodology

- Interactive format, focused on practical application
- Sharing strategies, tips & tools
- Facilitated group discussion & peer learning
- Builds to create a team based action plan

Format

Virtual, Live (1 day)

Promoting Curiosity: Developing an Ethos of Creativity & Innovation (NEW)

In our fast-changing modern world, innovation is quite often what makes the difference between success and failure – fostering growth, avoiding stagnation & responding to the many challenges that come our way. Achieving innovation at all levels is the key to staying afloat in the increasingly frequent VUCA (Volative, Uncertain, Complex, Ambiguous) environments we encounter.

This 1 day workshop explores the power of curiosity in growing creativity & innovation in ourselves & our teams, and equips leaders to unleash the potential it can bring by developing approaches that enable curiosity to become a learned skill & everyday practice.

Learning Objectives

- Understand the benefits Curiosity can bring to our team & organization
- Explore the essential mindsets to promote Curiosity at work and build confidence in its use by ourselves and our teams
- Learn the core skills that enable Curiosity in practice & create frameworks to develop them in a team
- Identify the essential components of a culture of Creativity and Innovation & the steps needed to bring them to life

Methodology

- Interactive format, focused on practical application
- Sharing strategies, tips & tools
- Facilitated group discussion & peer learning
- Builds to create a team based action plan

Format

- Virtual, Live (1 day)
- Can be expanded to a 2 day mini-program with additional hands-on practice sessions & skills development insets.

PROGRAMS

Creating High Performing Teams

Teamwork is essential to organizational success, but performance can suffer if teams aren't aware of how they work together and what behaviors are essential for successful collaboration.

Designed for teams, this 2 day program digs deep into the key elements of trust, accountability & ownership. Participants learn strategies for better communication, goal alignment, conflict resolution & empowerment. The program draws on both DISC Behavioral Styles & Lencioni's research on teamworking and builds to create a personalized action plan for the team & its members.

Learning Objectives
- Identify the strengths & areas for improvement within individual teams
- Develop a strong sense of team ownership, pride & loyalty
- Embed behaviors that promote trust, healthy conflict, accountability & commitment
- Learn how to communicate most effectively with other team members
- Create a personalized action plan for enhanced team performance

Methodology
- For use with existing teams
- DISC Self Assessment tool
- Team assessment
- Facilitated discussions & learning
- Group work & practical exercises
- Action planning for accountability & sustainable change
- Highly interactive

Format

Virtual, live (2 days)

Can also be offered as 4 x ½ day sessions

Developing a Coaching Style of Management (NEW)

Empowered employees are generally more engaged, work harder & stay longer with their employers. Day-to-day, decisions are faster, outcomes are better & the manager, freed from the burden of instruction, trouble shooting & chasing up, is able to think strategically & plan for the future. Adopting a coaching style of management is one of the most effective routes to empowered teams.

This 2 day mini-program introduces leaders to the core principles, essential behaviors & foundational skills of being a coaching manager. Highly interactive with a strong focus on skills development & hands-on practice.

Learning Objectives

- Understand the different styles of management and when to (and not to!) adopt a coaching style
- Explore the personal behaviors, attitudes & mindsets of effective coaching managers
- Learn & practice the foundational skills of active listening, open questioning, rapport building & accountability enablement
- Create a flexible coaching model for planned & 'in the moment' coaching opportunities
- Identify the common pitfalls of coaching as a manager & develop strategies to overcome them

Methodology
- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Includes introduction to the GROW coaching model
- Action planning for personal development & sustainable change
- Introduces Action Learning Set approach for ongoing peer support & development

Format

Virtual, live (2 days)

Can also be offered as 4 x ½ days

Enabling a Customer Centric Culture (NEW)

We all know that in commercial sales businesses, Customer is King – focusing on the customer tends to bring better relationships & higher sales revenues. But even non-commercial organizations can benefit from developing a customer centric culture – enabling a deeper understanding of needs & preferences leading to better products, services & experiences, lower costs, more effective decision making and a stronger reputation & community loyalty. And, by the way, generally a much happier place to work with more engaged employees too!

The new technologies can take us so far, automating processes, streamlining interactions & capturing critical intelligence, but having our entire team put the customer at the heart of what we do on a day to day basis is what really makes the difference.

This 2 day workshop takes a helicopter view of the components required to enable a customer centric culture to grow and looks at some practical steps every leader & team can take to make it happen.

Learning Objectives

- Learn what it means to be Customer Centric Culture & why it's important, even in non commercial organizations
- Identify the core skills of being customer centric together with activities to develop these in our team – Listening with Empathy, Questioning for Insight, Creating Win-Win Solutions, Resolving Disagreements Agreeably, Harnessing Feedback for Continuous Improvement
- Explore the Enablers of Vision, Talent, Performance & Empowerment to support the growth of a Customer Centric Culture across our teams & organization & develop strategies to seed them in our teams
- Understand the Leader's role in sustaining Customer Centricity, even when times are tough

Methodology
- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Includes introduction to the Engage, Enable, Empower team development model
- Action planning for personal development & sustainable change

Format

Virtual, live (2 days)

Can also be offered as 4 x ½ days

Developing Executive Leadership Skills (NEW)

Moving from operational to strategic leadership is one of the hardest transitions any leader can make – leaving behind the 'comfort blanket' of direct delivery & taking on the less easily defined challenges of vision, direction, collaboration & culture. Executive Leaders are expected to navigate their organization towards the future, whilst engaging, enabling & empowering performance, accountability & innovation from the team around them.

This 6 session program is for leaders preparing for or newly in an Executive leadership position.

Sessions will cover:

- The Executive Mindset
- Thinking strategically
- Promoting empowerment & engagement
- Building alliances
- Identifying, creating & leading transformational change
- Confidence, Presence & Resilience for the leader and their team

Participants will work as a cohort, creating peer networks & supporting each others ongoing leadership practice & development.

Learning Objectives

- Understand the difference between Executive & operational leadership
- Explore the personal behaviors, attitudes & mindsets of successful Executive leaders
- Develop greater personal insight, self awareness & emotional intelligence
- Learn & practice essential skills in the core Executive leadership disciplines of strategy, team & culture development, collaboration & effective relationships, transformation and executive presence.
- Create an action oriented personal development plan

Methodology
- Highly interactive
- Sharing strategies, tips & tools
- Facilitated group discussions
- Action planning for personal development & sustainable change
- Introduces Action Learning Set approach for ongoing peer support & development

Format

Virtual, live in small group cohort – max 10 participants

6 x ½ day (4 hour) workshops plus 2 x 60 min 1-1 coaching session per participant

Program also includes 2 x Personal Assessments delivered online with comprehensive feedback reports