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Bite-Sized Learning Course Brochure

New Course Added

solution focused...
...return on investment driven
www.resultsdrivengroup.co.uk

Introduction

Bite-sized learning sessions are short tools based, two-hour experiential learning sessions that are now being offered nationally across the UK and delivered in house for groups of 4 – 25 people per session onsite.

As more and more of us become 'time poor', we are expected to deliver more and more as part of the day-job, so now is the time to undertake learning in a different way and just attend a bite size learning session that can be delivered around your busy working schedule.

Next steps

Have a look at the list of courses available and then decide on which three '2-hour bitesize learning sessions' you want delivering in a day and then give us a call on 0845 094 0587 or email us on info@resultsdrivengroup.co.uk to book a day.

Delivery times

We can tailor the delivery times to suit you according to the needs of your business. Standard delivery times tend to be:

Session one – 09:15 to 11:15
Session two – 11:30 to 13:30
Session three – 14:00 to 16:00

If some delegates want to attend all day, they can do so.

Programme pricing

The cost for a day's delivery onsite to 75 delegates = 3 x 2-hour session at 25 delegates per session = £1,395 + VAT + Travel = £18 per delegate.

Bite-Size Learning – 2-hour Learning Modules

Module 1 - Accountability

Overview:

At a time when productivity in the UK is critical to maintain our competitive advantage with the rest of the world, the embracing of accountability by an organisation and the employees within in it is fundamental to its future success and survival.

If this is an area of number for the people in your organisation, then this course has to be 'A must attend!!'

Topic Areas:

- What is accountability?

- Accountability and responsibility skills assessment

- What areas do I need to work on to become more accountable as an individual?

- Accountability trios

- Developing a results driven attitude that encourages discipline and determination to become accountable and succeed

- Techniques for developing accountability that never fails

- Summary and action plans agreed

Module 2 – Adapting to a Changing Environment in the Public or Private Sectors

Overview:

Changing the way in which we think – adopting a positive mindset to be able to deal effectively with change.

How to change our behaviour and adopt a winning performance methodology.

How do we make the most of our current Skillset and then adapt it to changing circumstances? – reflecting on our experience and turning it into action.

Career planning – what can be achieved – making the right Chess moves.

Topic areas:

- Reflecting on the past to be successful in the future

- Adopting the attitude and mindset to succeed

- Undertaking a skills scan of our lives – where have we gained experience?

- Adapting to ever changing environments

- Changing our communication styles to deal with different audiences

- Self coaching – 'Think it – Believe it – Do it'

Module 3 - Assertiveness

'Having the confidence to communicate effectively can change your life forever'

Overview:

This workshop allows you to develop the fundamentals of assertiveness and powerful communication and helps you use assertiveness in a confident way in your work and personal life.

Topic areas:

- The definition of assertiveness

- Who can you use assertion with?

- Why assertiveness now?

- When to use assertiveness

- Assertiveness and integrity

Module 4 - Assessment and Evaluation of Training/Skills Needs

Overview:

This workshop will enable you to assess and evaluate the skills of your team and ensure that you can develop the correct training package for their future and ongoing skills development.

Topic areas:

- Understanding competency development

- Developing your own competency assessment framework using the results driven approach

- Assessing the capability of your team

- Measuring the impact of development

Module 5 - Closing Deals

'The results driven way'!!

Overview:

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To close the sale and secure new business your client must be completely convinced that you and your organisation are going to best meet their needs.

This highly interactive 90 minute session provides top tips and techniques to give you the edge and help you secure the sale.

Topic areas:

- Setting objectives

- Creating an open and honest meeting

- Interpreting and acting on the buying signals

- Types of closes

- Action planning

Module 6 - Commercial Reality

'The facts'

Overview

We will introduce you to the world of the Private Sector and show you how to run your own business through a results driven business simulation challenge.

You will have to make decisions based around profit and loss, marketing and product development.

Topic areas:

- Analyse basic business data

- Work as a management team

- Define their target market and satisfy its needs

- Analyse the competition

- Make logical business decisions

- The importance of advertising, pricing and margins

Module 7 - Communication Skills Excellence

'Adapt your communication style to any given situation'

Overview:

Being able to adapt your communication style naturally will revolutionise the way in which you communicate.

This workshop will enable you to communicate more effectively and build rapport with customers.

Understanding customer types and matching your communication style.

Topic areas:

- Understanding the basic types of communication

- What style are you?

- Using rapport to gain the upper hand

Module 8 – Creative Problem Solving

'Unleash your creativity and approach to problems'

Overview:

Are you creative enough when problem solving?

Do you explore the problem from every conceivable aspect?

Do you always achieve the results you require?

If the answer is no to anything then you will need to come on this workshop to find out how.

Topic areas:

- Creative problem solving – what is it?

- How to create an environment where it is safe to use creativity

- Have a go using one of the results driven creative problem solving tools

- Map your way to success

Module 9 – Critical Business Decision Making

'Do you get a return on investment on all of your decisions?'

Overview:

Making critical business decisions in times of economic uncertainty is a vital skill set that can be taught.

Understanding how to measure the impact of your decisions is vital to success.

Topic areas:

- Understanding return on investment versus return on expectation

- How to measure the impact of a project

- Hard and soft data - which measures do we need to use?

- Applying the ROI methodology in your day-to-day decision making

Module 10 - Customer Service Skills Excellence

Overview:

This 3 hour Bite-Size learning session looks at the value and impact of how amazing internal customer service can ultimately deliver excellent external customer service.

It takes a team based approach to want to change the customer experience in any organisation. Learn how to do this the results driven way.

Topic areas:

- What's different about good customer service?

- What do we have to do differently to deliver amazing internal customer service?

- What do we need to do differently to deliver excellent external customer service?

- Using innovation and creativity to make excellent customer service stick

Module 11 – Dealing with Difficult Customers

Overview:

The Bite-Size learning session raises understanding of the background to conflict and the mindset of difficult customers.

Learn how own verbal and non-verbal communication styles tend to calm or escalate a situation.

Acquire key skills and confidence to pro-actively manage the negative behaviour of difficult customers.

Topic areas:

- Why we need to effectively deal with difficult customers professionally?

- Managing our own verbal and non-verbal behaviour

- Managing difficult customers

- Structuring and controlling the conversation

- Saying 'No' effectively

- Giving the customer a 'win'

Module 12 - Dealing with Difficult People

Overview:

Difficult people exist in all areas of our lives. They cause problems for anyone who comes into contact with them. All communication consists of reaction and counter-reaction.

Changing your reactions, both inwardly and on the surface, will make these difficult people counter-react differently and diffuse the situation.

Topic areas:

- Understanding yourself and others

- Styles of behaviour

- Saying "No"

- A framework for identifying and dealing with your emotional responses

- Applying the 4 key principles of business parenting and the 10 'shoulds' that prevent you from interacting effectively

- A behaviour approach to dealing with problem people

Module 13 – Delegation & Empowerment

'How to use empower our teams to take the pressure off'

Overview:

Delegation + Empowerment = Motivation

You will understand the barriers to effective delegation; see how planning plays a key role and even how to use delegation as a motivator for your staff.

Use delegation skills and simultaneously empower their staff.

Understand how to use empowerment to achieve SMART objectives.

Topic areas:

- What is empowerment?

- 3 states of empowerment

- Questions to consider

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- Empowerment v delegation

Module 14 – Delivering Developmental Feedback

'and motivating our people to another level'

Overview:

Feedback should be given little and often, not dumped once a year at appraisal time. Just like shoes, one size does not fit all, so we need to appreciate the need to plan formal feedback sessions to ensure the right result.

Within this session you will learn how to manage the feedback process, ensuring that people feel valued, respected and knowing how to improve, or, with positives, what to build on.

Topic areas:

- How to turn negative feedback into developmental feedback.

- Participants will look at the importance of praise and why it works; a five step model for giving praise and criticism and carrying out practice sessions.

Module 15 – Developing a Customer Service Culture

Overview:

Your people are the critical part of any **customer service strategy**. This interactive course looks at the human dynamics that shape your organisation's customer interface.

It will help management teams who are responsible for customer service policy to understand what is required to become a service-led organisation, how to develop a **service-led culture** and how to maintain and evolve that culture.

Topic areas:

- Champion the promotion of a service-led strategy

- Understand how your own company's mind-set can facilitate (or not) a move towards a service-led culture

- See how critical people-management and people-development issues are in delivering customer care

- Improve customer-facing behaviour through the application of effective people-management techniques

Module 16 – Developing a Positive Mental Attitude

'Attitude is everything'

Overview:

We all have internal conversations with ourselves. I can't do that, it won't work if I do it, I couldn't talk to them etc… You're right though it's often a self-fulfilling prophesy, you think you can't so you don't etc…

This workshop helps with focus techniques to change those tunes playing in your head to: I can and yes, the self-fulfilling prophecy helps again to ensure it happens: "I can so I will".

Suitable for:

Delegates who need to be able to develop belief in themselves to succeed

Topic Areas:

•   Attitude is just a state of mind let us help you to get it right

•   Delegates will use video and an interactive game to challenge their perceptions

•   They will construct inner dialogue maps and use top tips to construct a personal attitude plan

Module 17 – Equality and Diversity in the workplace

Overview:

In our increasingly diverse society, employers and employees have both moral and legal duties to ensure workplaces are positive environments for all colleagues to work.

 Equality in the workplace is designed to introduce people to the key principles of the Equality Act 2010 and employer and employee responsibilities in complying with this legislation. This workshop explores the difference between equality and diversity, the various types of discrimination defined in legislation, and the compliance responsibilities of both employers and employees.

Topic areas:

•   Understand the difference between equality and diversity

•   Understand the impact of equality legislation

•   Understand the different forms of discrimination

•   Understand employer and employee responsibilities

•   Understand the potential equality issues in the workplace

•   This course is designed for people who have no previous knowledge of the Act or who are unfamiliar with its legal requirements

Module 18 - Financial Awareness for Managers

'This course can save your company £10,000s each year – if you need to be financial in your role then you need to come'

Overview:

The mysterious world of Budgets will be explored in a no-nonsense plain English approach. Avoid the most common pitfalls and understand how a few essential tips can lead to successful financial control.

Dodge the budgets at work and they catch you up at home. You need to budget and we will show you how.

Suitable for:

Delegates who need to be financially aware

Topic Areas:

Delegates will use a range of practical exercises to understand the nature and behaviour of costs, differentiate between capital and revenue expenditure and compile a simple departmental budget.

Module 19 – Handling Objections with Style

'Dealing with resistance'

Overview:

You have to work to make a sale, and chances are that you're going to have to overcome a number of objections before you secure the business.

The ultimate aim of this session is to give you the confidence to handle sales objections and enable you to turn objections to your advantage.

Topic areas:

• Why and how objections occur

• The dos and don'ts of objection handling

• Reducing the amount of objections you get

• How to handle objections quickly and positively

Module 20 - How to Cope with Stress on a Day-to-Day Basis at Work

Overview:

An essential workshop for employees which provides individuals with the techniques and skills to combat the impact of stress at work.

The aim of this course is to provide individuals with the skills and knowledge to recognise the effects of stress in themselves and to have a wide variety of practical techniques that they can use to eliminate/reduce and cope with stress.

This programme is highly participative and active.

Suitable for:

Anyone who has to cope with stress at work.

Topic Areas:

We will use a range of practical techniques to prevent and manage stress. This includes:

- Ways to avoid stress

- The importance of thinking and focusing positively

- Methods of improving well-being

- Ways to enhance stress-free performance at work

- Delegates will receive a checklist containing practical advice on dealing with stress

Module 21 – How to Deliver a Motivational Appraisal

Overview:

Developing your people is crucial in the battle to retain good employees and up-grade their skills to cope with increasing demands and technology.

Make sure that you retain your people by developing their skills.

Topic areas:

- Be able to prepare, structure and run the appraisal interview

- The client appraisal form

- The structure of the appraisal

- Giving and receiving feedback

- Setting and achieving objectives

- What makes a motivational appraisal?

- Following up the appraisal interviews

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Module 22 – Influencing

'Learn the art of persuasion'

Overview:

Do you tailor influencing style to that of your audience?

Are you subtle enough in your approach to persuade colleagues to see your point of view in the correct manner?

This Bite-Size learning session give you the tools tips and techniques to stay ahead.

Topic areas:

- An understanding of the importance of planning your approach to influencing

- The results driven approach to influencing

- How to adapt our influencing style according to the situation

- Best practice techniques for using these skills in the workplace or other situations

Module 23 - Inspirational Leadership

'Inspire and enthuse your team from the front'

Overview:

Inspiring and leading others to deliver their full potential, this workshop gives you an insight into the core skills and behaviours needed to be effective in the role of a leader within your organisation.

Understand how to use the results driven situational leadership model and change your leadership style to any given situation.

Topic areas:

- Practical models of leadership and their application

- Understand the power of situational leadership and how to apply these tools to the leadership of your team on a day to day basis

Module 24 – Introduction to Emotional Intelligence

'In study after study, from many different sectors, those leaders with high EI competencies outperform their colleagues'

Overview:

This workshop will introduce you to the concepts of EI to help you solve your retention and morale problems, improve creativity and people networks and create synergy from improved teamwork.

Topic Areas:

- What is emotional intelligence and the connection between behaviour, feelings, and performance?

- How emotions are an integral part of everyone's work experience and are significantly influenced by the leader

- How emotions impact on productivity and quality

- Explore how and why a leader should find reasons to express gratitude in order to influence and develop cooperation in the workplace

- How to create a positive team environment through the use of visual images

Module 25 – Lean Thinking and Implementation Through the use of Empowerment

'How to save costs in an inspirational way'

Overview:

Understand how to embrace and implement Lean methodology through the empowerment of your team.

Learn how to use powerful Lean implementation tools that will enhance productivity and improve process.

Topic areas:

- Understand how to use 5S in any environment

- Use 5S to enhance culture change

- Understand how to map existing processes and make improvements and cost savings

Module 26 – Management & Leadership

'What is the difference?'

Overview:

Learn how to adopt the behaviours of a leader in just 2 hours, a tall order you make think – but it is possible.

Topic areas:

- The manager administers; the leader innovates – how to develop an innovative style of leadership

- The manager maintains; the leader develops - how to adopt a developmental style of leadership

- The manager focuses on systems and structure; the leader focuses on people – learn how to motivate from the front

- The manager relies on control; the leader inspires trust – how to develop a culture of trust in your team

- The manager has a short-range view; the leader has a long-range perspective – Visioning, does your team have one?

Module 27 - 'Managing a Matrix Team'

'In today's uncertain climate, all organisations are turning to matrix teams in order to be faster and more flexible and to share resources across the organisation'

Overview:

This 2 hour Bite-Size learning session breaks down the fundamental principles and processes needed to ensure success when leading matrix managed teams.

A tools-based programme that is based around facilitation, influence, communication and leadership.

Topic areas:

- The characteristics of matrix teams – what are matrix managed teams and why is there a need for them?

- The role of the leader – changing the role of leadership; what is expected of a matrix team leader

- The behaviours and skills required – the skills, qualities and attributes needed; understanding the impact your style and influence has on the team

- Creating a matrix-managed team: tools and techniques – group process facilitation

- Application planning – developing a practical application plan focused on your own specific matrix team

Module 28 – Managing Change

'Organisations that eat change for breakfast are organisations of the future'

Overview:

Being able to manage change is here to stay and is integral to the skills needed by the modern manager.

It is key to ensure that our people are with us from the outset when implementing change and that we can keep them onside and inspire and motivate them continually.

Topic areas:

• Change management models that will enable you to manage change on a day to day basis

• Getting a team onside through the process of change

• Putting your own change management strategy in place

Module 29 – Managing Upwards

'Being able to influence your line Boss is critical for both of you!

Overview:

Forming a strong working relationship with your boss can be the maker or breaker for getting your job done, establishing your career and keeping your sanity!

This session isn't about uprising and revolution, but about giving you the confidence and tips to help you work more effectively with your manager, understanding each other's needs and pressures, and agreeing best ways of working together.

Suitable for:

Delegates who need to develop a better relationship with their Boss

Topic Areas:

• Delegates will complete a self-assessment questionnaire and practice using step-by- step models to both make and deal with requests from their manager

• Strategies to success are then discussed and debated as a team

Module 30 – Meetings Management

'Do you always deliver your objectives?'

Overview:

'Ok so let's take stock. You are constantly late, you never achieve your objectives and the Boss is always on at you – does life really get this good?

This workshop explores the running of successful meetings, effective preparation and the delivery of results through successful meetings management.

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Topic Areas:

- Before the meeting – why and who?, objectives and agendas, timing, environment, equipment, punctuality, frequency

- Leading the meeting – role of leader, promoting discussion, dealing with conflict and challenges, handling disorder

- Participating in the meeting – why attend?, rules of good communication, preparation and delivery

Module 31 – Mindful Leadership

Overview:

Today, leaders have been described as facing a VUCA environment: one that is volatile, uncertain, complex and ambiguous. Previous notions of control and change management are being questioned, and new capabilities are now required of leaders.

Mindfulness is about actively paying attention to what is actually happening in the moment, in order to respond with integrity and thus remain focused on our strategic results.

This enhances our ability to succeed in today's ever more dynamic and complex world.

Topic Areas:

- What is mindfulness?

- Mindfulness and Leadership

- Spectrum of interventions

- New skills of leadership

- Leadership challenges of the modern workplace

- How can mindful leadership help with stress and pressure?

Module 32 – Motivation

'The 'glue' of management and leadership development'

Overview:

Understanding our people is the key to motivating them.

If I were to ask you the question:

'Do you know what motivates every single member of your team in their work and personal lives?'

What would your answer be? – If it is no then you really do need to attend this workshop.

Once equipped with this knowledge about a person there are a number of techniques and tactics you can use to motivate them.

Topic areas:

- Practical models of motivation and their application

- Understand the power of motivation and implementing a motivation strategy for your team

- Inspire and motivate others to deliver their full potential

Module 33 – Negotiate

'The Results Driven Way'

Overview:

Strong negotiation skills are vital if you want to make sure that you reach the right outcome every time.

Topic areas:

- Take yourself out of your comfort zone and negotiate hard to get a suitable outcome for your customer (either internal or external) and your bottom line

- Develop a win-win approach to negotiation

- Understand how to structure the negotiation process

- Recognise the dos and don'ts of negotiation

Module 34 – Performance Coaching

'Today's business environment demands a results driven performance'

Overview:

Performance coaching will allow you to develop your relationships further with your staff and colleagues and ENABLE them to deliver all of the time and think for themselves and come up with the correct solutions to the issue.

This is a practical hands-on workshop, using very simple powerful feedback and coaching tools.

Topic areas:

- The background of coaching and where it has come from

- Using LIP feedback to inspire

- A '20 minute coaching model'

- How to coach a team through change

Module 35 – Performance Management

'How to deliver results all of the time'

<u>Overview:</u>

By the end of the workshop learners will be able to describe how to:

➢ Manage performance through developing an empowered team

➢ Understand the key skills needed to performance manage our teams all of the time

<u>Topic areas:</u>

- Understanding the different communication styles needed to enable performance

- Using influence and persuasion in performance management

- How to use to PDRR to succeed all of the time

Module 36 - Personal Presentation

'Creating impact with colleagues is vital for your on-going success in business'

<u>Overview:</u>

What would an advertisement about you say? How do you want to be seen? What impact do you have?

Come along to this session that will explore the real you and how you can add impact to create that perfect advertisement.

You will leave with some well-tried and proven tips that work to ensure that, when you want to, you can have greater impact using behavioural and image changes that are simple but effective

<u>Suitable for:</u>

Delegates who need to create impact.

<u>Topic Areas:</u>

- Delegates will examine their own self-image and the way they come across to others through practical exercises.

- The social styles questionnaire is used to examine behavioural styles and a skills practice session to examine how this works in context.

Module 37 - Powerful Presentations

'Be confident all of the time'

Overview:

This Bite-Size learning session is designed to give delegates the confidence to make effective presentations that will be remembered.

It focuses on preparation, practice and performance and will enable you to add flair to your presentations and stimulate a more desired reaction from your audience.

Topic Areas:

- Preparing your presentation – how to decide on your message, the 3 Ws (why?, what?, who?)

- Structuring your presentation – how to package your message, BIKER B, questions, timing, notes

- Making your presentation – how to get your message across and feel at ease in front of an audience, using your voice, nerves, dress, eyes, body, questions, challenging participants

- Presentations' checklist

Module 38 - Project Management

'The deliverables'

Overview:

We will look at some straightforward techniques that really work, to ensure your project delivers on time and within budget.

Not forgetting that projects are also about people not just systems and procedures.

Let us help you become more confident when you are required to manage a project of whatever size, cost or impact.

Topic areas:

- Stages of a successfully managed project

- The key skills needed to manage a project

- Mapping your skill set to that of a project manager

Module 39 - Questioning to Success

'Understanding customer needs'

Overview:

You've got little hope of selling the right product if you don't fully understand your customer's needs. This session helps you to take a step back and provides the key questioning and listening skills and techniques to help you really get under the skin of the need and find a solution that hits the mark.

Topic areas:

- Use a variety of balanced questions to uncover customer individual needs

- Understand what types of questions are the most effective to ask

- Demonstrate strong and impactful listening skills that demonstrate empathy and understanding

Module 40 – Report Writing

'Communicate succinctly all of the time'

Overview:

This Bite-Size learning session will benefit anyone in business who has to put together concise, complex and detailed reports and get it right every time!

Topic areas:

- Shape and structure – what shall I include?

- Signposts and markers – structuring the content

- Taking the reader into account – good style and grammar, making the report convincing

- Report structuring practice – write a report under supervision with the emphasis on making the document both clear and interesting

Module 41 – Resilience

'How good are we??'

Overview:

Resilience is the ability to recover quickly from setbacks and adversity.

Resilient people stay committed and increase their efforts when the going gets tough.

It used to be thought that people were born with resilient attributes; we now know that anyone can improve their resilience through effective training and development.

Topic areas:

- Understanding resilience, pressure, stress and adversity

- Measuring your own resilience levels

- The 7 resilience skills

- Realistic optimism and negative thinking

- Emotional awareness & regulation

- How to recognise and control your feelings

- The importance of self-belief and self esteem

- Importance of tolerating ambiguity

Module 42 – Stakeholder Management

'Engage Stakeholders Correctly'

Overview:

Managing stakeholder expectations is a crucial role for any manager.

This course is for those managers who have to manage stakeholder expectations from across all sectors.

It will teach delegates how to manage stakeholders in a clear and effective manner.

Topic areas:

- Stakeholder mapping

- What makes them tick?

- Considerations from stakeholder mapping

- Use of position, knowledge, or personal power

- Influencing strategies

- Effective communication

Module 43 – Teambuilding

'Achieving excellence through working together'

Overview:

This dynamic 2 hour session will enable you to work more effectively as a team in any environment.

Topic areas:

- Team building exercise - how to embrace teamwork, performance analysis, leadership, communication, problem solving and creative thinking

- Team building exercise – how can we communicate more effectively as a team?

Module 44 – The Bribery Act

Overview:

The Bribery Act 2010 came into effect on 1 July 2011. This creates significant new risks for public and commercial organisations and individuals alike and it is essential to be aware of the new requirements.

This course provides a practical review, focussing on the risks and the controls and procedures required to manage them.

Topic areas:

- International context

- Overview of the Act

- 10 key features of the Act

- Adequate procedures and the 6 guiding principles

- Risks and controls summary

- Practical case studies

- Summary and action plans agreed

Module 45 – Time Management

'How to deal with conflicting priorities and deliver all of the time'

Overview:

Effective time management is critical to outstanding performance and without it we will always struggle to deliver our priorities.

This workshop is full of practical tips, tools and techniques to ensure that you can deliver consistently and confidently on a day to day basis.

Topic areas:

- Discipline and determination – do you have enough?

- How to deal with time bandits on a day to day basis

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- How to prioritise your daily tasks

- Prioritising, tips tools and techniques

Module 46 – Understanding and Developing Team Dynamics

Overview:

By the end of the workshop learners will be able to describe how to:

➢ Understand the fundamentals of team dynamics

➢ Understand the key skills needed to develop our teams

Topic areas:

- Using team analysis tools to understand our teams more

- Empowering our teams through the setting of a team vision

- How to use to develop our teams to the next level

Module 47 – Understanding Risk Management

Overview:

By the end of the workshop learners will be able to:

➢ Understand when to use risk management

➢ Use CBR to manage risk

Topic areas:

- Risk Management – what is it?

- How to create an environment where it is safe to use risk management

- Measuring and managing risk