

Peopletopia

creating the perfect workplace

Learning and Development with Peopletopia Training Courses

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The best course
I've ever been on

Our trainer was
absolutely excellent

I feel so much better
prepared to face
difficult situations now

I enjoyed it so much; I
only wish it had lasted
longer!

At last – I feel like I
know what I should
be doing

The course was so interactive that it
made learning feel easy

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Training Course Prospectus



About Peopletopia

At Peopletopia, our experience tells us that the best results come from businesses who give the best to their people and who get the best from their people.

We work with businesses through Consultancy and through Training to:

- Engage your employees more effectively, thus reducing absence & attrition and increasing innovation and productivity
- Provide the right Learning and Development solutions to ensure your employees are equipped to perform to their best

We are employee engagement experts who know that if you put the effort into engaging your people in the right way, your organisation will reap the benefits – a balanced relationship between employee and employer is the most effective and productive approach.

About our Training Courses

Peopletopia write training courses on a bespoke basis so that we can be sure that our learning and development solutions really meet the needs of an organisation and its' employees. We also recognise that at times a standardised approach meets needs sufficiently, or that sometimes attendance on an open course can be beneficial as delegates get to meet and share ideas with individuals from different backgrounds, experiences and industries. With this in mind, we have put together a range of courses that can either be delivered in house, or run as open courses with mixed company delegates.

Please bear in mind that this just a sample of the subjects that we deliver training on, so if there is something that you would like to see, or discuss, that you don't see in here, just let us know and we will be glad to talk to you in more detail about your needs.



Effective Communication

1 Day
£450

We are in a constant state of communication with those around us, whether it be via our voice, our body language or our written communication. In today's fast paced world there are increasing amounts of communication that take place across a PC, rather than face to face. With all of this practice, how is it that communication so often goes wrong?

On this course, delegates will examine their own communication style, how other people's styles differ and so why communication is sometimes misunderstood. Delegates will examine how to really listen to another person, and how to show that they are listening and attentive, learning how to encourage others to communicate with them.

This course will equip delegates with the necessary skills to avoid common pitfalls and bring clarity to their communication, both spoken and written.

This Course Covers

- Understand the pitfalls of communication – why and how do things go wrong
- Understanding your own & other preferred communication styles
- Maximising the power of your message
- Communicating with the whole person – building awareness of body language and using it to create rapport
- Listen like you mean it – how to listen to the whole message and show that you're doing it
- Communication via email – how to make yourself heard

Successful Workplace Coaching

2 Days
£700

The Successful Workplace Coaching course is aimed at managers and team leaders who need to improve the performance of their people. At Peopletopia, we believe that practice makes perfect, so this course is highly interactive and delegates will take part in skills practice sessions to help consolidate learning.

We will examine the benefits of coaching as a method of development, and we will identify the many different opportunities that a manager has to coach their people. Time is often seen as a barrier to coaching taking place, however a manager who is also a skilled coach will see that with some key skills, coaching can be an effective method of developing a team, even if time is often an issue.

A manager who coaches well has the opportunity to develop a self-sufficient, productive team with the confidence and the competence to run smoothly even in the absence of their manager.

This course will equip delegates with the essential skills to coach others, to help guide others to identify their developmental needs, maximise their strengths and to pinpoint effective strategies for improvement.

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This course covers:

- The Coaching Contract – knowing how to set the rules and expectations up front
- Learning to listen like you really mean it – the art of active listening
- Ask me anything – how to use questions to make your coaching really effective
- Setting goals that people can really commit to
- A practical coaching model – four easy steps to the perfect coaching session
- Feeding back – how to give feedback without deflating your coachee

The Art of Delegation

Half/One
Day
£250/£450

The Art of Delegation Workshop is aimed at managers who struggle to delegate the right things to the right people, or who struggle to let go.

This workshop will equip delegates with the skills and understanding to select the right tasks to delegate, identify the right team members to delegate to and the right information to ensure that a job is well done.

This course covers:

- Why is it tough to delegate? The barriers that lead people to avoid delegation
- Why should I delegate? What are the benefits to me, my staff and the business?
- What should I delegate? How do I know what I can let go and what I should keep close to hand?
- How do I delegate? A practical session on the steps that will prepare you for successful outcomes when you delegate

Please note that this half day workshop can be combined with the essentials of MBTI (The Myers Briggs Type Indicator), to fill a full day. This focuses on helping managers understand the psychology behind delegation and how to avoid conflict with different personality types.

Managing Change

One Day
£450

The Managing Change Workshop is aimed at Managers and Team Leaders whose team or organisation is going through a period of change and so who need to know how to support their people through the transition. The course will also be helpful to team members experiencing a period of change at work.

We live and work in an ever changing environment, and this pace of change puts us under pressure to keep up. If this environment is experienced with little support then it can take its toll on our emotional well-being.

This workshop will help delegates to identify the process of change, and to understand the different emotional reactions that may appear at each stage. Delegates will be in a strong position to manage themselves through change and will be able to employ the right strategies to support their colleagues through a period of change or upheaval.

This course covers:

- What do we mean by change? Understanding how different people perceive change in different ways
- Understanding your own reactions to change
- Understanding emotional reactions to change – using the Kubler Ross change curve as a guide, delegates will understand the range of reactions that people have at each step
- Supporting people through change – understanding what people need at different stages of their journey through change, and knowing which strategies to employ

Presenting with Impact

One Day
£450

It's not just about what you say, but how you say it. If 55% of the message that we send is sent via our body language and another 38% via our voice tone, it's essential that we're getting it right.

On this course, delegates will learn how to create a compelling message using a simple but effective structure and tailor their message to their audience. They will also learn about body language, vocal techniques and creating personal presence, ensuring important messages are delivered with impact, whether communicating through formal presentations or meetings.

This course covers:

- Understand how to use a simple structure to ensure key messages are delivered with impact in both formal presentations and meetings
- Use your presentation structure to capture your audience from the outset
- How to use non verbal communication to add impact and credibility to your message
- Understand and use vocal techniques to add impact to the key messages and maintain audience interest
- Consolidate skills by putting everything into practice on the course, and creating an action plan for further success

Essential Management

One Day
£450

Managing others can be both a pleasure and a minefield. Understanding how to behave to be seen as a manager, how to communicate with your staff and how to develop, encourage or feedback to your team are all challenges facing any manager of people.

Delegates on this course will identify key leadership skills and characteristics, which will help them to create their own image of a successful manager. They will then learn a simple managerial theory to help demystify the role of managing others, which they will have the opportunity to put into practice during role-play activities.

This course covers:

- What does it mean to be a leader of others? Exploring themes of leadership and identifying role-model behaviours and characteristics
- What kind of manager are you? Creating a personal vision of the kind of manager that you will be, considering how you will look, behave, and communicate
- Understanding how and why a manager must be adaptable – the four steps in managing people (from Situational Leadership, Ken Blanchard)
- Improving performance in the most effective way
- Putting everything into practice

Remote teams are becoming more and more of a reality for managers in business today. Employees work in satellite offices away from their teams, out on the road travelling between clients, and at home. This presents some great opportunities in terms of flexibility, cost reductions and geographic coverage, but it also throws up a range of difficulties for a manager trying to motivate individuals, build relationships with team members and build team cohesion.

Technology supports both the remote worker and the team manager in terms of being able to keep updated on changes and developments, but many managers fail to recognise the importance of personal and regular communication, relying heavily on email, rather than choosing communication strategies that will help to build up trust, motivate and help remote workers to feel part of a wider organisation.

This one-day course explores the benefits and the difficulties of managing people remotely, and will give practical steps that any manager can take in order to build a high performing remote team.

This course covers:

- What is a remote worker? Exploring the different ways in which people work remotely
- Exploring the benefits and challenges of remote working – identifying the key issues faced by managers of remote teams
- Motivating your remote team members. How to find the right ways to motivate, how develop your people and how to keep them on track
- Fostering trust - monitoring work and productivity without jeopardising trust
- Working together whilst apart – building team cohesion
- Understanding your team members and getting the best out of them

Creating an Engagement Strategy

Half Day
£250

It's alarming. Gallup suggest that disengagement amongst UK employees is costing up to £64.7billion annually. Engaged employees have lower absence, lower attrition and are more confident in understanding customer needs. Engagement impacts your bottom line - can you afford not to get it right in your business?

This workshop will cover:

- Understanding what “employee engagement” is, and more importantly, what does it mean to your business and your employees?
- Preparing the business case: in order to get buy-in, you will need to prepare a compelling business case, we'll look at the facts and the figures alongside the areas that you should consider when preparing to engage your key stakeholders.
- Your strategy: once you have the buy-in, you'll need to put together a strategy for engagement in your business. We'll identify each stage of preparing a strategy and show you how to ensure that you consider all of the key drivers for engagement.
- The Peopletopia Engagement Model: We'll work through our engagement model, which will give you a useful framework when identifying your areas of focus for engaging employees in your business.

Setting Objectives

Half Day
£250

Clear and compelling objectives are a fundamental part of engaging employees. For any people manager or team leader, the ability to set objectives that motivate, challenge and set direction is an essential skill.

This workshop focusses very specifically on the skills required to hold objective setting conversations, to encourage employees to fully involve themselves in the process and to write truly SMART objectives.

This course will cover:

- Understanding why and how objectives engage employees
- How to raise employees' enthusiasm for setting their objectives
- How to make objectives truly SMART

Performance Management Conversations

Half Day
£250

One of the vital skills necessary for a people manager is to have confidence in shaping the discussions held around performance management. This can mean anything from discussing underperformance without damaging engagement, through to knowing how to discuss long term development goals and plans.

This course will cover:

- Why plan development?
- Facilitating discussion on where your team are now, and where they need or wish to be
- Which skills, knowledge or behaviour should you focus on?
- Putting together an effective plan

Effective Meeting Management

Half Day
£250

Have you ever sat in a meeting wondering “why am I here?” Sometimes it feels like meetings are held for the sake of having a meeting, or that many people come together to meet, but without clear purpose and direction, without which it is difficult to ensure that time is spent effectively and productively.

On this Effective Meeting Management workshop, delegates will learn how to ensure that the meetings they organise will have clear focus, the right attendees and a

This course will cover:

- Setting out a clear purpose
- Inviting the right people and assigning roles
- Creating an effective agenda
- Preparing your attendees
- Communicating clearly and generating discussion
- Decision making and gaining commitment
- Setting expectations and following up

The New Working Parent

One Day
£450

The decision to return to work after having a child is often a difficult one, with much consideration taken to decide how a successful career will balance with the role of being a parent.

This life change also requires a significant shift in the way that a person works, particularly if they are moving to a part time role having been full time. There are particular skills that will assist an individual in ensuring that this transition is effective and productive for both the individual and their organisation.

This course will cover:

- The emotional rollercoaster of change
- Finding a mentor
- Working smarter, not longer
- Prioritising skills
- The need for delegation
- Achieving balance

Finding out more and getting in touch

If you would like to discuss our courses in more detail, or are looking for some training not included in this prospectus, please contact us:

Email: contactus@peopletopia.co.uk

Call: 0845 415 4106/0845 415 4107

Website: www.peopletopia.co.uk

Course costs

The prices quoted in this prospectus are per person for each course and are exclusive of VAT.

Should you wish us to run a course in-house for your employees only, please contact us for the course fee.