



effective   
**Professional  
Development  
Workshops**

At Manchester Art Gallery

## Professional Development Workshops Dates & Times

We have a long affinity with the city of Manchester and a great relationship with Manchester Art Gallery. So, when we were looking for a venue for this upcoming series of workshops, this was an obvious choice.

These half-day workshops (3 hours) are all based on personal and management development topics and are relevant to most businesses. Details of each course can be found on the following pages.

## Booking

To book a place or more than one place you can use the QR code below. If you'd prefer, you can contact us by email, by phone, or just head over to the booking page on our website.

hello@effectivelearning.co.uk  
+44 161 437 6809

[effectivelearning.co.uk/booking](https://effectivelearning.co.uk/booking)



Scan the QR Code with your phone to go to our booking page

All prices are ex VAT

### Time Management & Prioritising

9.30am to 12.30pm - Thursday, 16th March, 2023

### EDI (Equality, Diversity & Inclusion)

1.00pm to 4.00pm - Wednesday, 19th April, 2023

### Interpersonal Communication Skills

9.30am to 12.30pm - Wednesday, 10th May, 2023

### Influencing Skills

1.00pm to 4.00pm - Tuesday, 20th June, 2023

### Wellbeing

9.30am to 12.30pm - Wednesday, 5th July, 2023

### Managing Poor Performance

1.00pm to 4.00pm - Thursday, 24th August, 2023

### Frontline Customer Service

9.30am to 12.30pm - Tuesday, 26th September, 2023

### Behavioural Science (Nudge Theory)

1.00pm to 4.00pm - Wednesday, 4th October, 2023

### Giving & Receiving Feedback

9.30am to 12.30pm - Monday, 20th November, 2023

### Challenging Conversations

1.00pm to 4.00pm - Thursday, 7th December, 2023

### Introduction to Management

9.30am to 12.30pm - Tuesday, 16th January, 2024

### Stress Management

1.00pm to 4.00pm - Tuesday, 13th February, 2024



## Time Management & Prioritising

9.30am to 12.30pm - Thursday, 16th March, 2023

**Are you feeling overwhelmed over persistent time pressure?** You're not alone. 56% of people say they do not have things under control at work every day. But don't worry, we've got the cure. Our workshop will equip you with 20 practical tools, tips and techniques to help you manage your time and competing priorities. Reclaim control by registering your place on our time & priority management workshop.

### Who is time management training for?

Our time management and prioritising workshop is ideal for anyone under time pressure, seeking practical solutions to manage their time and competing priorities more effectively. The workshop is particularly relevant if you want to:

- ✔ Manage your own time spend more effectively
- ✔ Deal more effectively with the demands made on you by others
- ✔ Clarify and rank your priorities, then stick to them
- ✔ Be generally less busy and more effective

**£95 per place**

## EDI (Equality, Diversity & Inclusion)

1.00pm to 4.00pm - Wednesday, 19th April, 2023

**How effectively does your workplace support equality, diversity, and inclusion?** Unconscious bias and inequity is all around us, in ourselves, in those around us and in the cultures we live and work within. Our EDI training gives you a clear understanding of what each term means. You'll learn how to spot bias, prejudice, stereotyping and stigma in yourself and others - and to address it confidently, without blame or conflict. You will leave feeling empowered to work together with those around you to build a more inclusive culture.

### Who is EDI training for?

Our equality, diversity and inclusion workshop is ideal for anyone who wants to see their organisation, team or themselves work effectively to achieve a positive, healthy and sustainable EDI culture and set of behaviours. This workshop is particularly relevant for anyone who wants to:

- ✔ Understand the legal requirements of EDI
- ✔ Know how to implement actions at an organisational level
- ✔ Understand how to make a personal stand to address EDI-related issues
- ✔ Create and support a psychologically safe culture and environment

**£95 per place**

## Interpersonal Communication Skills

9.30am to 12.30pm - Wednesday, 10th May, 2023

**Do you want to be more effective when it comes to interacting with others?** We have the perfect solution for you. Our workshop will help you practice the 5 bedrock skills that underpin all powerful and positive interactions. Learn how to engage and connect with others effectively, while having fun in the process. Adopt essential interpersonal skills that will stay with you for a lifetime.

### Who is interpersonal communication training for?

Our communication skills workshop is ideal for anyone who wants to understand and develop the key skills and behaviours that are the backbone of good interpersonal communication. This workshop is particularly useful for anyone who wants to:

- ✔ Show others that you are listening clearly and are paying attention
- ✔ Know how to use questions to engage the other person or group, and achieve positive results
- ✔ Use the key verbal tips and techniques that, though small, can make a huge difference to your relationship and results
- ✔ Know how to match and lead the other person or group to achieve greater rapport

**£95 per place**

## Influencing Skills

1.00pm to 4.00pm - Tuesday, 20th June, 2023

### Who all influence others, all the time.

But are you aware how you influence, and if it's appropriate? This workshop will focus on three key factors that will help you provide positive and powerful influence, while remaining authentic. If you want to create a positive first to lasting impression, build rapport and genuine support for your ideas, then this workshop is for you.

### Who is influencing skills training for?

Our influencing skills workshop is ideal for anyone who wants to work with others in a way that creates a positive impression and enhances your influence. In particular, it is relevant for anyone who wants to:

- ✔ Create and sustain a positive first impression
- ✔ Be more able to gain the support and buy-in of others
- ✔ Establish rapport
- ✔ Be empathetic

**£95 per place**

## Wellbeing

9.30am to 12.30pm - Wednesday, 5th July, 2023

**Are you struggling to maintain a sense of wellbeing?** Are the expectations placed on you by your employer or by yourself damaging to your physical, mental or emotional health, and preventing you feeling positive, relaxed and in control? Do you recognise the problem, but struggle to find an effective solution? This workshop will offer a range of tried and tested solutions that you can pick and mix to devise a personalised strategy tailored to your needs.

### Who is wellbeing training for?

Our wellbeing workshop is ideal for anyone who wants to create a wellbeing strategy and effective practice for themselves and their organisation. It is particularly relevant for anyone who wants to:

- ✓ Consider and evaluate the various ways in which 'wellbeing' is defined, and which if any, they prefer
- ✓ Consider in some detail the factors necessary for wellbeing, and the consequences for the individual and the organisation if these are not met
- ✓ Carefully examine the role of a caring organisation in terms of its contribution to employee wellbeing
- ✓ Examine a range of options that can be taken by individuals and the organisation

£95 per place

## Managing Poor Performance

1.00pm to 4.00pm - Thursday, 24th August, 2023

**Top of the problem list for most managers: tackling poor performance.** Often managers lack the skills and confidence to effectively address performance issues. This may lead to avoidance, which eventually reflects badly on the manager – who is then seen as the poor performer! This workshop will outline the 6 key factors that define poor performance, explore the four main reasons for poor performance, and suggest ways to prevent such poor performance occurring in the first place.

### Who is this performance management training for?

Our managing poor performance workshop is ideal for anyone responsible for managing others, and where there is a need to prevent poor performance or address it effectively. In particular, it is relevant for those who want to:

- ✓ Clarify what actually constitutes poor performance
- ✓ Identify and assess the main reasons for poor performance, and prevent it from recurring
- ✓ Prepare and run an effective poor performance conversation
- ✓ Know how to address over-performance as a form of poor performance

£95 per place

## Frontline Customer Service

9.30am to 12.30pm - Tuesday, 26th September, 2023

**Two key frontline requirements: how to delight the customer; and how to deal positively with an unhappy customer.** In each case we offer specific skills and behaviours to ensure your frontline staff are capable and confident, and know how to deliver their very best in any and every situation, helping to create customers who are delighted, loyal, and part of your sales force, enhancing your reputation!

### Who is this customer service training for?

Our frontline customer service workshop is ideal for anyone that wants to provide excellent customer service. In particular, this workshop is helpful for anyone who wants to:

- ✓ Improve their own awareness of what contributes most to high-quality customer service
- ✓ Provide frontline staff with the skills and confidence to provide excellent service
- ✓ Ensure excellence when helping customers over the telephone or online
- ✓ Carry out a 'Moments of Truth' walk-through of any part of the customer journey

£95 per place

## Behavioural Science – “Nudge Theory”

1.00pm to 4.00pm - Wednesday, 4th October, 2023

**How to change behaviour and improve performance without instruction, direction or supervision.** Behavioural Science - often called 'Nudge Theory' - suggests, very convincingly, that understanding human psychology is the most effective way to change behaviour. Whether the focus is one individual or a whole organisation's behavioural culture, Nudge Theory is the place to start. Simply, if your strategy doesn't fit Nudge Theory, the change is unlikely to happen, and certainly won't last.

### Who is behavioural science training for?

Our Nudge Theory workshop is ideal for anyone who wants to know more about behavioural science, and the ways in which understanding and anticipating human behaviour can be used to powerfully and positively influence behaviour. It is particularly relevant for anyone who wants to:

- ✓ Find low-cost, high-return strategies for influencing and changing behaviour
- ✓ Know more about the key principles and methods of Nudge Theory
- ✓ Use key skills and techniques to nudge effectively
- ✓ See examples of Nudge Theory in action

£95 per place

## Giving & Receiving Feedback

9.30am to 12.30pm - Monday, 20th November, 2023

**How do you feel when giving or receiving feedback?** Confident? Uncomfortable? Perhaps you avoid it altogether? How feedback is both given and received within an organisation is a powerful driver of performance. Our BOOST and SBIA models provide a framework to deliver feedback expertly; know what to say, and how to say it. Plus, why how we react to feedback is so important, and how to use your own reaction to feedback to drive personal and professional growth.

**Who is giving and receiving feedback training for?** Our feedback workshop is ideal for anyone who wants to check out or improve their skills in giving and/or receiving feedback, and is particularly helpful for anyone who wants to:

- ✓ Learn how to give feedback in a structured and confident way
- ✓ Give blind spot feedback in a constructive manner
- ✓ Respond positively to any adverse reaction to the feedback given
- ✓ Accept any critical feedback more calmly, without any negative or defensive response

£95 per place

## Challenging Conversations

1.00pm to 4.00pm - Thursday, 7th December, 2023

**Do you tend to avoid challenging conversations?** The more we hold off on having an important but difficult conversation, the greater the strain we put into our professional and personal relationships. With our help, you'll be able to have more productive and meaningful conversations. You'll learn how to listen effectively, express yourself clearly, and reach agreements that everyone is happy with.

**Who is challenging conversations training for?** Our challenging conversations workshop is ideal for anyone who will sometimes be involved in challenging conversations, and wants a set of tools, tips and techniques to minimise the risk of such conversations occurring, and to manage them effectively should that happen. The workshop is particularly relevant for anyone who wants to:

- ✓ Take actions to prevent or minimise the chance of a challenging conversation occurring
- ✓ Deal skilfully with a challenging conversation should it happen
- ✓ Feel more comfortable and capable in owning their emotions and behaviours, and have more self-control, when faced with such challenging situations

£95 per place

## Introduction to Management

9.30am to 12.30pm - Tuesday, 16th January, 2024

**Do you want to be an effective manager?** Whether new to management, ambitious to be a manager, or simply wanting an up-to-date refresher, this workshop is for you. It will take you through the 8 key management responsibilities, 6 key management styles, and 5 of the most common difficulties faced by managers – and how to prevent or manage them.

**Who is this management training for?**

Our introduction to management workshop is ideal for those who want to get an overview of the modern manager's role. It will be particularly useful for anyone who wants to:

- ✓ Find out more about the management role, ahead of becoming a manager
- ✓ Assess their current management capabilities against the template provided
- ✓ Evaluate their own management style preferences, and consider alternative approaches
- ✓ Find out how to prevent or manage any or all of the most common problems faced by managers

£95 per place

## Stress Management

1.00pm to 4.00pm - Tuesday, 13th February, 2024

**Feeling constantly under pressure because of work-place stress?** You're not alone. Many of us experience moderate to high levels of stress in our lives. But that doesn't mean it has to get the best of you. In our 3-hour workshop, we'll teach you how to identify and manage your stress triggers – so you can deal with stress positively and finally start living a more relaxed and productive life.

**Who is stress management training for?**

Our stress management workshop is ideal for anyone who wishes to know more about preventing stress, and dealing effectively with its release should it occur; and/or who wants to learn helpful strategies to help others. In particular, it will be useful for anyone who wants to:

- ✓ Know what causes stress, including identifying personal triggers
- ✓ Work out a more constructive response to being stressed, and reduce or stop current unhealthy responses
- ✓ Be less easily triggered into an overpowering emotional response and better manage emotional responses
- ✓ Help others who are affected by stress

£95 per place

## Professional development workshops and learning solutions

### The answer is 'yes'... now, what's the question?

We provide on-site or online programmes, workshops, 1-1 coaching, and have a library of over 300 self-access L&D resources. This allows us to tailor a learning solution that fits your business perfectly. For learning to be truly effective, we believe 'how' is as important as 'what'.

- ✓ Training
- ✓ Development
- ✓ Online workshops
- ✓ Learning resources
- ✓ Coaching
- ✓ Mentoring
- ✓ Troubleshooting
- ✓ Consultancy
- ✓ Networking
- ✓ Learning
- ✓ E-learning

## Workshops

**Discover your untapped potential with our range of unique workshops for business and professional development. Perfect for team-building exercises, that help you learn with a hands-on approach.**

We have 50 workshops that can help you boost your confidence, skills, creativity, and critical thinking. We can even customise any of these workshops to deliver something more unique, whether it's online or in-person.

### Issues, not topics

Forget prescriptive training on generic topics... we tackle specific, real life issues and work with your team to turn them into immediate and positive action.

### Never 'death by powerpoint'

Interactive worksheets, videos, breakout rooms, case studies, solo & group work. Quizzes, self-assessments: engaging & interactive multimedia learning approaches.

### Your learning style

During and after the workshop. Read, listen, watch, do... we know everyone has different learning preferences, so every workshop is multimedia rich and designed to fit diverse learning styles.

## Programmes

**Our L&D programmes take a more detailed look at key skills and strategies, and provide opportunities to practice, test and apply the learning.**

Programmes typically include a series of workshops, on-site or online and can be combined with coaching and self-access resources. Whether you are interested in management development, or a more specific skills set, we can design a programme to fit.

### Always applied

Our programmes deliver the core learning efficiently to allow plenty of time for practical application and practice. Participants are actively immersed in the learning and its relevance to their working world.

### Tailored to your learners

Before, during and after the programme. We know everyone has different needs and learning preferences, so every programme is planned to fit and adapted as needed.

### Serious about embedding change?

Whatever your goal, we can tailor a programme that will not only ignite change, but sustain it.

## Coaching

**Expert support to help you work through personal or workplace challenges in a focused, confidential setting. Working with a coach, you will discover and develop new ideas, skills and techniques to deal with existing difficulties and equip you to face future challenges with confidence.**

Unlike group-based training, the focus here is entirely on you and your needs, providing a unique opportunity for tailored self-development.

### Not just coaching

Also mentoring, one on one training, troubleshooting, mediation, advice. We work with you to tackle whatever you bring to the table, in whatever way you need at the time.

### Different folks

Different strokes. Everyone is different. We work hard and successfully to find the way that works best for each individual.

### It works

Our feedback and referral rate speaks for itself.

“ Excellent trainer – friendly, involved and made the course interesting and memorable. ”

“ Met expectations of the day and extended on them. A great day that will make a huge difference. ”

“ Get this trainer to do more sessions – this is one of the best I’ve done. ”

“ Very good course. Easy to listen to with excellent suggestions and content. ”

  
effective

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