

“ 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. ”

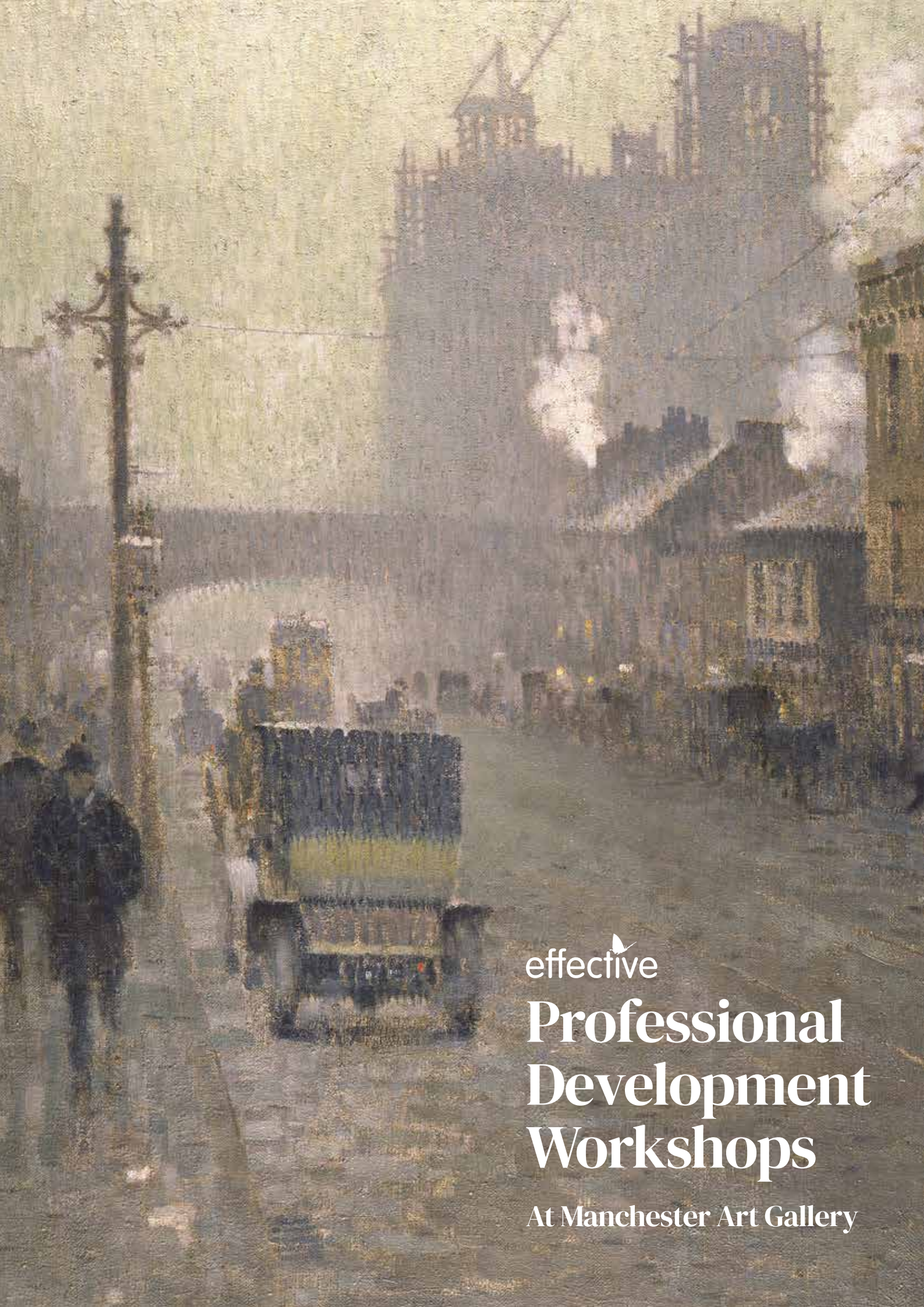
“ Very good course. Easy to listen to with excellent suggestions and content. ”


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Professional Development Workshops

At Manchester Art Gallery

Professional Development Workshops

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 around 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 or if you prefer you can contact us by email or by phone. Or just head over to our booking page on the website.

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

effectivelearning.co.uk/booking



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

Dates & Times

Time Management & Prioritising

9.30am to 12.30pm - Thursday, 16th March

Challenging Conversations

1.00pm to 4.00pm - Wednesday, 19th April

Interpersonal Communication Skills

9.30am to 12.30pm - Wednesday, 10th May

Influencing Skills

1.00pm to 4.00pm - Tuesday, 20th June

Wellbeing

9.30am to 12.30pm - Wednesday, 5th July

Managing Poor Performance

1.00pm to 4.00pm - Thursday, 24th August

Front Line Customer Service

9.30am to 12.30pm - Tuesday, 26th September

Behavioural Science (Nudge Theory)

1.00pm to 4.00pm - Wednesday, 4th October

Giving & Receiving Feedback:

9.30am to 12.30pm - Monday, 20th November

EDI (Equality, Diversity & Inclusion)

1.00pm to 4.00pm - Thursday, 7th December

Introduction to Management

9.30am to 12.30pm - Tuesday, 16th January

Stress Management

1.00pm to 4.00pm - Tuesday, 13th February

ART SHOWS
Manchester Art Gallery & across the city
27.05.2022 - 04.09.2022
FREE ADMISSION
BRITISH
HAYWARD GALLERY TOURING



Only



Time Management & Prioritising

9.30am to 12.30pm - Thursday, 16th March

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 day¹. 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 & priority management training for?

Our Time & Priority Management workshop is ideal for anyone under time pressure who wants 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

Challenging Conversations

1.00pm to 4.00pm - Wednesday, 19th April

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 difficult 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

Interpersonal Communication Skills

9.30am to 12.30pm - Wednesday, 10th May

Do you want to be more effective when it comes to interacting with others? We have the perfect solution for you. This 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 inter-personal skills that will stay with you for a lifetime.

£95 per place

Who is interpersonal communication training for?

Our Interpersonal 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. These courses are particularly useful for anyone who wants to:

- ✓ Show others that you are clearly listening and 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

Influencing Skills

1.00pm to 4.00pm - Tuesday, 20th June

Do you want to be more persuasive? Most people would answer yes to that question. Many people feel anxious or unsure when it comes to getting their ideas across. With the right skills, you can overcome any obstacle. We'll teach you everything you need to know about influencing others – so you can finally get ahead in your career. We guarantee you will leave feeling more confident and capable than ever before.

£95 per place

Who is influence 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

Wellbeing

9.30am to 12.30pm - Wednesday, 5th July

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

£95 per place

Who is Wellbeing training for?

Our Wellbeing workshop is ideal for anyone who want to create a wellbeing strategy and effective practice for themselves and for the organisation. They are 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

Managing Poor Performance

1.00pm to 4.00pm - Thursday, 24th August

Feeling like you're stuck in a rut and can't seem to get ahead? Understand that it's never too late to get you or your team back on track. In just one day, you will learn all about how to identify the causes of poor performance and develop an action plan to overcome them. You'll leave feeling motivated and inspired, with all the tools you need to start seeing real results.

Who is poor performance management training for?

Our Resolving 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 recurring
- ✓ Prepare and run an effective poor performance conversation
- ✓ Know how to address over-performance as a form of poor performance

£95 per place

Front Line Customer Service

9.30am to 12.30pm - Tuesday, 26th September

Do you have what it takes to ensure customer satisfaction? This workshop focuses on two key front line 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 front line 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.

£95 per place

Who is customer service skills training for?

Our Frontline Customer Service workshop is ideal for anyone that wants to provide excellent customer service. In particular these courses are helpful for anyone who wants to:

- ✓ Improve their own awareness of what contributes most to high quality customer service
- ✓ Provide front line 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

Behavioural Science - “Nudge Theory”

1.00pm to 4.00pm - Wednesday, 4th October

Ever feel like you're pushing people around instead of leading them? Learn how to understand human motivation so that you can get the most out of people. You'll leave this workshop with a better understanding of how people work, and how to apply your new-found knowledge in practical ways. So that next time you need someone to do something, you can convince them – rather than force them.

£95 per place

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 nudge theory in action, from the examples provided, and also demonstrated on the training courses

Giving & Receiving Feedback

9.30am to 12.30pm - Monday, 20th November

Are you often uncomfortable when needing to give or receive feedback?

Perhaps you're looking for a structured constructive model. Our BOOST model will help you give feedback that is clear, concise, and actionable. And our SBIA model will help you receive feedback with grace and appreciation. You'll leave understanding the importance of constructive and critical feedback, so you can start seeing immediate results.

Who is feedback training for?

Our Giving & Receiving 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

EDI (Equality, Diversity & Inclusion)

1.00pm to 4.00pm - Thursday, 7th December

Do you want to be an effective workplace that embraces equality, diversity, and inclusion? We all have an unconscious bias, whether we know it or not. EDI training gives your workforce the tools they need to identify and address these biases. You will leave our courses with a clear understanding of what each term means - and how to spot bias, prejudice, stereotyping and stigma in yourself and others.

Who is EDI training for?

Our Equity, Diversity, & Inclusion (EDI) workshop are 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. The courses are 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

Introduction to Management

9.30am to 12.30pm - Tuesday, 16th January

Do you want to be an effective manager? The modern manager faces new challenges and needs a range of skills to be successful. This workshop will help you identify your key responsibilities and the management style that best suits you. You'll learn 6 management styles and get a chance to practice using them. With this knowledge, you can start taking your career to the next level.

£95 per place

Who is introduction to management training for?

Our Introduction to Management workshop is ideal for those who want to identify the range of management styles typical in their role; assess their own ability to deliver each of these styles; and consider how effective each style might be to be successful in their role. It is particularly important for anyone who wants to:

- ✓ Increase their knowledge of the 6 styles, the situations that are most appropriate for each, and have the opportunity to assess themselves against each style
- ✓ Decide, if there is a gap between current competence and any of the 6 styles, how best to close that gap
- ✓ Be more conscious of any circumstance facing them, and deliberately and confidently choose the most appropriate style
- ✓ Check if they have an automatic 'default' style, and if they do, why, and what they can do to remove it as a default

Stress Management

1.00pm to 4.00pm - Tuesday, 13th February

Feeling constantly under pressure because of work-place stress? You're not alone. Many of us experience moderate to high levels of stress our lives. But that doesn't mean you have to let it 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 it positively and finally start living a more relaxed and productive life.

£95 per place

Who is stress management training for?

Our Stress Management training courses are 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, and if there are particular triggers that make them personally vulnerable to particular sources of stress
- ✓ 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; to manage their emotional response better
- ✓ Help others who are affected by stress

Effective Learning & Development

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 our experience 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.