360

Get Reset

15 BRILLIANT ONLINE WORKSHOPS

> Recharge and energise your teams

> Create a thriving team culture

> Make remote working work



Alison Dawkins
Director of 360 Training

Hello

The way we work and the way we live our lives has changed. One thing is very clear – we won't simply be picking up where we left off, turning our clocks back to March 2020 and carrying on the way we used to.

It promises to be an exciting and challenging time in equal measure. Every organisation, every team, every employee has the opportunity to reimagine, reset and refocus on why they do what they do, and how they want to go about it.

There is no doubt the great work from home experiment was a success, with many companies saying it worked better than they thought it would. The rapid shift to remote work helped maintain business continuity, and the initial increase in productivity was encouraging.

But as time has gone on it's now clear that the inability to separate work and home life has seen new challenges emerge. People are missing social interaction and spontaneous conversations, some are struggling with 'work from home fatigue' and the challenges of remote recruitment, remote onboarding and remote coaching are very real!

Your people will be 'returning' to work having had very different experiences over the past year, and it's our responsibility to help them hit their stride again.

We have worked hard to expand our workshop offering to include workshops that will help you support your team in tackling the challenges and make the most of the opportunities that lie ahead.

This year has brought a renewed sense of purpose to what we do. We believe we've played an important role in helping people to navigate their way through such extraordinary times, but we still have so much more to give. It's worth remembering that a high proportion of the work we carry out is bespoke.

So if you don't quite see what you are looking for, let's have a conversation about what you need.



Jump straight to:

3 Let your new hive thrive

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8 Stop the Zoombot

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27 Get in touch

Let your new hive thrive

In the era before lockdown, the best businesses resembled beehives – interlocking communities generating rich streams of products and services. So what happens when the bees are scattered, and the hive has lost its buzz? How do we keep everyone in the company looking at the big picture? It's crucial to ensure employees remain productive, aligned with company goals and communicating with each other as effectively as before.

We all miss the spontaneity of ideas sparked by a chance conversation in a corridor or a lunch meeting – but feeling connected to a company and working remotely don't have to be mutually exclusive. Even virtually, you can still make yours a hive that thrives.

Making things work in the evolving normal

Don't let your messages fall between the cracks. Virtual communication takes a lot more work than face to face. The unconscious reading of social cues is much more challenging when we're not in the same room. Be more direct and explicit in your communication. Be transparent about expected deliverables and timeframes – but factor in wiggle room for a more flexible way of working.

We're all used to working from home, but many of us are experiencing a 'new kind of busy' – juggling ever-changing family commitments alongside our workload. Those glimpses on Zoom into our co-workers' home offices, gardens and kitchens remind us with a jolt how unique we all are, and how different our needs are. Understanding this is important.

Have you considered the psychological contract you have, the tacit agreement between employer and employee about how we make remote working work?

Managers expect initiative, transparency of output, and regular updates; in return, employees look for some flexibility, investment in their development and regular feedback. Lacking close oversight, successful employees will now need to be more self-sufficient and show more initiative when working on their own. They must become better self-managers.

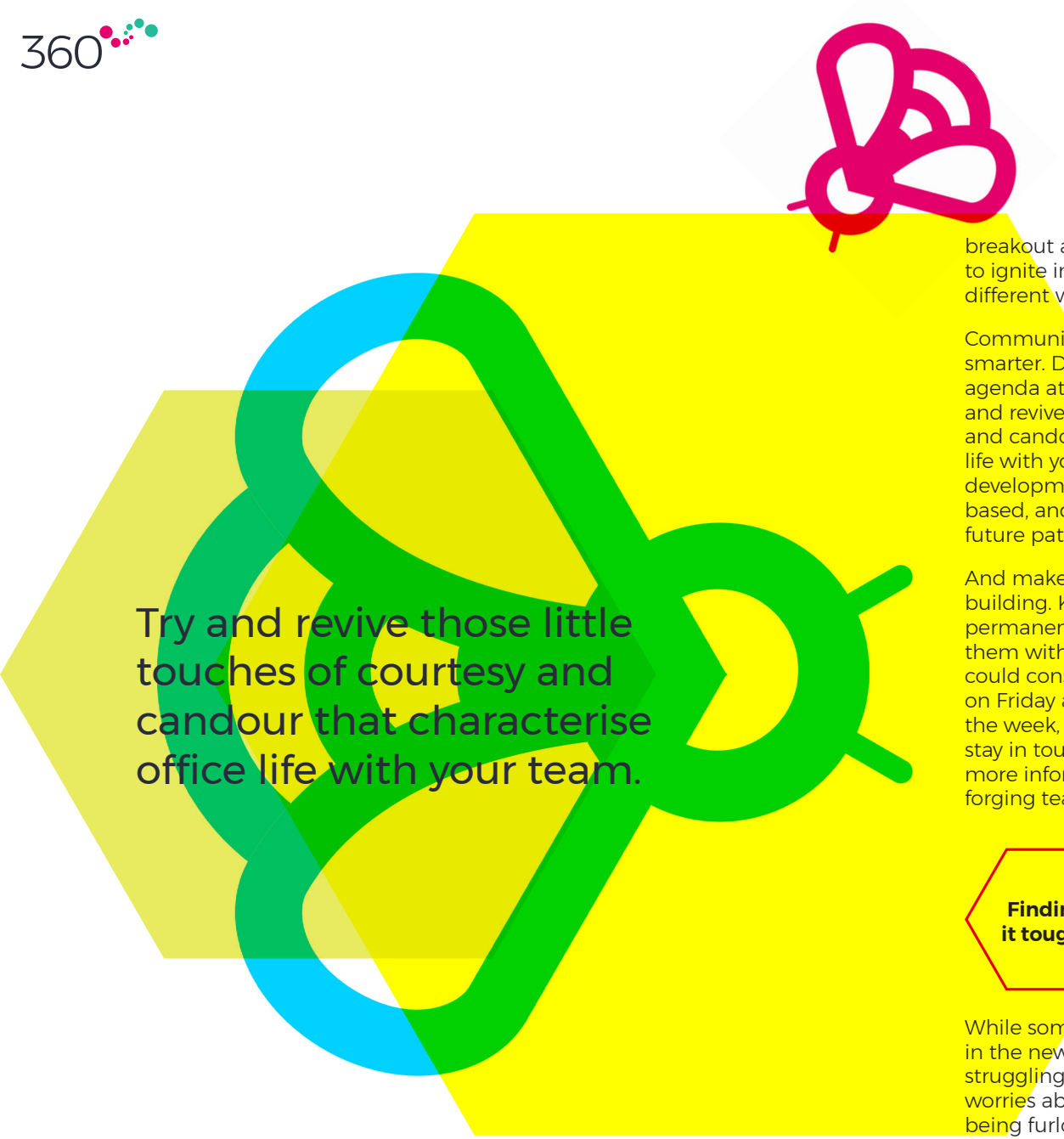
In turn they will expect recognition, and greater insight into their unique needs. Expect the psychological contract to evolve further as a mixture of remote and office working becomes the new reality.

Expect the psychological contract to evolve further as a mixture of remote and office working becomes the new reality.

Staying in touch?

It's good to talk – it's better to talk meaningfully. Have you noticed how a scheduled 15-minute chat with a remote team member can spiral into an hour-long chat about everything and everyone? It's hardly surprising – that person is probably craving contact. They want to share their successes, hear about the latest management changes, listen to feedback or discuss their careers. How did they do in the last project? What did the client think?

Ineffective communication isn't unique to the new remote working landscape of course, but it's even easier to feel out of the loop or in the dark now. And no office



Try and revive those little touches of courtesy and candour that characterise office life with your team.

breakout area also means one less forum to ignite innovation or cross-pollinate different ways of thinking.

Communicate more, and communicate smarter. Don't let work dominate the agenda at the cost of everything else. Try and revive those little touches of courtesy and candour that characterise office life with your team. Actively promote developmental feedback, not just task-based, and chat to employees about their future path within the company.

And make time for informal relationship building. Keep lines of communication permanently open, but avoid blocking them with too much white noise. You could consider scheduling team huddles on Friday afternoon to unwind and dissect the week, or leveraging social media to stay in touch after clocking off and create more informal channels for chat and forging team spirit.

Finding it tough?

While some employees have flourished in the new work landscape, others are struggling. It's no wonder: they have worries about families, catching Covid, being furloughed. Before Covid struck, mental health was already the number one cause of long-term sickness absence among UK workers.

One Gallup survey found that feelings of isolation peak in the middle of the afternoon: that may be the prime time to check in on those you suspect aren't happy. Build time to chat into your week – as you would in the office – to bolster wellbeing and give employees a lift. Set the friendly tone yourself by prioritising video over telephone calls. Encourage exercise breaks and mindfulness, and schedule wellbeing check-ins with all your team members to run through any worries they have – especially those you don't deal with so regularly.

Swimming in the same direction?

It can be easy for staff to hit the snooze button on tasks or let priorities slide down the pecking order when they're more isolated, without the friendly nudges of co-workers and managers. One tip: keep tasks in context. Context adds meaning, and people respond to meaningful tasks. In Greek myth, Sisyphus was punished by the gods with being forced to repeatedly roll a large boulder up a hill for eternity – for no reason. So take time to share why allotted goals are good for employees, and good for the company.

Need help with this?

14 Building Resilient Teams

19 Coaching and Mentoring Your Remote Team

25 Leading and Managing Change



Get Reset

Lockdown may have seemed a novelty at first, but we could all use a refresh. How can you motivate your team, allowing them to reframe their world of work?

Remember clapping for carers, Zoom quizzes and expecting the pandemic to be over by Christmas? Everyone has lowered their sights since the early days of working from home, and what may have seemed like a novelty has now been normalised.

Lockdown looks strikingly different in 2021. If last year was about readjusting overnight to remote working and struggling with patchy home wi-fi, the next 12 months – with social distancing measures set to be in place until at least the summer – is a time to reflect, revive, rewire and reconnect. Staff have proven themselves adept and nimble at tackling disruption. So how can we build on these sturdy foundations?

From CEOs to humble interns, we're all trying to work out and then navigate the new rules in the same way.

Success under pressure

If lockdown in 2020 erected hurdles for businesses to leap, it also unleashed a wave of fortitude and creativity from businesses determined to change for the better and thrive in new circumstances.

Without exception, all the businesses we work with flourished under pressure. The power of adaptability knew no bounds as whole sectors, particularly in the services industry, decamped from city centre offices to home working. Flatshares, spare bedrooms, kitchen tables and garden sheds became home offices.

As commuter trains emptied, a new work/life balance was born, and we saw workers juggling home-schooling and team meetings, Excel spreadsheets and exercise. Everyone became a multi-tasker.

New flexibility

If the new world of work meant a new flexibility, it was seasoned with new demands: a more porous work/life balance meant a liberality from employers on start and end times, but workers found separating work and life spheres trickier. No commuting led to more cash in the bank but also extended hours and accelerated an online 'always on' culture. And for every person who found themselves more productive and motivated at home, another mourned the social and cultural curtailments of workplace camaraderie.

Social and cultural changes were no respecter of age or seniority. This was a cross-company phenomenon, affecting those in the C-suite as much as those on the shop floor. A new work mindset is emerging. One that means you don't have to wear a tie, or keep your children out of the home office. From CEOs to humble interns, we're all trying to work out and then navigate the new rules in the same way.

Time to reconnect

Workers adapted brilliantly to the understandable frustrations and anxieties that accompanied lockdown. But now, as the months roll on, employees who embraced remote working and the niceties of Zoom etiquette face new problems: notably, burnout and disconnection from their colleagues and the business.

Lockdown may have seemed like an exciting disruption at first. Now it's time for a refresh. How can we motivate our teams, allowing them to reframe the world of work?

360 Training has listened to these concerns, and has built the Reset Toolkit (see page 24), a two-hour virtual workshop to reboot you and your team and give you the tools to push through in turbulent times.

Introducing the Team Reset Toolkit

The Reset Toolkit identifies the four key behaviours to create positive and collaborative working. It's time to hit that reboot button...

1. Reflect

Building awareness of your Behavioural Wake

2. Revive

Building personal wellbeing and resilience

3. Rewire

Building your online communication skills

4. Reconnect

Building collaborative and creative working relationships

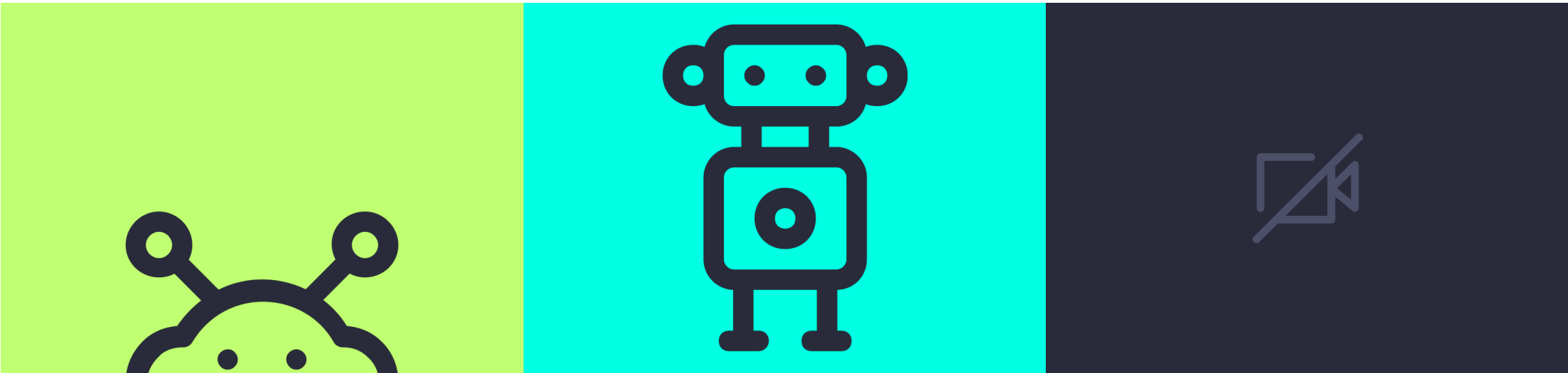
Want to find out more?

24 Team Reset Toolkit



Stop the Zoombot

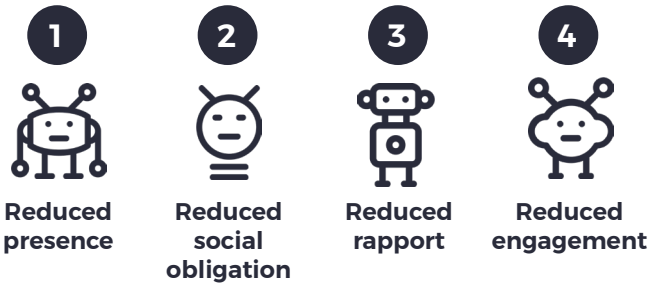
Employees zoning out of online meetings? Create a fully engaged and present team.



Microsoft Teams, Google Meet, Zoom, Skype – the choice of videoconferencing software is now huge. And so is the chunk that virtual meetings have taken out of our calendars.

Remote working is here to stay, so how can we ensure our virtual meetings continue to engage and motivate into the future? Videoconferencing can be tiring and unsettling – and, when done badly, boring. We strain to interpret our co-workers' meaning without those all-important in-person non-verbal clues. Sometimes, we struggle to make ourselves heard without the more natural, overlapping nature of real-life conversation. And we stress about the technology failing, or the family or a flatmate bounding into the room in the middle of an important strategy briefing. Did they hear what I said? Is my sound on? Is that what I look like?

There is evidence that Zoom fatigue has affected the engagement and commitment of some virtual meeting attendees. In the new world of multi-tasking and juggling work and home life commitments, it's perhaps only natural that colleagues are trying to manage supplementary tasks during meetings, or becoming distracted and unfocused by demands at home. We've identified four areas in need of improvement:



Present and correct?

Our responsibilities at a meeting include being present, courteous and engaged. Are people really ready to contribute – or are they simultaneously typing away on a report, shopping online or keeping an ear open for the front door? 47% of us have our minds on other things when we're in virtual meetings.

We can all look robotic on screen, so we must inject more humanity into the way we present ourselves and communicate.

The higher the number of people attending a meeting, the more likely it is that they will feel anonymous and invisible enough to disengage. Social loafing – the theory that people exert less effort the larger the group they are in – is at play here. If your numbers are high, are you sure everyone should be there? Meetings should be discussions, not lectures. Send any announcements by email and keep meeting numbers to a minimum: this way everyone has time to give their opinion.

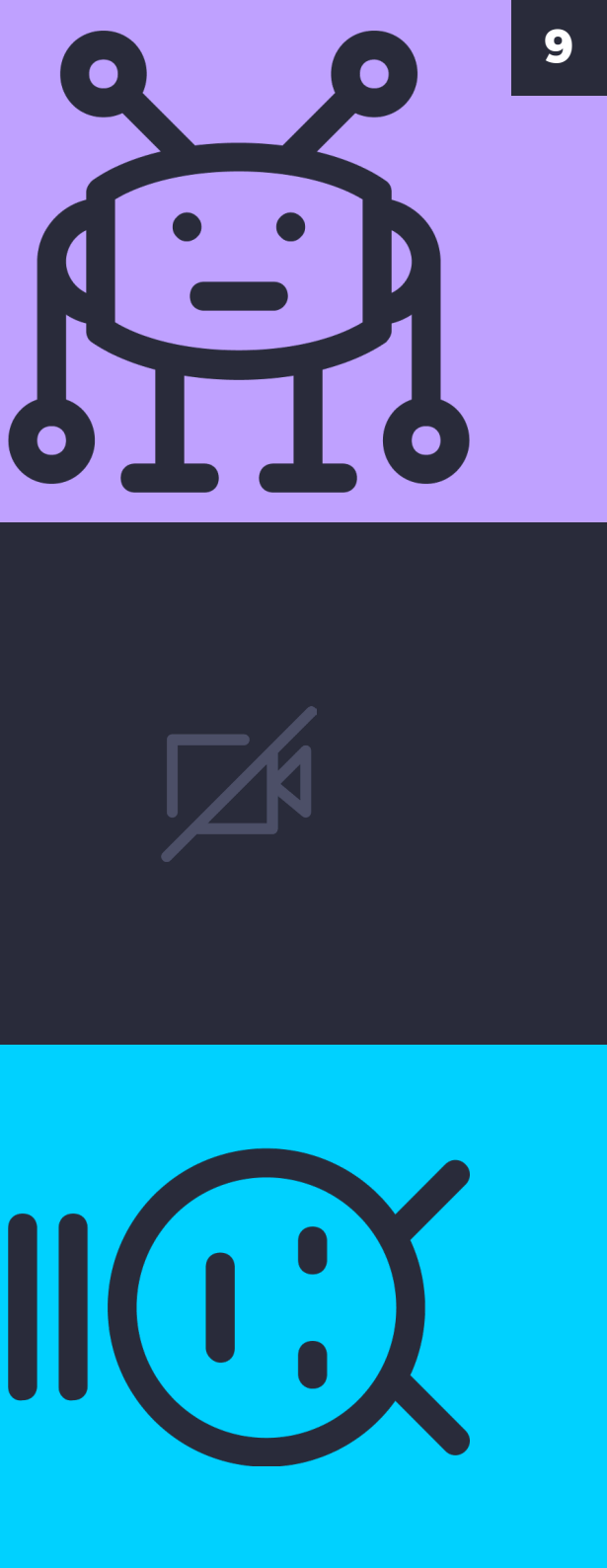
Another problem is 'Zoom bounce': a series of back-to-back meetings, with no time for a mental palate cleanse, that can leave participants drained, and even burned out by constant screen interactions. Again, examine the parameters of the meeting. Should your 11 o'clock meeting end at 11.45 to give you decompression time before your 12 o'clock?

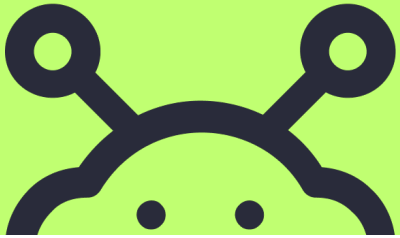
Dial up your presence

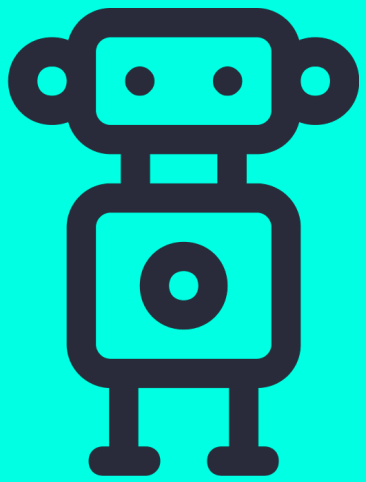
Keep your interactions human. We can all look robotic on screen, so we must inject more humanity into the way we present ourselves and communicate. Increase visual cues to more effectively express yourself: it may seem a little theatrical at first, but you need to act big when you're in a tiny onscreen thumbnail. The time lag on video makes interjection difficult, so use the reaction emojis to show your appreciation.

Refresh your routine

We all need to discover new ways of keeping meetings lively. To keep it Zoom not gloom on a Monday









Set an agenda and ensure everyone knows they will be expected to contribute, not just turn up.

morning, why not refresh your routine? If people feel the 10am Monday morning meeting is disruptive to their workflow, consider changing it to 8.45am. Move around the house, or use different onscreen backdrops at each meeting. You could even try beginning meetings with music. Get creative with your meeting structure and way of presenting your content.

Set an agenda and ensure everyone knows they will be expected to contribute, not just turn up. You will keep people present and engaged by ensuring they all have the chance to express themselves. Seek out and acknowledge contributions – this will also build trust and team spirit. Rapport or social generosity in business relationships leads to professional generosity, meaning team members go the extra mile to help each other.

Breaking the wall of silence

Meetings, however well run, will not always prompt engagement from everyone. How should we tackle the reluctant speakers, those seemingly passive bystanders, who don't say a word? Do they understand us? Are they even listening? Use a technique called 'mining' to discern their support and prompt their agreement or disagreement on the discussions.

Mining for support could include the question 'I'd really like to hear your ideas on this/I'd like to understand your perspective.' A mining question for agreement could be 'Can anybody else tell me why they think this would be the right thing to do?' Mining for disagreement could be 'I'd like to know if anybody thinks this is NOT the right thing to do.' If you're met with a wall of silence, ask someone directly, but add their name to the beginning of the question rather than the end to give that person time to process it. Or allow everyone two minutes to jot down their thoughts and clarify that all ideas will be shared after that time.

Finally, don't just use videoconferencing software for work – add in some social time, maybe on a Friday afternoon to talk about people's plans for the weekend. It may seem forced at first, but as team bonds strengthen, just like more insightful meetings, it will become second nature.

Six ways for managers to make virtual meetings a success

- Stick to an agenda, don't wander off-topic, and keep it short
- Open the meeting room early so people have time to check their audio and video. Latecomers or technical hitches can upset your meeting's pace and tone
- Leverage the tech: Zoom and other apps have plenty of interactive tricks that often lie dormant: familiarise yourself with the whiteboard for brainstorming, or use on-screen reactions to avoid that irritating video lag when interjecting. Polls and Q&A functions can keep participants stimulated too
- Send a follow-up email with a précis of what was discussed and action points to move forward
- Avoid 'Zoom bounce' – ping-ponging from one meeting to another. Take a screen break between sessions and keep meetings special, not routine, if you can
- Be an active chair: involve everyone. Prepare for this by having mining questions ready

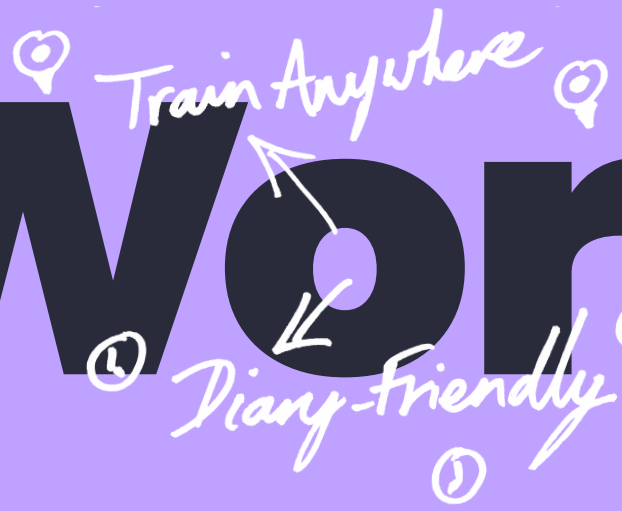
Need help with this?

13 Managing a Hybrid Team

16 Running High Impact Virtual Meetings

20 Building Your Personal Impact

Explore our brilliant online workshops, which can be adapted, tailored or completely reworked to fit with your individual challenges.



Workshops

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Management Development / Remote Working

Managing Remote Teams

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: remote working | people management

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Is managing a remote team really that much different to managing a co-located team? Fundamentally the skill-sets are the same, but there is no doubt it requires adjustments to the way you do things.

This includes tightening up the psychological contracts you have with your team members in terms of expectations, communication and workflow management.

Adjustments also include putting in extra effort to cultivate a positive team dynamic and ensure remote workers feel connected to other colleagues as well as the wider organisation.

In this tailored and highly practical workshop we will focus on the tools and techniques needed to develop a high performing remote team. You will come away from this workshop with a blueprint that will ensure you lead your remote workers to success.

Who is this suitable for?

Anyone with responsibility for managing remote workers.

Workshop benefits

- Contract for the new ways of working – being explicit with expectations and promises
- Explore the specific adjustments that need to be made for managing remote teams
- Deal with the challenges of operational and social distance
- Develop your ACE strategy: Alignment, Communication and Engagement
- Build and maintain resilient teams, coaching conversations that build resilience

I took away an understanding of the impact of my team's working environments and an appreciation of different management styles.

Management Development

Managing Hybrid Teams

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: people management | building performance

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

In fast changing, uncertain and challenging times, we are continuing to ask a lot of our people managers. Managing dispersed, remote and distant team members brings a unique set of challenges.

Managers have to work hard to build clarity and alignment around organisational priorities and project outcomes, as well as individual roles and responsibilities. The physical distance that now exists between those working from the office and those who are home based will put pressure on interpersonal relationships. This in turn has the potential to create lower levels of rapport, inclusion and understanding. In this tailored and practical virtual workshop we will explore what it takes to build high performing remote and hybrid teams.

Who is this suitable for?

Any manager with responsibility for managing dispersed, hybrid or remote teams

Workshop benefits

- Build a platform for high performing hybrid workplace relationships
- Create an inclusive and collaborative team culture avoiding a “them and us” mindset
- Manage by outcomes, creating clarity, removing ambiguity and misunderstanding
- Stay connected – taking a proactive approach to the challenges of virtual communication

Really relevant, I feel much more able now to look after and support my team, while still holding them accountable for their results and outputs.

Management Development

Building Resilient Teams

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: resilience | people management

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Your ability to build a resilient team could be considered your management superpower. During demanding times when resilience tanks are in danger of running low, it's an invaluable skill to have.

Employees with high levels of resilience will help to drive optimum performance across your organisation, increasing productivity, driving initiative and encouraging accountability.

In this highly interactive workshop we'll show you four different strategies that will help shape the mindsets, behaviours and skills associated with resilient teams. You will learn how to develop and improve your own resilience levels as well as how to coach it across your teams, even in the most challenging of circumstances.

Who is this suitable for?

The workshop has been designed for managers and leaders who think they could benefit from having a set of tools and techniques to build their own resilience skills, as well as those of their team.

Workshop benefits

- Help managers identify and coach behaviours associated with resilient teams
- Give managers a framework that can be used to lead meaningful wellbeing check-ins
- Empower managers to help team members to make positive changes, creating a platform for greater innovation and problem solving
- Give managers the skills they need to nurture personal and team wellbeing during challenging times

So motivational – offered insightful advice and put the group at ease when it came to raising personal issues and discussing group concerns.

Personal Development

Building Personal Resilience

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: resilience | people management

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

What is resilience? Is it something you're born with or is it something that can be developed? What impact does it have on how you navigate your way through life?

When your resilience tanks are running low, it's difficult to see things in perspective, and life can feel overwhelming.

In this highly interactive workshop we'll explore how to stay motivated and committed when the going gets tough. We'll focus on approaches and strategies that help you build your resilience, showing you how to turn problems into opportunities and how to react positively when under pressure. You will explore the use of a variety of different resilience tools, all of which will help you to maintain an optimistic and constructive mindset during challenging times.

Who is this suitable for?

Anyone who wants to add some extra techniques and tools to their personal resilience toolkit.

Workshop benefits

- Build your understanding of the role for resilience in the workplace
- Help you recognise your non-resilient behaviours and the impact they can have
- Learn how and when to use specific resilience tools, helping you to tackle personal and professional challenges
- Apply specific resilience techniques to your current challenges

I love that I now know how to reframe situations and my thoughts surrounding them, making for a more positive outlook and creative solution. Thank you!

Remote Working

Running High Impact Virtual Meetings

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: remote working | personal impact

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Virtual meetings have become the norm, but are they as effective as they could be? Mastering the art of juggling facilitation skills with technical skills will ensure your meetings are useful and valuable.

Our new ways of working bring us a unique opportunity to rethink the way we collaborate, innovate and communicate. As such, we will all need to master virtual meetings to stay connected, to develop ideas, to present solutions and to make decisions. The overall success of any meeting will be determined by the facilitation skills of the meeting owner as well as the participation skills of the meeting attendees.

In this practical and interactive workshop we will explore the skills and tools we all need to master to ensure our meetings are meaningful and achieve the intended outcomes.

Who is this suitable for?

Anyone participating in both internal and external virtual meetings, where the quality of the experience is critical to organisational performance.

Workshop benefits

- Understand the four challenges of virtual meetings: reduced presence, reduced social obligation, reduced rapport and reduced engagement
- Set yourself up for success: purpose, focus, ice breaking, signposting, steering and checking
- Appreciate the role and responsibilities of the facilitator
- Establish our collective responsibilities as meeting participants

So helpful! I've run meetings for years but this really helped me understand the challenges of virtual meetings to make them just as effective.

Management Development

Management Essentials

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: people management | building performance

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

In today's busy and challenging work environments we understand how difficult it can be to find time to invest in building the performance of those around you. We aim to show you just how easy it can be.

Finding the time to build delegation, feedback and coaching conversations into your already stretched day can be a challenge. This highly practical workshop offers both new and experienced managers the opportunity to explore the foundations of effective people management. The workshop will show you how to delegate effectively, developing a sense of accountability and responsibility in others that motivates performance. You will also learn how spending just a few minutes each day feeding back to and coaching members of your team can make a significant impact on both their performance and their motivation.

Who is this suitable for?

This workshop is ideal for both new and experienced managers who want to build a highly effective team.

Workshop benefits

- Learn how to build strong psychological contracts with your team members in a way that drives performance
- Explore how to adapt your management style to the individual needs of your team members
- Develop a toolkit that will help you to build and manage performance around you
- Increase your confidence and competence in handling challenging performance situations

So insightful and really demystified so many concepts of management, and gave me lots of advice and practical tools to actually do it!

Remote Working

Building Effective Remote Working Relationships

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: building relationships | difficult conversations

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Establishing and maintaining effective working relationships is an important part of organisational success. Working remotely means we have to work harder at building and nurturing those links.

From working well as a team, to working successfully across teams, and to working with both external and internal stakeholders – relationships are key.

This workshop will give you the tools you need to be collaborative, constructive and transparent in the way you build and maintain your relationships. We focus on the importance of investing in building relationship credit through both social and professional generosity.

We'll also focus on keeping relationships on track and what to do if it looks like they might derail. We explore real-life scenarios and leave you with action plans to take back to the workplace.

Who is this suitable for?

Anyone who wants to enhance their working relationship with others.

Workshop benefits

- Build your understanding of the responsibilities we all have in keeping relationships on track
- Discover how social and professional generosity define your working relationships
- Understand the role for relationship credit, investing upfront in your remote relationships
- Explore some of the most common remote relationship challenges we face and how to overcome them

Engaging and consistently constructive. I was pushed to be honest with myself for the best result, but in a kind and safe environment.

Remote Working

Coaching and Mentoring Your Remote Team

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: building performance | people management

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Great coaching conversations happen every day across high performing organisations. Don't lose those opportunities for spontaneous conversations just because your team are working remotely.

In this practical and highly interactive workshop we'll show you how to anticipate and plan for these all-important personal development opportunities.

From touchline coaching to remote team check-ins, we'll provide frameworks, tools and techniques to raise both your coaching and mentoring game. We'll highlight the challenges of leading remote coaching and mentoring conversations, giving you multiple opportunities to try out the techniques in a stretching yet supportive environment.

Who is this suitable for?

Any manager with responsibility for getting the best out of their co-located or remote team.

Workshop benefits

- Build an understanding of the multiple benefits associated with frequent coaching and mentoring conversations
- Recognise the multiple personal development opportunities found in a typical working day
- Adopt a number of different tools and techniques to lead the different types of remote coaching and mentoring conversations
- Explore the challenges of coaching remotely, from restricted rapport to time pressures

There are loads more opportunities for coaching and mentoring than I realised, so I'll definitely be finding more informal/ everyday chances to support colleagues.

Personal Development / Remote Working

Building Your Personal Impact

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: personal development | building confidence

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Are you getting noticed for the right reasons? What impression have you built around the organisation? Taking time out to focus on building your personal impact can bring many professional benefits.

What are those benefits? Personal impact can help you build effective working relationships with your colleagues, raise your profile and credibility with key stakeholders and increase your influence right across your organisation.

How often have you reflected on whether the impact you are making is the impact you intend to make? If you would like objective feedback on your current impact, as well as the opportunity to test your skills in a series of challenging and stretching situations, then this workshop is for you.

Who is this suitable for?

This is a highly practical session for anyone who wants to make the right impression with colleagues, clients and suppliers.

Workshop benefits

- Define the professional impact you're aiming for
- Recognise the challenges of making an impact in the virtual world, from reduced presence to reduced rapport and engagement
- Dial up your verbal and non-verbal messaging to reinforce your impact
- Understand the role for emotional intelligence and assertiveness in helping you to maintain a positive impact

Professional and social generosity is really interesting; I'd never considered it's impact before. I will work harder to ensure working virtually doesn't impact my generosity.

Management Development

First Time Manager

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: people management | personal impact

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Making the transition from managing yourself to managing others can be an exciting and challenging time. How can you make the best impact from day one?

This workshop is designed to support new and aspiring managers in building the foundation skills of people management. We will give you a full overview of your key responsibilities and explore some of the early-day challenges you can expect.

We show you how to build strong psychological contracts with your team, making sure they feel engaged and empowered. You can also try on different management styles to see which one suits the situation – and the individual – best.

Who is this suitable for?

New and aspiring managers responsible for the performance of co-located or remote teams.

Workshop benefits

- Build your understanding of the role of manager and the responsibilities it brings
- Avoid the challenges of the early days in your new role
- Explore different management styles and learn how to choose the right one to suit the person and the situation
- Learn how to build strong psychological contracts with your team, inspiring performance

This was so thorough and covered everything I wanted help with, especially objective setting, feedback, coaching, and the kind of manager I want to be!

Management Development

Feedback Essentials

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: people management | difficult conversations

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Feedback that is well timed, well thought-through and well delivered can have a substantial impact on both motivation levels and organisational performance.

In this highly practical workshop we'll show you how to prepare for and lead feedback conversations – including challenging feedback – in a way that motivates your team.

Within a rapidly changing business environment, it's more important than ever that feedback is happening in a way that builds performance and protects relationships. Are you recognising and reinforcing the things that are being done well? Are you tackling the issues that are affecting an individual's performance? Whatever type of feedback it is, it demands a certain level of skill.

Who is this suitable for?

Any manager with responsibility for building team performance.

Workshop benefits

- Identify the different feedback opportunities that exist and how to make the most of them
- Address both competency and behavioural issues constructively
- Prepare for and structure an effective feedback conversation
- Anticipate challenging reactions and respond using emotional intelligence and collaborative assertion

The session highlighted the importance of emotional intelligence in giving feedback, understanding the recipient's response and how to steer the conversation in a productive way.

Management Development

Performance Conversation Toolkit

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: building performance | remote working

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Performance conversations are the most important conversations across any organisation. Regular check-ins give you the opportunity to agree goals and give feedback, ensuring everything stays on track.

In recent years there has been a move away from the once-a-year appraisal or review to more regular and meaningful performance conversations. Managers and team members alike say this clarifies roles and responsibilities, and provides a more regular forum for feedback as well as setting more meaningful and inspiring shorter-term objectives and goals.

This highly practical workshop will provide managers with the foundations and frameworks to have regular, ongoing, transparent and actionable performance conversations.

We will show you how to prepare for and structure the conversation, how to explore any performance issues and how to set tangible objectives moving forward.

Who is this suitable for?

Anyone who is responsible for the performance and development of others.

Workshop benefits

- Prepare for and structure the conversations to ensure a meaningful experience
- Learn how to give positive feedback that is valuable and transferable and motivates future performance
- Learn how to give constructive feedback that focuses on insight and learning, and builds commitment to improvement
- Understand behaviours that threaten to derail your conversations, and explore strategies for getting the conversation back on track

I want to create a psychologically safe space for my team, being truly present in conversations to support and empower them in their responsibilities.

Personal Development

Team Reset Toolkit

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: resilience | building performance

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Are you finding that resilience tanks are running low? Is it becoming a struggle to keep your people connected, focused and energised?

In response to what we are hearing we have developed the Reset Toolkit, a two- hour virtual workshop designed to give your team the boost they need.

In this practical and highly interactive session we explore the powerful combination of mindsets and skills that will re-energise your team, setting them up to handle ongoing disruption, challenges and change.

Who is this suitable for?

All employees at all levels across your organisation. It's just as likely that a senior leader will be facing the same challenges as an intern or apprentice.

Workshop benefits

- Build awareness of your Behavioural Wake
- Build personal wellbeing and resilience
- Build your online communication skills
- Build collaborative and creative working relationships

It's definitely encouraged me to be more self-aware, not just in my outputs but in my wellbeing and relationships with those who surround me.

Management Development

Leading and Managing Change

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: change management | people management

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

Change has become an increasingly common part of everyday life. Some changes are so organic they are hardly felt, while others have a resounding impact.

How you lead and communicate change will have a significant impact on the motivation and buy-in levels of those around you.

How you then support your team through the change will have an impact on how well the change is embedded. This highly bespoke workshop will empower you with tools and techniques to support you and your team through the change management process, whether it be a quick win, short-term change or a more structured and wider-reaching, longer-term change.

Who is this suitable for?

If you're responsible for designing, leading or implementing change, you'll find this workshop invaluable.

Workshop benefits

- Recognise the different stages of the change process and know what best practice looks like
- Communicate the right messages to the right people in the right way at the right time
- Identify the different reactions to change and how to handle them
- Use your coaching skills to offer emotional and practical support to those that need it

This session enabled me to create time and space to engage with peers about the way the change is affecting them, seeking out the voices that might go unheard.

Personal Development

Adapting to Change

Time
Bite Size or Half Day

Delegates
6 - 15

Good for: personal development · resilience

The 360 difference

- Content tailored to you
- Practical tools and techniques
- Highly interactive and experiential
- Flexible delivery solutions
- Dynamic and engaging trainers

This year has brought fundamental changes not only to the workplace, but also to our daily lives. Your ability to adapt and channel personal resilience through periods of uncertainty has never been more important.

Change and the uncertainty it brings is a regular feature within most organisations. Who hasn't had to adapt to some element of change over the last year? It can be unsettling and stressful, and staying focused and motivated can prove difficult.

This workshop will help you reflect on the challenges you and others experience through periods of change, and will explore how to develop personal strategies to help ease some of those challenges. Our aim is to give you some practical and useful tools and techniques to support you through periods of uncertainty, ambiguity and change.

Who is this suitable for?

Individuals looking for strategies to manage change effectively and build their personal resilience toolkit.

Workshop benefits

- Explore how different people react to change and why change can be challenging
- Work through the process of change and the six stages of concern
- Identify strategies to manage change effectively and how that applies to any changes you might be experiencing
- Work through strategies to help you adapt to change with a positive, constructive and collaborative mindset

So helpful looking at the six stages of concern! It's given me a great understanding of the process and how to negate the worries of each stage.

Let's get the conversation started

Ready?

Speak to us, drop us a line or request a callback:

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