

peplematters

developing people to develop your business

Select

**A range of workshops run in your
organisation that get results.**

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Positive influencing skills

Overview

Influencing and persuading others involves 'winning their hearts and minds' (creating the will) and 'engaging their hands and feet' (creating the momentum to take action). One without the other usually results in much talk but little action.

To influence the thinking, behaviour and action of others requires powerful communication and interpersonal skills. You need to be determined but other person-focused, and have the skills to explore options while building common ground, which in turn requires effective questioning and listening. Influential people develop a balanced skill set in each of these areas.

Who is it for?

Anyone who has to influence the thinking or actions of their managers, staff, colleagues, customers or suppliers. This workshop will help individuals develop the skills and confidence to create a positive impact on others and generate the results they want.

Outcome

The workshop will enable participants to:

- Identify and develop networks of influence
- Adopt a collaborative strategy to influence others
- Pre-empt opposing views and develop strategies to overcome them

- Communicate messages simply and powerfully
- Develop skill in identifying common interests
- Listen at a highly effective level
- Adopt words, voice tone and body language to make a difference to any audience.

Workshop outline

Day one

- Identifying the importance of influencing in the workplace
- Individual perceptions of influencing
- Self reflection on influencing styles
- Strategies for building confidence
- Structured persuasion - a framework to get your point across
- Building rapport and collaborative relationships
- The language of influence - words that work and change minds.



Day two

- Introducing the positive influencing model
- Listening to understand
- Creating common ground
- The skills of persuasion - 'push' and 'pull'
- Communicating confidently - handling difficult situations and people
- Practice and feedback.

Leading people through change

Overview

We all know that change is the only constant factor in organisations today. Unfortunately this is one instance where people do not seem to learn through experience alone. Perhaps this is because there are alarmingly few instances where change has been effectively managed. This workshop will ensure managers know what they need to do to influence and deliver change, build their confidence and clarity on how to do it and most importantly inspire the attitude and commitment to want to do it.

Who is it for?

Any line manager responsible for ensuring effective implementation of change initiatives.

Outcome

The workshop will enable participants to:

- Explore their personal reactions and emotions to change
- Build a shared understanding of behaviours during change
- Recognise how to ease the pain of change
- Identify strategies to build a 'thriving on change' culture
- Create specific action plans on what and how they need to manage and deliver change within the business
- Form support networks to encourage sustainable behaviour change

- Help participants deal effectively with change and enable them to inspire confidence and commitment in others to do the same.

Workshop outline – 1 day

- Change – The human/business model
- Exploring and sharing individual experiences and attitudes to change
- Understanding the change curve
- Managing transitions
- Understanding and validating the emotional impact of change
- Recognising the impact of differing reactions to change on organisational performance
- You as a leader of change
- Identifying key leadership actions that enable teams and individuals to deal with the pace of change
- The changing environment within the business – real life examples
- Ideas into action – supporting and sustaining change.



Coaching for results

Overview

Coaching has become an increasingly important skill for managers. Managers who are effective coaches are able to build trusting relationships, solve problems and get the best from their people more easily than those who don't coach. This enables them to achieve positive results for the team and the organisation.

Who is it for?

Anyone who has a formal or informal role as coach, or who is directly responsible for the development of others.

Outcome

By the end of the workshop, participants will:

- Be able to use coaching as a cost effective means of improving individual and organisational effectiveness
- Know the difference between coaching, mentoring and counselling
- Be committed to their responsibility as a manager in the continuous development of the organisation and its people
- Be able to use work based activities as a means of developing individuals and teams to reach their full potential
- Demonstrate flexibility of style when coaching people who have different approaches to achieving results
- Have increased confidence in applying a range of skills and interventions required for coaching
- Plan for implementation in the work place.

Workshop outline

Day one

- What is coaching?
- Drivers and restrainers of coaching
- Identifying coaching opportunities
- Coaching in action
- Key coaching skills
- Active listening
- Questioning techniques.

Day two

- Coaching tactics
- Key steps in coaching
- Building rapport
- A model for coaching
- Positive feedback
- Coaching in action
- Coaching practice and feedback
- Individual and group review.



Understanding finance

Overview

Most managers need to understand financial documents in order to run their operation effectively. This workshop looks at the pieces of the financial jigsaw puzzle and how they fit together to create the bigger picture.

Who is it for?

Non financial managers who may find financial jargon confusing, and would like to make better management decisions by using financial information as a tool to improve the business.

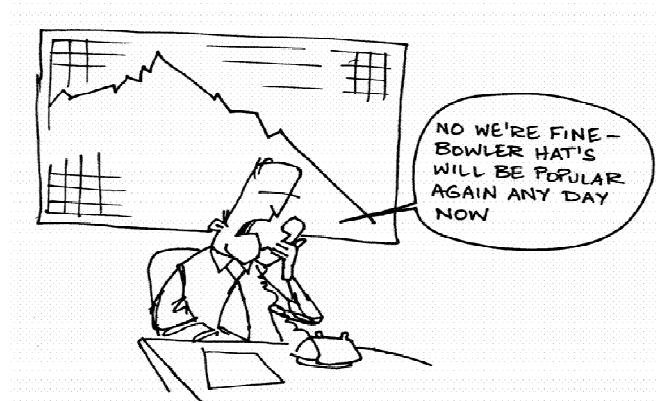
Outcome

By the end of the workshop, participants will:

- Know how to interpret financial documents
- Be able to ask appropriate questions and make management decisions based on financial information.
- Feel confident in understanding how the three components of cash, profit and balance sheet make up a set of accounts, and how to use them to make better management decisions
- Gain skills in putting together financial information – what goes where, and why!
- Practice analysing accounts and identifying what are the key issues/questions relating to them.

Workshop outline

- Understanding the jargon - what it means in practical terms, what you need to know and how to use it.
- Cash - the lifeblood of any business
- Managing cash - forecasts and reality
- Managing people that are due you cash
- Profit - how it is different from cash?
- Options to increase profitability
- The balance sheet - financial window to any business
- Understanding, selecting and using appropriate key ratios
- Capital appraisal techniques – building the case
- Budgets - how to do them and how to manage them
- Discounted cash flow
- 10 insights into the prizes and pitfalls of budgeting
- Summary session with advice and actions.



Interviewing for recruitment and selection

Overview

Recruitment is a costly and time-consuming business, and it is therefore critical that the right candidate is appointed first time. However, many organisations lack a consistent approach in recruitment interviewing skills. This programme is designed to enable you to recruit effectively and efficiently, so that you can confidently select the right staff.

Who is it for?

Anyone actively involved in recruitment and selection interviewing. This workshop will help you develop skills to confidently select the 'right' person for the job.

Outcome

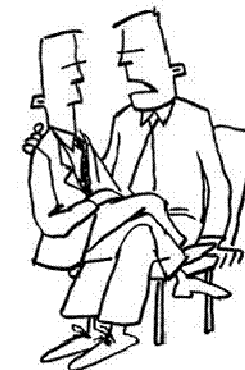
The workshop will enable participants to:

- Review the recruitment options
- Plan a systematic approach to recruitment interviewing
- Review data and information effectively prior to the interview
- Create and use objective criteria for selection
- Present a positive and professional image of yourself and your organisation
- Use an evidence-based structure within the interview

- Develop questioning and listening skills to get the most from the interview
- Manage nerves and put yourself and the interviewee at ease
- Assess candidates' skills, knowledge and suitability for the post using all relevant information.

Workshop outline - 1day

- Understanding the recruitment process
- Tools to aid recruitment
- Preparing for selection interviews
- Establishing selection criteria
- Attracting the right kind of candidates?
- Creating a positive interview environment
- Getting the best from your candidates
- Reviewing the interview and selecting the 'right' person for the job
- Interviewing role plays.



Thanks for sharing that Brian, but "How ya doin'" is a rhetorical question

High impact presentations - how to craft and deliver a unique and sophisticated performance.

Overview

This two day workshop is aimed at experienced presenters and is designed to enhance their skill, flair and confidence by offering tools and techniques to engage and energise audiences and enable presenters to tap into their own unique abilities and make high impact presentations.

Delegates are asked to bring along a current or planned presentation topic (no more than 10 minutes). Throughout the workshop, they will apply their learning and practise their delivery of these presentations.

Who should attend?

People who have experience of presenting but would like to deliver presentations with more impact and influence.

Outcome

By the end of this workshop participants will:

- Have an increased self awareness of first impressions and impact
- Have action points for improving performance
- Understand what makes a good presentation great
- Agree the guiding principles of effective presentations
- Understand how personality type affects personal delivery style and audience preferences

- Gain knowledge of language patterns and key words to build rapport and appeal to the individual motivational triggers of an audience
- Build confidence in using metaphors and analogies for explanation and influence
- Gain an awareness of a range of techniques to build flexible tonality and voice projection
- Develop an ability to use space and movement to create impact, and increase audience understanding
- Align personal beliefs, behaviours and values to support high impact performance
- Receive feedback on performance improvement.

Workshop outline

- Personal Introductions
- Modelling the experts
- Personal aspirations
- Re-visiting the basics
- Engaging the audience
- Influencing emotions
- Enhancing vocal power
- Choreographing presentations
- Personal alignment
- Skill practise and feedback.



Notes: Due to the intensive nature of the programme participant numbers are limited to six. Further 1-1 coaching is offered as an optional extra.

Presenting confidently - key techniques for planning and delivering effective presentations.

Overview

The highly participative two day workshop is designed to help delegates develop structure and deliver their presentations effectively. They will be introduced to a range of 'hints and tips' that will enhance their impact, credibility, results and make them feel more confident.

Delegates are asked to bring along a current or planned presentation topic (no more than 10 minutes). Throughout the workshop, they will apply their learning and practise their delivery of these presentations.

Who should attend?

People with limited experience or confidence in delivering presentations.

Outcome

By the end of the workshop participants will:

- Have an increased self awareness of their own impact
- Agree the key elements of effective presentations
- Understand how clarity and purpose defines and refines content
- Have the ability to tailor presentations to what the audience need or want to know
- Revised their individual presentations

- Understand the impact the presenter's confidence has on the audience
- Develop knowledge of visualisation and relaxation techniques to overcome nervous tension
- Be aware of body language and tonality that will enhance impact and credibility
- Have knowledge of how to use the delivery platform to connect and interact with the audience
- Receive feedback on their performance.

Workshop outline

- Learning from the masters
- Personal aspirations
- Preparing to be audience focussed:
 - Defining the purpose
 - Anticipating the audience
- Structuring and editing and refining your presentation
- Developing confidence:
 - Becoming audience focussed
 - Accessing the ideal state of mind
- Delivering with skill:
 - The words music and dance of presentations
 - Personal presence and impact
- Skill Practise and feedback.



Notes:

Due to the intensive nature of the programme participant numbers are limited to six. Further 1-1 coaching is offered as an optional extra.

Communicating effectively

Overview

Your satisfaction and enjoyment at the workplace is directly connected to how well you can relate to the people around you on a day-to-day basis. 'Becoming a skilled communicator' is about building confidence in communicating clearly and effectively with others in a way that ensures you can build and maintain strong working relationships. It will help you to understand others and get your messages and ideas across in the most effective way.

Who is it for?

Anyone who wants to build up their capacity to communicate effectively with others.

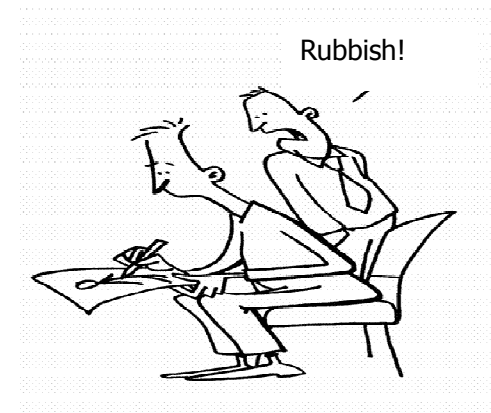
Outcome

By the end of the workshop, participants will:

- Be able to use the essentials of effective communication to get the results they want
- Have a more confident approach to communicating in a variety of situations
- Be more adaptable in how they communicate with others
- Be able to ensure they have communicated clearly and avoid misunderstandings
- Receive top tips for holding effective consultation and briefing sessions with their teams
- Create and deliver a short brief using the methods demonstrated.

Workshop outline

- Identifying and evaluating the 4 way communication star, and the communications chain
- Communicating pre and post decision making – consultation and briefing
- Skills practise
- Written communication - how to get started
- Creating a positive image
- The impact of your voice tone and body language on communication
- The skills - building rapport, active listening, effective questioning, checking understanding
- Introduction and practise in mind mapping
- Individual action plans.



Managing time and priorities

Overview

How many times do you really put first things first? In today's fast-paced business environment, we can fall into the trap of being too reactive, responding only to immediate demands, feeling we have no 'time out', no time to plan or to step back. This programme helps put you back in control of time and priorities, enabling you to really manage the investment of your time and reap the rewards.

Who is it for?

Anyone who wants to take more control of their workload and get a higher return on the time they invest in tasks. It will allow them to access time management techniques applicable for self-management or managing others.

Outcome

By the end of the workshop participants will:

- Be able to plan, prioritise and manage workloads more effectively
- Be aware of the benefits of effective time management
- Recognise the importance of time management in relation to stress
- Understand how to strike a balance between being proactive and reactive
- Be aware of their own division of time
- Recognise their own demands, constraints and choices in their role
- Understand a range of personal planning systems.

Workshop outline

- Assessing your constraints, resources and demands
- Clarifying responsibilities and outcomes
- Identifying your work style and time management behaviour
- Setting priorities and being disciplined
- Covey's time management matrix
- Practical time management and planning activities
- Effective delegation - freeing up your time and utilising your team effectively
- Reviewing your time management at regular intervals
- Staying on track and breaking old habits.

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to do list says...



High performance people skills for business leaders

Overview

This powerful three day development programme offers individuals time, space and opportunity to analyse their personal strengths and weaknesses, align with their role as a leader and discuss the challenges, problems and successes they face. The programme is structured around a three part model of personal effectiveness.

Self awareness: using personality and behavioural profiling tools, to identify the unique contributions each person brings and gain a genuine understanding of complexities of human interaction, communication and motivation.

Awareness of others: learning to identify and adapt to each and every individual through practical and insightful behavioural tools and techniques.

Interpersonal strategies for success: developing the skills, attitudes and confidence to manage individuals and teams. Enhancing each person's power of influence and motivation and enabling them to get the very best from people.

Who is it for?

Middle to senior managers who need to engage, influence, inspire and work effectively with others both inside and outside the organisation.

Outcomes

The programme will enable delegates to:

- Gain a clearer understanding of themselves and their impact
- Make the most of their unique contributions as a leader
- Align themselves to their leadership role

- Generate motivation and enthusiasm in others
- Tune their approach to the unique biases and motives of others
- Develop strategies to influence others
- Set clear goals and objectives for performance improvement.

Workshop outline

Day one - Self awareness and personality

- Inspirational leadership - why leaders need people skills
- Individual aspirations and challenges
- The leadership triangle
- The influence of personal preferences on leadership style
- Exploring values, drivers and stepping up to leadership
- Understanding and appreciating diversity in others
- Adapting your style to meet the needs of others
- Planning to develop your strengths and reduce risk areas.

Day two - Self awareness, other awareness and behaviour

- Reviewing and committing to personal change plans
- What are you striving to achieve?
- Aligning with your leadership role
- Commitment to your vision and mission
- People Breaking or People Whispering?
- Understanding the human elements that build relationships
- Meeting individual needs for inclusion, control and openness.

Day three - Influencing people and building relationships

- Reviewing and committing to personal change plans
- The bottom line value of organisational trust and openness
- Developing collaborative relationships
- Scenario Based Learning (see description)*
- Commitment to results.

*(Scenario Based Learning ensures):

- *Utilisation of the experience of the group*
- *A forum for practise and feedback on impact and influence*
- *An opportunity for practise and feedback on coaching skills*
- *Awareness of a sustainable process for ongoing group support and learning.*

Words that change minds

Overview

Do your people need to lead, communicate and influencing people?

Would it help if they could:

- Understand, predict and influence behaviour
- Create dramatic, powerful messages that move people to action
- Make their communication irresistible
- Master the LANGUAGE OF INFLUENCE.

This two day programme offers delegates a tool and helps develop their skills in communication with mass audiences, small groups and individuals.

The programme is based on LAB profile, a psycho- linguistic tool to understand what motivates people and how to reach them.

The Language and Behaviour Profile (LAB Profile) is a way of thinking about people and groups that allows you to notice and respond with just the right influencing language. It's tailored to each situation and structured to allow you to understand and recognise what will stimulate and maintain someone's motivation and conversely, what will turn them off.

Delegates will also learn how to match their language and processes to others to spark interest and enthusiasm.

Who is it for?

Middle to senior managers who want to enhance their existing influence and communication skills by developing language patterns that will will engage, motivate and generate results!

Outcomes

People and organisations over five continents are now using this tool to:

- Take the pain out of implementing organisational change
- Improve partnership working
- Engage, inspire and motivate individuals
- Develop high performance teams
- Manage individual performance
- Establish a deep level of rapport and communicate effectively
- Shorten the sales cycle and guarantee customer satisfaction
- Design powerful marketing and advertising campaigns
- Hire people who are motivated to perform
- Adapt training and education programmes
- Simplify career counselling and professional coaching.

Workshop outline

Day one – Language and Behaviour Profiling

- People Breaking or People Whispering?
- Understanding the background and rigour of LAB
- Language patterns – how words provide insights!
- Motivation Traits – uncovering the direction, source and reason of motivation
- Working Characteristics - recognising the style and organisation of working traits
- Discovering patterns in individuals and groups
- Adjusting your language to suit the preferences of others.

Day two – Developing the Language of Influence

- Where do you influence, motivate, inspire?
- How LAB can help... applying this tool in your own context
- Developing skill and elegance in using language appeals and motivates.