



Making a positive difference to people's
lives through training and coaching



www.crisp-cpd.com



Virtual Learning Courses 2020



Our purpose

making a positive difference to people's lives through training and coaching

In the current unsettled times post-pandemic, as many of us continue to work remotely, or are returning to adapted environments, we believe the need for human connection is greater than ever. As is the need to maintain our sense of wellbeing and a positive mindset.

By continuing to develop your people, encourage new interactions and continue with planned training and development, we believe we can boost morale and productivity as well as equipping your people with the skills they will continue to use when back in the workplace.

About our virtual learning sessions

We offer fully participative, engaging and thought-provoking sessions using virtual meetings software (these are usually delivered using Zoom, but we can deliver sessions using Skype for business and Microsoft Teams where required). Our virtual learning includes everything you would usually expect from a Crisp session— a highly skilled facilitator, quality content, full interaction with all delegates, relevant materials and comprehensive feedback. Sessions will be participative - using virtual whiteboards, group chats and annotation tools to drive engagement with the material and between the participants – these are not pre-recorded webinar-style sessions.

Our sessions can be short (60-90 minute) sessions or half day (three and a half hours long) with breaks from the screen incorporated.

We recommend a maximum of ten people per cohort. Participants will need broadband, audio and video functionality (ideally, but not essential), and a suitable environment.

Virtual learning course directory

This brochure outlines a selection of topics that have already been designed and/or delivered virtually. These courses can be short 90 minute sessions (equivalent to a half day face-to-face) or 3.5 hours (equivalent to a full day of face-to-face development).

Contact us to discuss building a multi-programme package, or to discuss creating a bespoke virtual learning programme for your company.

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Adapting to the 'new normal'

These courses have been specifically designed for during and post-lockdown, to support employees and managers to adapt to the new ways of working.

Being Present: How to be mindful, resilient and productive wherever you work (90 minute course)

In this session you will experience techniques, modes of thinking and being, that will enable you to bounce back from set-backs; manage your energy during the day to maintain productivity and focus; and to attend to your own wellbeing.

Thinking differently

Covid-19 has provided us all with an opportunity. It has created the circumstances for us all to have to think differently, both in our personal and professional lives, so that we can rapidly adapt to a new and unfamiliar situation.

In the world of business, it has always been the case that those that will ultimately survive will be those that are able to understand how to create a culture of creative thinking. During this course we will blow away the notion that creativity is a skill reserved for only a few and we'll teach you how to approach things from different angles.

- ✦ We'll explore how we can tap into a different way of thinking and the benefits this will bring for our organisation.
- ✦ We'll take a look at the personal and professional barriers to thinking differently and how to overcome them.
- ✦ Throughout the session, we'll provide you with a wide range of tools you can take away and instantly apply to your own organisation.

Managing virtual teams

We are constantly having to change the way we approach the working environment, through innovation and the advancement of technology. As managers, we need to learn to embrace these changes.

This course examines the key elements that will help both individuals and managers to work more productively as a team, including communication tools, practical team and project tools and how to motivate and inspire performance when working in separate locations.

- ✱ Characteristics of high performing teams
- ✱ The benefits and drawbacks of the virtual team
- ✱ The different leadership and management traits required to lead virtually
- ✱ Building trust remotely
- ✱ Communication and the virtual team
- ✱ Managing performance virtually

Delivering virtual presentations

A course designed to support those who are already comfortable delivering ‘physical’ presentations, but who now face the challenges of taking their presentations online and delivering them to a virtual audience.

Taking away the physical presence, energy and interaction changes the dynamic of a presentation – how you use your voice, how you ‘check in’ with your audience and how you structure your session all becomes important in a whole new way. Our communications specialist coach will guide you through the challenges and opportunities of moving your presentations online and provide you with an opportunity to try out new techniques and build your confidence in a small and supportive virtual learning group.

**Due to the nature of the course content, we recommend a maximum group size of 6 for this session*

- ✱ Characteristics of a good ‘virtual’ presentation
- ✱ Your state and energy as presenter
- ✱ Engaging with every audience member – keeping their interest
- ✱ Using your voice to best effect
- ✱ Measuring reaction when you can’t see everyone’s face
- ✱ Structuring content and keeping to time.

Post-lockdown – re-integrating the team

The enforced changes resulting from the pandemic have had an impact on both relationships in the workplace and on the way we work. Without acknowledging this and putting support in place we risk a detrimental impact on staff engagement and consequently on effectiveness and efficiency in the workplace.

This session is designed to re-engage managers and ensure they feel confident and motivated to get back to effective, efficient and collaborative work by:

- Acknowledging the impact of recent changes in order to move forward
- Rebuilding relationships and re-establishing collaboration and communication
- Profiting from the learnings of lockdown
- Playing an active role in exploring new, improved ways of working

The session will focus on ‘self’, ‘the team’ and ‘the organisation’ – exploring the impact of the recent pandemic and what is needed to move forwards. This is a solution-focussed session, prompting thought and encouraging action. Content includes:

- ✱ Understanding how the lockdown has affected us, the way we relate to colleagues and how we see our role
- ✱ Identifying what we need to be able to move on and re-engage
- ✱ Recognising the power of the team and remembering the value of collaborative working - acknowledging each other’s contributions
- ✱ Determining priorities based on the habits of resilient teams
- ✱ Exploring the learnings from lockdown and the opportunity for improvements
- ✱ Focusing our energies on where we have influence
- ✱ Creating an action plan

Management development

Introduction to People Management (run across 2 x 3.5 hour sessions)

Our most popular face-to-face course has been adapted to run as two half day sessions (approximately a week apart). The course is aimed at new/first-time managers or those who wish to enhance their skills to have more impact.

It covers the essentials of people management to ensure you get the best out of your team in a way that makes them feel supported, inspired and motivated to work with you.

- ✱ Management verses Leadership
- ✱ Management styles
- ✱ Adapting your communication and influence style to get the best from others
- ✱ Enhancing your interpersonal skills
- ✱ The basics of delegation
- ✱ Managing performance
- ✱ Undertaking effective and meaningful performance conversations that make a difference
- ✱ Facilitation and coaching skills
- ✱ Motivating and developing your team
- ✱ Giving and receiving feedback and everyday performance handling
- ✱ Personal effectiveness and building team resilience
- ✱ Your personal 'to do' list

Building resilient teams

Why do some teams outperform others? How is it possible that one person in a group of, say twelve, can have a disproportional impact on team morale and productivity? Why do some teams fracture under pressure, while others thrive? These are the questions we will be considering in this session.

- ✱ What happens to an individual in a team or 'system'? (Behaviours and mindset)
- ✱ The collective mindset of your team ('mood' v. 'culture')
- ✱ What causes a team to dysfunction and fracture?
- ✱ The importance of psychological safety and trust
- ✱ What do resilient teams do?

Giving and receiving feedback – for managers

This course is all about how to both give and receive feedback in a manner that is positive, constructive and objective. It's not just about negative feedback either - the techniques covered are equally appropriate for delivering positive feedback too - after all, it's something we all want but rarely get enough of!

Crucially, it will also look at how to prepare for the really difficult conversations we know we need to have, but aren't sure how to handle.

- ✱ Recognising the filters that influence all our thoughts and feelings (and therefore our behaviours too)
- ✱ Define and contextualise feedback and the benefits of both giving and receiving positive, constructive feedback
- ✱ Models for giving feedback
- ✱ Verbal and non-verbal skills associated with giving and receiving feedback
- ✱ Identifying and handling conflict arising from difficult situations
- ✱ Prepare and initiate difficult conversations

Leading your team

This course is essential for team leaders and managers who want to improve the performance of their team. We will show you how to understand individuals in your team and how to work with the different personalities that are present in your group. You will learn techniques to help you lead your team in a motivational way and deal with resistance that you could encounter from members of your team.

- ✱ Understanding individual learning styles – which are you? Why are they important?
- ✱ Identifying how your DEPC style (and those of your team members) can impact on others and how to use the model to get the best from people
- ✱ Situational leadership
- ✱ 'Managing by walking about' and role-modelling behaviours
- ✱ The PAC model and how it relates to leading your team
- ✱ Team dynamics and team development
- ✱ Leading teams remotely
- ✱ Types of communication and how we are motivated
- ✱ Giving compliments and feedback
- ✱ Team meetings

Appraisal conversations (also known as 'Performance Reviews')

This session will focus on the key skills managers and supervisors need for holding productive and positive appraisal or performance review conversations with their employees - these could be any form of review, objective or target setting, development planning, supervision or 1:1 discussion. The same skills are required for both face to face and virtual performance conversations.

- ✱ The strategic value of Performance or Appraisal conversations - why bother?
- ✱ An outline of the Appreciative Inquiry or strengths-based approach – and how this can create a more productive and meaningful experience and motivate future performance
- ✱ The importance of using our listening skills, and the language and the questions we ask
- ✱ Providing a clear focus for performance through goal setting, targets or objectives
- ✱ Using effective performance feedback to recognise positives and strengths, whilst also addressing areas for change or improvement

Psychology and wellbeing at work

Mental Health Awareness for Managers

Perhaps now more important than ever, managers need to be aware of the mental health challenges their teams may be experiencing and be comfortable and confident in discussing concerns with their staff.

- ✱ An introduction to mental health – facts and figures
- ✱ The mental health stigma
- ✱ An overview of the most common issues and conditions
- ✱ Is there a problem here? How to spot the signs of mental health issues
- ✱ Stepping in – having the confidence to step in, reassure and support a person in distress
- ✱ Supportive interpersonal skills you can adopt
- ✱ Further support resources

Mindfulness and resilience

Mindfulness, or present moment awareness, has been proven to aid focus, self-awareness, build resilience and enhance wellbeing.

Resilience (or resiliency) is our ability to adapt and bounce back when things don't go as planned.

In this session, we introduce some simple mindfulness techniques that can be used in your home or office working environment, as well as techniques to help you understand your resilience and implement strategies to enhance your wellbeing and ability to handle change.

- ✱ A grounding exercise
- ✱ Introduction to mindfulness
- ✱ Mindfulness in everyday life
- ✱ Introducing pauses
- ✱ Challenge, commitment and personal control
- ✱ Permanence, pervasive and personalisation
- ✱ Setting goals
- ✱ The 3:1 ratio and positive psychology

Introduction to NLP – learning how people tick

Neuro-Linguistic Programming (NLP) is most easily understood as the study of human behaviour, and the key to human excellence

Have you ever wondered about all of that stuff going on in your head and how that supports you in achieving things (*or not!*)?

In this course, we look at how improved awareness of self and enhanced emotional intelligence will support:

- ✱ Effective communication
- ✱ Improved relationships
- ✱ An appreciation of differences
- ✱ A calmer and more helpful response in challenging situations

Understanding NLP is like having a manual for your mind; broadening choice, empowering you to choose helpful responses and beginning to make positive changes in your life.

Choosing your state and energy

Your 'state' is how you are at any given moment in time - how you 'show up' physically, mentally, and emotionally. It's more than the sum of its parts.

Thinking in terms of states helps us to understand and make simple, powerful choices about how we operate and the effect we have on others.

In this session we'll explore:

- ✱ the science of states
- ✱ the tools and strategies we can use to choose optimal states for different contexts
- ✱ how we can use our choice of state to influence people effectively

Please be ready to move around, experiment and have fun!

Managing your energy, not your time

Time is a finite source. You use up your allocation of 24 hours, and then it's gone. Energy is a different matter. Defined as *the strength and vitality required for physical or mental activity; the power derived from the utilization of physical or chemical resources*, energy can be replenished, nurtured and channelled. This 90 minute session will make you rethink how you approach time management in the future!

- ✱ The science of 'when' – repurposing time management
- ✱ When are you at your best in the day (and how to know)?
- ✱ The four sources of energy – body, emotions, mind and purpose
- ✱ How to tap into these energy sources and cultivate energy
- ✱ Conscious 'active' resting – and your energy sources

Essential professional development courses

Time Management

Our Time Management course is ideal for people who have a busy schedule and need help to maximise their productivity, whilst at the same time lead a balanced life. You will be given some great time saving tips to help you manage your time and will come away with lots of ideas to improve your working style.

- ✦ What do we mean by 'time management'?
- ✦ Stressors – what's impacting on your time and what is positive stress?
- ✦ What are your 'time bandits'?
- ✦ The wheel of life
- ✦ Goal setting
- ✦ Top tips and resources to help you manage your time effectively

Effective meetings and minute-taking

Holding meetings that are timely, effective, well-structured and organised is a key part of any business function, but if they are none of the above, they can waste time, cause frustration or result in confused task management. This course is ideal for those new to attending or recording meetings, those chairing meetings and those taking minutes - whether face-to-face or remote.

- ✦ Understanding the meeting structure
- ✦ Key roles and responsibilities
- ✦ Minute taking skills
- ✦ Minute writing styles
- ✦ Improving your active listening skills

Employee Forum Development

In times of uncertainty, employee forums are more important than ever to keep you connected with your workforce. If you have recently formed an employee forum, or need to re-engage one, our HR-expert coach can work with them to focus on the forum's purpose, how they work together and communicate effectively.

This could be followed up by a half day of face-to-face development with the representatives at a later date, to re-connect, reflect and build upon the virtual content with some practical team building activity.

Virtual Learning session content to include:

- ✱ Purpose of the Employee Forum and the role of the Rep
- ✱ Consultation, negotiation, consensus – what does this mean in practice and how do these apply?
- ✱ The key skills of being a Rep and working together
- ✱ Understanding organisational change – keeping it strategic

Delivering customer excellence

The importance of good customer service never goes away, but in the current challenging times, building and retaining customers' trust and loyalty has never been more important. By honing skills in communication, projecting a more confident and professional image and handling challenging people and situations effectively, we can ensure that the best experience and outcome is achieved for all.

- ✱ Identifying and anticipating what the customer needs and expects
- ✱ Building rapport and listening so we fully understand the customer's needs
- ✱ The 5-stage communication process
- ✱ Encouraging an assertive mutually respectful customer relationship
- ✱ How to manage challenges and difficulties with positivity
- ✱ Handling emotions
- ✱ Making a customer feel valued
- ✱ Experiencing the satisfaction of delivering customer excellence

Why Us?

Co-creating and delivering transformational learning since 1990

At Crisp Professional Development, we believe in the transformational effect of learning. Personal and professional development leads to change; it brings opportunities for progression, performance improvement, self-awareness and wellbeing. Learning challenges and provokes us. It moves us forward.

This is achieved through in-company and open training courses, leadership and management development programmes and by coaching behavioural change in teams and individuals.

We bring our knowledge, passion and unwavering belief that learning makes a difference to organisational performance and individual well-being. Our programmes are infused with emotional intelligence, positive psychology and an appreciative mindset ensuring participative and safe learning environments. Crisp Professional Development only use qualified coaches and subject matter experts.

From our base in Exeter we operate throughout the UK – and during the Coronavirus Pandemic and beyond, we are supporting our clients with virtual learning too.

Our clients include PLCs, multi-nationals, the full range of SMEs and individuals. Among our recent/current clients are: The Met Office, UPP, The NHS, Mole Valley Farmers, University of Exeter, Farmfoods, Calendar Club, Specsavers, Drax Power and Mid Devon District Council.

