



## Training Materials

Our training materials are designed to reflect your company's values, brand and ways of working. Training materials are of the highest quality and build on the best models and tools available.

### Teaching materials

Our teaching contains the distilled down wisdom from a broad range of theoretical models. Since we are not franchises of any of the big name development groups, we can draw on the best models regardless of their source.

We convert theoretical models into practical tools and techniques which are practised within the training and then readily applied back at work.

**Commitment = Following through consistently**

- ✓ Be careful what you promise. Under-promise, over-perform
- ✓ Be on time with results
- ✓ If you cannot complete a commitment, let all involved know why as soon as possible
- ✗ Thinking it's ok to break little commitments
- ✗ Living in crisis – impossible to be consistent

*"We say simply and clearly what we do and we ensure that we do what we say" – Simple brand value*

**Caring = Showing respect**

- ✓ Thanking people
- ✓ Publicly recognizing others
- ✓ Being attentive
- ✗ Being too busy
- ✗ Taking credit

*"We treat our customers as we would like to be treated"*

**4 Trust C's**

*"We continually advance our professional knowledge"*

*"We..."*

This sample from a Powerpoint presentation shows an excerpt from training on building trust in the organisational context. It is built around the customer's brand values and draws from a wide variety of reference material we have found to be practically useful on building trust.

### Reviews and evaluation workbooks

The real power of experiential learning lies in connecting theory with practical experience, reflection and application to the workplace. We are specialists in using creative reviewing methods to draw out and capture significant learning points.

Many courses use custom designed workbooks which allow participants to capture thoughts and insights throughout the programme and then continue to work through the learning back in the office. We see training courses not as a magic bullet, but as part of the development journey. Our courses give the committed learner a significant boost in their development and the tools to be able to continue further afterwards.

Page 2 contains an excerpt from a training workbook.

## Workbook Exercise B – Trust, Respect, Understanding

For each statement, rate yourself on the following scale:

- 5 – Always
- 4 – Most of the time
- 3 – 50:50
- 2 – Rarely
- 1 - Never



Then calculate the total for each section.

I look for opportunities to trust people with responsibilities

I can be trusted with personal, confidential information

I do all I can to build trusting relationships in our team

I give space to my colleagues, rather than micro-managing

**Trust total**

I thank team mates for their work when they have done something helpful

When I have completed a piece of work with colleagues, I make sure that everybody involved gets recognition

I look for every opportunity to affirm people's efforts and achievements

I give difficult feedback to people face to face

**Respect total**

I am aware of the different personality types in my team, and their strengths

I take time to understand other people's points of view, and motive, even when I don't agree with them

I am a good listener

I am open with people so they have a better chance of understanding me

**Understanding total**

Q. For the area you scored lowest on, write down three specific things you could do to improve.

