



# innov8 masterclass series



[www.innov8development.co.uk](http://www.innov8development.co.uk)

## innov8 Masterclass Series

½ day high impact, concise and relevant practical sessions, focusing on a particular theme that can fit into your organisation's busy schedules. Each highly participative and thought provoking session features a "toolbox" of skills and techniques that enable learning to be transferred effectively into workplace performance.

**innov8** Masterclasses can be stand alone or you can combined two or more topics to create a custom made development programme to directly support your organisation's priorities.

### Approach

Working in pairs and small groups, participants have the opportunity to work through real issues and to practice and plan strategies to use in the workplace.

**innov8** Masterclasses can also be designed to deliver HR Policy briefings to staff for example: Diversity & Equal Opportunities; Health & Safety; Recruitment & Selection; Performance Management/Appraisal. Your Organisation's own policies, procedures & documentation will be used in these briefings.

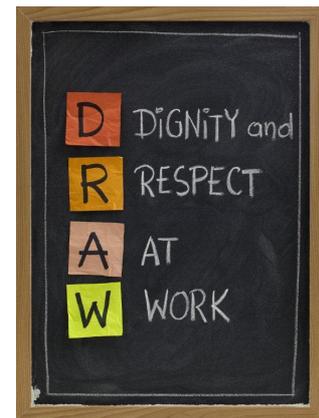
## Contents

<b>innov8 Masterclass</b> title	Page	<b>innov8 Masterclass</b> title	Page
Dignity at work	4	Facilitation skills	15
Coaching skills	5	Decision making	16
Customer care	6	Difficult conversations	17
Time management	7	Effective meetings	18
Structuring reports	8	Communications skills	19
Structuring presentations	9	Managing sick absence	20
Problem solving	10	Working effectively within professional boundaries	21
Negotiating & influencing skills	11	Personal effectiveness	22
HR for non HR managers	12	Working effectively in changing and uncertain environments	23
M S outlook	13	Managing performance	24
Delegation skills	14		

## Dignity at work masterclass

### Overview

Diversity is about difference. Essentially, a valuing diversity approach focuses on the positive aspects of the differences between people. It recognises that the different backgrounds, values, attitudes, skills and experiences that people have means that they bring a unique perspective to work issues. Participants will discover that rather than being a legal nightmare, meeting Equality and Diversity requirements is an exciting challenge and a welcome tool for enhancing personal and business relationships.



### Learning outcomes

The aim of the course is to raise awareness, explore how Equality and Diversity impacts the workplace and empower you to understand and promote a culture of Equality. This training is non-threatening, interactive and lively and is suitable for all backgrounds.

More specifically this session will cover:

- What Makes Me Different?
- The Differences the Law Protects
- Stereotypes and Assumptions
- Prejudice and Discrimination
- Allport's Scale
- Workplace Audit
- Review and Action Planning

## Coaching skills masterclass

### Overview

Coaching is a non directive form of development. It focuses on improving performance and developing individuals' skills. This session provides an introduction to coaching techniques that will help establish a coaching culture in the workplace.



### Learning outcomes

This workshop is designed to enable you to:

- 1 Structure the coaching session
- 2 Use the GROW model for coaching for outcomes
- 3 Give feedback in a way that is accepted and leads to improved performance
- 4 Have practiced your coaching skills in a supportive environment

# Customer care masterclass

## Overview

Acquiring new customers costs five times more than satisfying and keeping your existing customers. A satisfied customer is likely to tell up to 3 other people about their positive experience with your organisation. A dissatisfied customer is likely to tell upwards of 11 others of their negative experience with your organisation. This course is aimed at anyone who either directly comes into contact with customers, both face-to-face and on the phone, or who manages people who do.



## Learning outcomes

This workshop is designed to enable you to:

- 1 Project a professional image
- 2 Use body language to your advantage
- 3 Identify customer motivation
- 4 Exceed customer expectations
- 5 Improve customer service skill
- 6 Be aware of why customers leave and know how to ensure that they return
- 7 Resolve conflicts and complaints
- 8 Turn dissatisfaction into satisfaction
- 9 Create long term customer loyalty

## Time management masterclass

### Overview

Anyone who would like to learn how to manage their time more effectively, and help relieve the pressures that can lead to stress will find this workshop useful.



This practical session will equip participants with tools and techniques to use in the workplace.

### Learning outcomes

More specifically participants will be able to:

- 1 Recognise the principals of effective time management and apply them to their own work environment
- 2 Be aware of how reaction to time management pressures can lead to stress
- 3 Have undertaken individual diagnosis about their approach to time management and made commitments to action to improve their ability to increase their personal effectiveness



# Structuring reports masterclass

## Overview

Increasingly within any organisation people at all levels need to be able to communicate their ideas clearly and professionally to others in writing. Without such skills not only personal but also organisational image and success can be impeded.



This workshop concentrates upon enhancing the ability to write well-structured and concise reports to the benefit of both the individual and the organisation.

## Learning outcomes

More specifically the session will include:

- The importance of understanding your audience
- Being clear about your objectives
- Planning your document
- Rules for structure and importance of good layout
- Editing and proof-reading your own work
- Raising your own writing queries
- Confidence about writing for work

# Structuring presentations masterclass

## Overview

Increasingly within any organisation people at all levels need to be able to communicate their ideas clearly and professionally to others. This workshop concentrates upon enhancing the ability to make well-structured business presentations with impact to the benefit of both the individual and the organisation.



## Learning outcomes

In particular this workshop will focus on:

- Assessing audience needs, concerns and expectations
- Structuring presentations logically
- Presenting a clear message with impact
- Enhancing the message with visual support

## Problem solving masterclass

### Overview

Anyone who has complex problems to solve and needs new ideas, practical techniques and creative thinking tools that will help you in your search for creative solutions will find this workshop ideal.



### Learning outcomes

In particular this workshop will introduce you to:

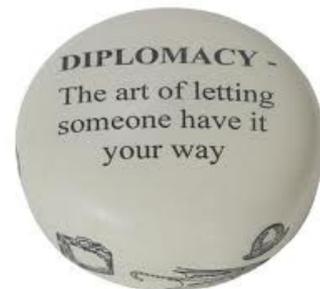
- 1 The difference between vertical and lateral approaches and their benefits and weaknesses
- 2 Useful tools for day to day problem solving
- 3 Creative thinking tools including Brainstorming; Mind-mapping; Six Thinking Hats, Visioning, Force Field Analysis, PINC Filter



# Negotiating & influencing skills masterclass

## Overview

Influencing skills are essential in modern organisations where you can get things done by inspiring, negotiating and persuading. This workshop helps to develop the communication skills that gets results and will address how your personal communication style impacts your ability to influence and negotiate.



## Learning outcomes

In particular this workshop will focus on:

- How communication works and what happens when it fails
- How to get what you want: negotiation, influencing and persuading skills
- Discovering your communication style
- Recognising your preferred negotiation style
- How to build confidence in dealing with other people

## HR for non HR managers masterclass

### Overview

Increasing Employment Law and greater regulation mean managers need to be able to handle key HR activities effectively.



This course provides managers with the essential skills and information to fulfil the people management aspects of their role effectively and to manage risk.

### Learning outcomes

In particular this workshop will explore:

- 1 The implications of Employment Legislation on your organisation
- 2 Codes of practice in Recruitment; Employment Contracts; Discipline;
- 3 Grievance and Dismissal \*\*
- 4 Organisation's own policies and procedures
- 5 The consistency of managers HR practice using scenarios

\*\* The above list is an example, this session will be tailored to the needs and policies of the organisation and will refer to the organisation's own policies and procedures during the session.

## M S outlook masterclass

### Overview

This course is designed for people with little or no experience of Outlook and who need to understand how to send emails and use the more advanced features such as calendar and contacts.

### Learning outcomes

In particular this workshop will introduce you to:

- Opening emails
- Sending emails
- Replying to emails
- Applying formatting to emails
- Adding attachments to emails
- Applying tracking options to emails
- Sending emails using a Personal Distribution List
- Sending emails using the voting options
- Creating auto signature
- Creating appointments/meetings
- Creating contacts
- Sending email/appointments to contacts





## Facilitation skills masterclass

### Overview

Facilitation can play an important role in ensuring a well-run meeting or engagement process and can engage people effectively to come up with decisions and/or creative new solutions that they will own and implement together.



### Learning outcomes

In particular this workshop will introduce you to:

- The principles of facilitation
- The key skills and tasks of the facilitator
- Starting off - ice-breakers/warm-ups
- Effective facilitation tools to use in a variety of situations
- Encouraging decisions
- Managing behaviours

## Decision making masterclass

### Overview

We make decisions every day, many of which will have considerable impact on our work and on other people. This course introduces you to a range of tools and techniques that enable you to make considered and reasoned decisions, either individually or as part of a group.



### Learning outcomes

More specifically the session will include:

- Stakeholder analysis
- Comparing and contrasting options
- Weighting assessment
- Analysing pros and cons
- Cost/benefit analysis

## Difficult conversations masterclass

### Overview

Problems aren't generally easy to talk about - that's part of the problem! It may be that the most important skill for people in organisations is the ability to work through difficult conversations to come to agreement and understanding. This course will help you to turn those difficult conversations into constructive discussions and help you to improve how you communicate and listen to others.



### Learning outcomes

More specifically the session will include:

- What makes some conversations difficult
- Key processes and behaviours
- Emotional intelligence
- Reflecting upon your own difficult conversations and considering how to handle them more effectively

## Effective meetings masterclass

### Overview

Effective meetings provide swift and productive communication between people, and can be a successful decision making forum enhancing commitment and motivation.



### Learning outcomes

More specifically the session will include:

- Planning, setting meeting objectives and preparing agendas
- Selecting and using facilitation tools
- Chairing meetings effectively
- Hints and tips
- Evaluating the outcome

# Communications skills masterclass

## Overview

Effective communication skills are key in both personal and professional lives; and essential to achieving both individual and business goals. Frequently, inappropriate communication causes relationship difficulties that gets in the way of individuals, teams and organisations realising their potential.

## Learning outcomes

More specifically the session will include:

- Selecting and using appropriate tone, processes and media
- Developing active listening skills
- Written communication in the workplace
- Tools and techniques



## Managing sick absence masterclass

### Overview

This workshop is designed to enable line managers to take responsibility and ownership for this key management issue and to manage sick absence with confidence.



### Learning outcomes

More specifically the session will include:

- Appreciate the benefits of managing sick absence effectively
- Identify the line manager's role and responsibilities in managing and reducing sick absence
- Recognise legal and statutory requirements that underpin best practice
- Have confidence applying organisational sick absence policies and procedures
- Effectively record, monitor and review sick absence in their teams, recognising trends and trigger points
- Recognise the importance of maintaining contact
- Confidently prepare for, structure, carry out and document return to work interviews
- Recognise the need to consider flexible return to work options; occupational health referrals; capability procedures

## Working effectively within professional boundaries masterclass

### Overview

Anyone who works with people should be aware of professional boundaries. This course will focus on the importance of setting and keeping boundaries in working relationships with clients, colleagues, visitors, other professionals and stakeholders. It will explore good practice case studies, organisational policies and procedures and delegates will share ideas about working safely, effectively and professionally within these boundaries.



### Learning outcomes

More specifically the session will include:

- Defining professionalism
- What are professional behaviours
- Differences between our personal and professional lives/relationships
- Cultures and values
- Testing and discussing boundaries
- Codes of conduct, policies and procedure

\*\*\*\*The organisation's own policies and procedures will be referred to during the session.

## Personal effectiveness masterclass

### Overview

The pressures of the modern world present a constant challenge, quicker communication, competing priorities and the impact of technology have all added to the intensity of modern working life. We are continually being asked to achieve higher levels of performance under increasing time pressures. Better time management, improved utilisation of tools and technology, planning, review and team work allows us to cope better with the daily demands of our work and can enable us to be in control of what we do, stop feeling overwhelmed, be more effective and retain quality time for life outside work.



### Learning outcomes

More specifically the session will include:

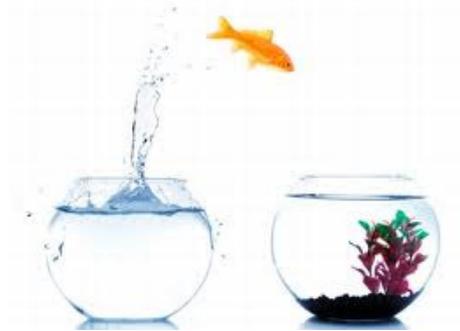
- How you use your time at present\*\*\*\*, and how you would like that to change
- Time Stealers - Tools and strategies to deal with interruptions; obstructions; low value activities
- Technology – Help or Hindrance?
- Assertiveness—Saying YES, without being taken advantage of; saying NO, without feeling guilty or causing offence
- Asking for help—when; how; who; what

\*\*\*\* Participants will be asked to complete a time log prior to the workshop (Time logs remain confidential and recorded data is not required to be disclosed.)

## Working effectively in changing and uncertain environments masterclass

### Overview

Change and uncertainty are becoming familiar aspects of working life. Change does not have to be negative, the opportunities it can present may indeed be far more beneficial than first thought. It is important to understand the change, what impact it has on you personally, your team and the organisation and how you can get the most out of the situation.



### Learning outcomes

More specifically the session will include:

- The change process
- How people react to change and uncertainty
- Dealing with change
- Keeping work positive when moving through change
- Planning future action

## Managing performance masterclass

### Overview

Performance management is perhaps one of the biggest concerns of managers - it is a key responsibility for anyone who has a line management role, and, along with motivating and dealing with staff development, is an integral part of that role.



### Learning outcomes

More specifically the session will include:

- The role & responsibilities of an effective manager
- Clarifying responsibilities and standards of performance
- Recognising factors that effect performance
- Motivating and delivering results through others
- Managing poor performance
- Developing and retaining talented people