

**AWESOME &
AFFORDABLE**

**Ready-made Learning & Development
Courses From Two Bald Blokes**



Ready-made Learning & Development Courses From Two Bald Blokes

What's it all about?

We have created our range of Awesome and Affordable courses to meet the challenges of modern businesses. Each course is designed to help people become better at facing those challenges, whether that is managing time and stress, being more innovative, becoming a smarter team or reaching full potential as a leader.

How have the courses been designed?

Two Bald Blokes have worked with world-leading organisations for over a decade. The content of these courses is the culmination of our learning from some of the best programmes that we've designed and delivered. We have refined the content into affordable one-day courses that will have an immediate positive impact in your organisation.

Why?

Innovation, ingenuity, creativity, quality and memorable delivery are the bedrock of a good Learning and Development company - not expensive extras. By booking from our Awesome and Affordable range you will receive the same energy, enthusiasm and insight that has helped us to earn our enviable reputation.

We're proud to present Awesome AND Affordable.

Contact

For more information or to book a course, please contact:

Amanda Coulter

E: amanda@twobaldblokes.com

T: 07831 600859



Ready-made Learning & Development

Personal Development

- Creativity: **Thinking Inside The Box**
- Innovation: **What If? - Innovation, Not Revolution**
- Presentation Skills: **Tune In**
- Decision Making: **Getting Better Solutions**
- Decision Making: **Unconscious Bias - Making Objective Decisions**
- Communication Skills: **Having Effective Conversations**
- Assertiveness: **Building Self Confidence**
- Personal Effectiveness: **Brand You**
- Personal Awareness: **What Makes You Tick?**
- Mindfulness: **Getting Started With Mindfulness**
- Managing Stress: **The Good, The Bad and The Ugly**
- Personal Impact: **Be Impressive**
- Time management: **Prioritising**

Management & Leadership

- Influencing Skills: **Having Positive Impact**
- Building High Performance Teams: **Turbo-charge Your Team**
- Employee Engagement: **Winning Hearts and Minds**
- Train the Trainer: **The Naked Trainer**
- Coaching Skills: **The Naked Coach**
- Leadership: **The Real Leader - How Can I Lead My Team Better?**
- Leadership: **The Flexible Leader**
- Leadership: **The Visionary Leader**

For Teams

- Team Roles: **What I Bring**

Business Skills

- Customer Service: **Refocus on Your Customer**



Overview

This course is about thinking creatively. It makes the assumption that everybody is creative, but many people forget how because as we grow older we have fewer opportunities to flex our creative side. Re-learning to think creatively is a powerful tool for leadership, decision making, problem solving and innovation.

Delegates will learn that THEY are creative and that creativity shouldn't be confused with artistic skills. There are, in fact, many different ways to be creative.

Thinking Inside The Box is a methodology that will equip participants with the ability to think creatively in the workplace.



Learning Outcomes

- Delegates will learn their own creative style and what type of creativity comes naturally to them.
- Delegates will be taught a methodology for consistent creative thinking - Thinking Inside The Box.
- Delegates will learn a greater ability to explore multiple solutions to a single problem and then determine the best course of action.
- Delegates will learn to apply 'Inside the Box' thinking to a range of live business issues.

Structure

Core Session - Every Day Creativity

In this discussion-based session delegates will learn that creativity comes in many guises. We will explore why many people develop limiting beliefs about creativity and why as children we are all able to express creativity more freely.

Core Session - Creative Tasks

In this practical core session delegates will be pushed to stretch their creative thinking by applying themselves to a number of testing, but fun, creative tasks.

Core Session - Think INSIDE The Box

In this session delegates will learn Thinking Inside The Box methodology. It is possible to explore creative solutions by defining parameters, writing a brief and expressing desired outcomes.

Core Session - Thinking on Our Feet - Live Business Issues

Delegates will be encouraged to work individually, or in small groups, to consider how Thinking Inside The Box will help their current, live, business problems. Each delegate will be expected to describe a problem and explore solutions using their new-found methodology.



Thinking Inside The Box

Content, Exercises and Resources

Tell me a lie - Lying is a powerful form of creativity. Let's be honest, we've all done it. This fun exercise is used to help delegates understand that they can be creative. Telling a lie is actually a very complex form of story telling and requires a lot of creative thought.

Sell me an object - In this task, delegates are asked to think of as many possible uses for an ordinary object, such as a brick. They then have to present the uses they've found to the group. A brick, for example, is: a building block, a small step ladder, a paperweight, a doorstop, a fortress for a spider, a weapon, a shoe cleaner, an iPhone stand, a nut cracker, a hammer, a bottle opener, an insect dispatcher...

Design a radio - Delegates will get to be creative and design the interface to a radio from a creative brief. Working in teams delegates will have to apply creative thinking to come up with a solution to an impossible (but we won't tell them that) problem. Will it become clear to delegates that you can't please all the people all the time?

Thinking Inside The Box - Delegates will learn that creativity will often flow more easily when it follows a good methodology - Thinking Inside The Box will equip them to think more robustly about a creative approach to problem solving.

Benefits to Delegates and Business

Delegates	Business
A better understanding of what creativity is and how to get the most from their own creative style	Staff engaged in the process of creative thinking
Increased ability to be creative in commercial situations	Staff equipped with a measured and structured approach to creativity
Increased confidence to think creatively to find solutions	A common language to creativity and problem solving

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
What If?

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



What If? - Innovation, Not Revolution

Overview

True innovation will have a lasting and positive impact on a business, through improved process, enhanced products, or brand new revenue streams. Staff that are fully engaged in the process of innovation are likely to make valuable contributions to the organisation and feel a higher sense of worth within their role. The problem with innovation is that everyone thinks they do it and the truth is they very rarely do.

What If? Is designed to demonstrate that innovation isn't about stumbling upon a Eureka moment and that it's a measured and methodical approach to solving problems and sharing ideas.



Learning Outcomes

- Delegates will be able to describe what innovation is and differentiate from evolution and revolution (which are sometimes destructive forces).
- Delegates will understand that innovation is a conscious pursuit, it doesn't just happen.
- Delegates will learn a useful framework (The **What If?** model) that enables them to approach innovation in a structured fashion.
- Delegates will learn useful techniques to build a business case for truly innovative ideas.

Structure

Core Session - Innovation, Evolution or Revolution, What's the solution?

Sometimes things aren't broken and they don't need fixing. Sometimes innovation leads the charge for revolution and a new way of doing things is introduced, just because it's new. This isn't innovation. This session will explore the difference between innovation, evolution and revolution and examine when each might be appropriate and how revolution can be both creative and destructive.

Core Session - We Must Resist

Resistance is a powerful component of innovation. Not only does innovation often encounter resistance, there are also times when innovation SHOULD be resisted. This session will explore why innovation is resisted and what can be done to implement innovative ideas. It will also explore the times when innovation should be resisted.

Core Session - The What If? Model - Describe, Develop, Defend, Deliver

Innovation needs to happen around a structured framework. In this session delegates will learn that time should be set aside to follow an innovation methodology; in the this case the Describe, Develop, Defend and Deliver model. Delegates will learn that innovation should be collaborative and explorative and the key question is, **What If?**

Core Session - Failure IS an option, Giving up ISN'T

This session will explore the 'Fail Fast' mantra and discover what it really means; that it's OK for an idea to die if it becomes the impetus for something greater. Delegates will learn a robust technique to test ideas against success criteria and business objectives and that some ideas should be discarded and others developed, even when the going gets tough.



What If? - Innovation, Not Revolution

Content, Exercises and Resources

The mix of exercises and resources we will use are;

The What If? Model - Working in teams delegates will have to apply the Describe, Develop, Defend, Deliver model to come up with a proposed solution to live business issues. We work dynamically to bring real business issues to the session.

The resistance curve - Delegates will workshop, with prompt cards, to establish a number of common objections to innovation and come up with clear ideas about how these may be addressed in the workplace.

In the firing line - Delegates will spend time to prepare and deliver a pitch for an idea and then face the questions and common objections of the group in order to Defend their thinking.

It's time to Deliver - Once an idea has been tested and defended it's time to deliver. This exercise will address practical considerations about introducing innovative ideas to the workplace.



Benefits to Delegates and Business

Delegates	Business
A better understanding of what innovation is and why it's important	Staff engaged in the process of innovation
Increased ability to spot innovation or the opportunity to implement innovative change	Staff equipped with a measured and structured approach to innovation
Increased confidence to think about innovation by following a supportive and rigid framework.	A culture of open dialogue where it's OK for an idea to fail and for creativity to be tested against business objectives.

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:

Inside The Box
Getting Better Solutions

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session

To Book Email:

amanda@twobaldblokes.com



Overview

Every presentation is an opportunity. An opportunity to influence, to persuade and to create a positive impact on your audience. It's the chance to state your case, stand up and be heard and, most importantly, put yourself in the spotlight.

Where else in life do people sit and listen without interrupting? Where else do you get the chance to express your views so openly? And how often do your colleagues get a chance to see you at your very best?

Unfortunately we rarely grab this opportunity, preferring to simply 'get through' the whole experience unscathed and as emotionally intact as possible.

We believe that as well as being a waste of perfectly good energy, it is also a real shame not to make the most of these opportunities as they arise throughout your life. The humble presentation - feared by many, embraced by few but most often underrated for its importance, its impact and its possibilities.

Memorable presentations are rarely about the information they contain - they are memorable because of the presenter. A presenter who has clearly taken a risk and thought about their audience will almost always get a superb result.



Learning Outcomes

- Understanding of how to build more impactful presentations.
- Create positive, memorable presentations using our simple structure.
- Improved levels of self confidence and self-belief.
- More engaging presenters presenting more engaging content.

Structure

The session is a simple but powerful mix of our **Tune In Model** and practice, practice, practice...

Why Tune In?

Tuning in to anything is a conscious decision. Whether it's tuning in a television (see what we did there?), tuning into a conversation or tuning into your own feelings; you have to take some form of action. And that's what we want you to do with your presentations.

The **FOUR** pillars of an effective presentation

We believe there's only 4 things that really matter in a presentation - that's right, 4...

OUTCOME, MEMORABLE, CONNECTING and **ME**. They are words that will give you ideas and at the same time set you free to be your very best. They are the words that will allow you to be brave and give you the strength to use that bravery. We know those are big claims... but these are big words.

The content of this course is driven by the needs of the delegates. By having a conversation with them early in the session we will establish the most appropriate and useful exercises for them.



Content, Exercises and Resources

Universal Experiences - The first is to use Universal Experiences during your presentation. A universal experience is something that we can all associate with or, better still, have all shared. When you tell a story using a universal experience you tap into thoughts and feelings that are shared by the whole group.

Storytelling - Compelling stories usually work on two levels: The particulars of character, time, and place. And then the deeper subtext, theme, or storyline that touches on more universal, shared experiences. It is this second level that hooks and affects the audience.

Delivering in a conversational style - Everything starts with a meaningful conversation - presentations are no different. By mastering the art of Conversational Presentations, delegates will feel more confidence and greater freedom to be themselves.

Benefits to Delegates and Business

Delegates	Business
Delegates will present in a way that positively impacts their audience	An overall improvement in the standard of both internal and external presentations
They will have greater control over their personal presentation style - which will always give them better results	Motivated people whose improved confidence will be carried over into their day to day roles
Because they are more motivated towards presenting they will take on challenges and personally develop	An improved consistency in presentation messages throughout the organisation

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Overview

When time and resources are in short supply, managers and teams need the capability to find smart solutions to problems with speed and efficiency.

This training is for anyone looking to sharpen their ability to frame challenges as opportunities, as well as to identify techniques for innovative thinking and the selection of solutions.

Learning Outcomes

- Participants will enhance their solution seeking skills in order to identify innovative and viable options with speed and efficiency.
- Participants will be confident in their abilities to decide on the right course of action and to make recommendations to others.

Structure

Core Session - thinking about thinking

This session focuses on how well participants think that they think! When do they have their best ideas and when do they feel at their most creative? What are their ideal conditions? We will explore some of the neurological reasons as to why that might be.

Core Session - decisions, decisions...

We all have different decision-making preferences, with strengths and limitations associated with them. This session explores these differences and the impact on the current challenges facing the participants.

Core session - creative thinking

This session uses various interactive team challenges to explore the nature of creative thinking, and our tendencies to productive or reproductive thinking. Participants will be asked to consider how these patterns occur in their own teams and across the organisation as a whole.

Core session - thinking differently

There can be huge benefit in working outside our 'comfort zones' and making a concerted effort to think differently. This session introduces the Six Hats Thinking technique and provides participants with time to 'wear' each hat in thinking about a key workplace challenge.

Core Session - making your mind up

This session focuses on the application of techniques to support the analysis and evaluation of options. Participants will work on real work-based challenges and choose which of the techniques covered so far to use to generate options for evaluation.

Core Session - thinking time

Linking to GTD theory, what is the value of 'thinking time' and how can it be scheduled into the working week? What are the implications, barriers and perceptions to implementing this vital discipline?



Decision Making: Getting Better Solutions

Content, Exercises and Resources

The exercises we will use are;

Decision making styles - participants will consider how they fit into the various decision making styles: directive, analytical, conceptual and behavioural, and how this impacts their day-to-day level of effectiveness.

Reproductive vs. productive thinking - participants will undertake a team-based challenge to explore this concept and draw parallels with the thinking patterns of their own teams.

Forced connections - this creative thinking approach will be introduced in a highly interactive way, providing participants with a further solution-seeking technique that they can use with their own teams to overcome shared challenges.

Impact and force-field analysis - participants will be introduced to evaluation techniques and provided with applied activities to utilise these within the workshop.

Six Thinking Hats - participants will 'wear' each hat and consider the different angles of thinking in relation to a real work-based challenge. Their product from this session should be a range of ideas for solving the issue and clarity over their next steps.

Plus, Minus, Interesting (PMI) - this tool will be introduced to support participants to 'weigh up' the advantages and disadvantages of the options available to them in order to arrive at balanced, considered conclusions.

Ten most critical decision-making principles - the fundamental components of effective decision-making will be outlined as a useful reminder and tool for self-assessment.

Benefits to Delegates and Business

Delegates	Business
Enhanced solution seeking skills - equipped with tools and techniques to generate a range of options	Innovative solutions and options that enhance operational effectiveness - not more of the same
Skilled in the evaluation and appraisal of options, therefore able to make sound decisions	Higher assurance over the ability of participants to make sound and timely decisions
Equipped with ideas and techniques to involve and empower team members in solution seeking activity	Enhanced capability and awareness of creative thinking and innovative solution development

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
What If?

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



Decision Making: Unconscious Bias - Making Objective Decisions

Overview

This course enables participants to become a more inclusive leader. We raise awareness of unconscious bias and show delegates how to foster more inclusive working practices and develop strategies to make more objective decisions.

Learning Outcomes

- Understand what diversity is.
- Understand the impact of unconscious bias on personal and business performance and decision making.
- Understand their own unconscious biases.
- Learn practical strategies to reduce the impact of unconscious bias in decision making.
- Learn how to better manage diversity in the workplace.

Structure

Core Session - What is Unconscious Bias?

An opening discussion that seeks to define what Unconscious Bias is and to challenge participants to discuss the following:

- That bias is natural and largely unavoidable
- That people will often not have insight to their own biases
- That situations where people are under emotional or cognitive load are more like to invoke behaviour driven by bias

Core Session - Thinking Without Thinking

This session offers a light hearted but thought provoking exercise on Unconscious Bias thinking. The aim is to highlight the need for Conscious Competence to stop Unconscious Bias becoming Prejudicial. Topics discussed include:

- That bias has a biological base, it is not simply about what we think.
- That we don't have to believe a stereotype for it to impact our behaviour.
- That our unconscious process are many more times more powerful than our conscious processes and we cannot be expected to dominate our unconscious, no matter how hard we try.

Chimp Management and Mitigating the Impact of Unconscious Bias

The final session looks at self-management through better understanding our Inner Chimp and asks participants to work in groups to come up with their 'Top 10 tips for combating Hidden Bias in the workplace.'



Unconscious Bias - Making Objective Decisions

Content, Exercises and Resources

The exercises we will use are;

Discovering our own Unconscious Bias Assessment - Delegates are asked to complete an Unconscious Bias Assessment and share it with the group.

Equality, Diversity & Unconscious Bias - This session is based on examining the relationship between Unconscious Bias and Inclusion, Prejudice, Equal Opportunity, Diversity & Discrimination.

Thinking without Thinking Exercise - The aim is to highlight the need for Conscious Competence to stop Unconscious Bias becoming Prejudicial

Live experience Case Studies - This session asks participants to create case studies using live experiences of Unconscious Bias in areas such as Recruitment, Appraisals, Performance Management and Succession Planning.

Benefits to Delegates and Business

Delegates	Business
An improved ability to make unbiased decisions	A positive impact of your diversity culture
Practical tips for combating hidden bias	Colleagues who take personal responsibility for their decisions
A greater understanding of diversity	Improved awareness of the risks of snap decisions

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Having Effective Conversations

Overview

The better the conversations between people inside a business the more effective that business is. By understanding what makes an effective conversation and the types of conversation we are trying to have we can:

- Deliver our messages more effectively.
- Build our influence on the people around us.
- Motivate people to greater levels of performance.
- Provide visions, directions and plans that others feel part of.
- Help someone improve their performance level in their role.
- Accelerate development or changes of direction.

This course is about helping delegates identify the conversations they need to have in work, how they can put themselves in the best place to have them and what it will look like when they hit the mark to make them more effective.

Learning Outcomes

- Delegates will be able to identify where they can improve the quality of the conversations they have on a daily basis, recognising their responsibilities in those conversations and how it influences the outcome.
- Delegates will identify the barriers they create to having good conversations and the opportunities they have to overcome those barriers or to enable success factors they also have.
- Delegates will recognise their impact in conversations, the behaviours that create this impact and how they can flex to change it.
- Delegates will describe the differences between the types of conversation they need in their role and the conversational ingredients they need to add to be successful.

Structure

Core Session - What makes an effective conversation?

Effective conversations require an ability to work together, showing an interest in what each other have to say, delivering our messages with the receiver in mind and being prepared to flex to the situation. This session develops an understanding of what a really effective conversation contains.

Core Session - Lifting our barriers and crossing the bridges

We all bring existing thoughts, assumptions and ideas into a conversation. Many of these are negative and barriers to a successful conversation, some are positive and can enable a helpful conversation. Our choices in how we handle these determine the likely path of the conversation before we even start.

Core Session - Our impact in conversations

Using video from the day's session the delegates look at the impact they have had on each other and how this can affect the conversation. Our behaviour with each other and how we use our body language to communicate can lead to a whole different conversation going in our heads and not being recognised between the parties involved.

Core Session - Conversational flavours

Considers the different types of conversation we have in business, from creative to honest, from objective to courageous. Identify the flavour and the key ingredients it needs to become that type of conversation.



Having Effective Conversations

Content, Exercises and Resources

The mix of exercises and resources we will use are;

Conversations (a lot of them) - It would be strange if a day based on effective conversations didn't contain a lot of these. Delegates will be sharing ideas, personal experience, feedback, just about anything we can think of to help them get better at communicating with each other.

Personal story telling - Delegates will use personal stories throughout the workshop to demonstrate effective conversations. They will share with each other about what made these effective and what gets in the way through a conversation wall of speech bubbles.

Metaphors - Using the simple exercise of making a paper plane, delegates will consider the key behaviours and elements involved in a conversation. They will consider how they work together in generating helpful and productive conversations.

Video - Use of video to record participants and play back examples, plus use of TED talk videos such as Amy Cuddy to demonstrate body language points.

Conversational floor mat - Mapped out grid of conversations on the floor (creative, honest, courageous, open) and participants have to visit each and spend time thinking about how to have an effective conversation of this type.

Benefits to Delegates and Business

Delegates	Business
Clear communication leads to less frustration for everyone	Improved efficiency in decision making and communicating information, leading to time and money savings.
Wider range of possible conversations the delegate can engage in, improving opportunities for them and the business	Increased creativity and innovation through closer collaboration and discussion
Higher levels of empathy and rapport building improving personal satisfaction at work and the working environment	Happier workforce, talking to each other regularly, is a retainable and profitable workforce

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Assertiveness: Building Self Confidence

Overview

How many things would you like more than Self Confidence and Assertiveness? Those who don't have it almost always put it at the top of their wish list as something they would like to be or do better. The thing is you have it, you have always had it, we all have it!

It's not really a question of learning how to be Self Confident and Assertive but of being able to recognise it when we see it in others and understanding what it is we do when we demonstrate it ourselves.

This course is not just for those looking to increase levels of self confidence and develop an ability to assertive themselves but it is also for those who may be perceived as over confident, arrogant or even aggressive.

Learning Outcomes

- Identify and begin to remedy the causes of both low and over self-confidence.
- Increased awareness of how you are actually perceived by others.
- Build both self efficacy and self esteem.
- Develop an approach that leads to increased respect and willingness to engage from others.

Structure

Core Session - Who Cares?

This session starts with an open discussion about whether being self confident and assertive is actually a desired characteristic and if so why? A group flash card exercise also looks to define what self confidence actually means and what it looks like to others we work with and for.

Core Session - Where Am I?

A thought provoking session that asks delegates to place themselves on a self confidence scale in a variety of different situations such as speaking up in a team meeting and dealing with aggression and conflict. Barriers are explored and solutions provided for how to develop specific areas.

Core Session - What Can I Do?

Using a well known model this session examines Self Efficacy and Self Esteem before embarking on a challenge to find the 7 steps to Self Belief!

Core Session - How Am I seen?

A small group exercise that explores perception and asks delegates to consider Aggression, Assertion and Passivity from different perspectives. Assertiveness is then explored from the angle of misconceptions before practical ideas and approaches for becoming more Assertive are developed.

Core Session - What Next ?

A positive and inspiring session that encourages delegates to define what they bring to and what steps they can take to increase self belief and further develop the ability to be assertive when necessary.



Content, Exercises and Resources

Creative Thinking

Using a 'Whack on the Side of the Head' and the 'Creative Whack Pack' as tools to unlock mental locks and open the mind to new thinking that drives new behaviour.

Story Telling

Promotes shared understanding through metaphor, emotional triggers and universal experiences.

Buzz Groups

Establishing small, dynamic, focused groups that are asked to respond to a specific question or discuss very precise information for presentation.

Circles of influence

Creating clarity on what we can control, belief in what we can influence and disregard for when we can do neither.

5 Whys

A simple but highly effective tool for exploration of subject matter that looks at cause and effect and helps to discover root cause.

Ambitious Targets

This is a model that will help workshop participants define what they would like to be different following the course and to identify practical steps to creating the change.

Pictorial

A picture can paint a thousand words and so we use photography and video to challenge beliefs as well as to express ideas thoughts and feeling.

Benefits to Delegates and Business

Delegates	Business
Increased awareness of self and others	Ideas voiced that were previously hidden
Bring out untapped reserves of self confidence	Improved relationships
Release skills and behaviours previously hidden	More positive working environment

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Overview

So what is and why is personal effectiveness important?

We will spend time helping you to think and understand more about you and your current level of effectiveness. We will explore and understand what personal effectiveness is and why it is important. We will share and understand some practical tips and tools that will enhance your effectiveness at work.

Learning Outcomes

- Understand what personal effectiveness is.
- Explore your current level of personal effectiveness - as seen by your colleagues.
- Share and gather new tips and tools that will help you to get even better at your effectiveness.
- Be able to transfer this learning back to the workplace.

Structure

Core Session - So, what is this thing called personal effectiveness

Working in small groups, delegates will produce a flip-chart that captures their thoughts about what personal effectiveness is.

Core Session - 3 key components

We will introduce the delegates to the 3 key components that go into one's personal effectiveness: Self-Management, Self-Image and Relationships. The group will give and receive feedback from their colleagues and work together to better understand and utilise it..

Core Session - Self-Management

This is about knowing what you want to achieve. We will use a simple business planning model to help delegates to build their own personal mission and vision, the strategies and goals that are in place to achieve this mission. We will also help delegates to explore and understand how they manage their time.

Core Session - Self-Image

We will look at, and explore, subjects such as how you present yourself, your brand image, proactivity and how to use 'you' as a powerful resource.

Core Session - Relationships

This session looks at the ever increasing complexity of working in organisations and the ways in which we manage our interactions with others to achieve success. We will help delegates to build their own personal relationship maps and the influence that they have over these relationships.

Core Session - action planning

The final session will be focussed around the delegates building a personal SWOT analysis and, using this, to identify areas for improvement.



Content, Exercises and Resources

Business Planning - Mission/Vision. Strategies/Goals. Objectives (SMART).

Time Management - Stephen Covey's Practivity and Urgent/Important models.

Personal Branding - A simple session that helps delegates to understand what branding is and how they can apply it to themselves.

SWOT - Using SWOT analysis to help delegates to identify where they would like to improve their personal effectiveness

Benefits to Delegates and Business

Delegates	Business
Will have enhance personal Effectiveness	Employees will be able to achieve goals and objectives to a greater degree
Be more confident in their own abilities	Better understanding of how their people can become even more effective as employees
Gain insight into how they become even more effective	



What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
What Makes You Tick?

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



Personal Awareness: What Makes You Tick?

Overview

What makes you tick? What makes you tick is: something that motivates you; something that makes you behave in a certain way. If you know what makes you tick, you can understand the reasons for your behaviour and personality.

This one day workshop focuses on your self-awareness. It is a chance for you to leave the office and work behind for a day and just concentrate on you. Through understanding what makes you tick, you will feel empowered to take control of your own development and to build even stronger relationships with colleagues and customers.

Learning Outcomes

- Understand your personal values and beliefs.
- Explore your personal motivations for coming to work
- Understand what gives you a sense of self-worth and what's important to you when relating with others.
- Be able to make conscious decisions about how you react to situations in work and outside work.

Structure

The course is a flexible solution based around a spine of core sessions.

Core Session - Your Values and Beliefs?

This first exercise encourages the delegates to explore and understand, maybe for the very first time, what their personal values are for living life. Coupled to this we will help them to look at and explore their beliefs, are they limiting or enabling?

Core Session - My motivators for coming to work

Perhaps the most important realisation that an individual can have in their quest for growth is that there is no single formula that defines the path to personal success. We all have different goals and priorities. We will help the delegates to uncover and understand what it is that they need; as opposed to what their boss thinks they need!

Core Session - Me and relating to others

Good communication skills require a high level of self-awareness. Understanding your personal style of communicating will go a long way toward helping you to create good and lasting impressions on others. By becoming more aware of how others perceive you, you can adapt more readily to their styles of communicating.

Core Session - Flexing my Style

An individual with high emotional intelligence and self-awareness will be able to flex their style to achieve even stronger connections with people. We will help the delegates to take everything that they have learned about themselves and pull it all together to achieve this.



Personal Awareness: What Makes You Tick?

Content, Exercises and Resources

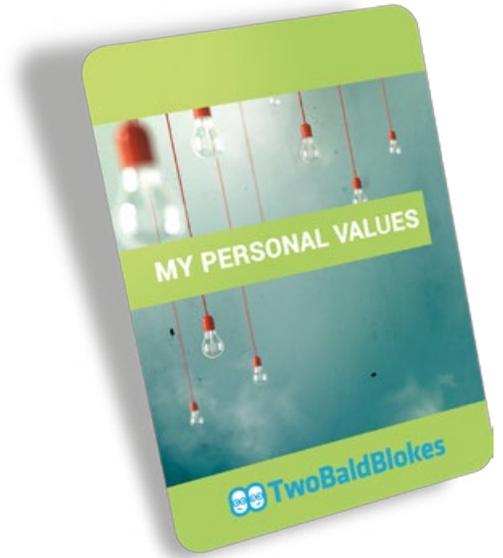
Two Bald Blokes value cards - To fully understand what your own personal values are.

The Dilts Logical Levels Model - Helps individuals align their environment, behaviours, competencies, beliefs/values, identity and purpose, challenging them also to consider a higher purpose - whether work-based, family, social or spiritual.

Your Personal Motivators - A simple diagnostic that helps people to consider why it is that they come to work. We will also link this to employee engagement and the drivers that engage people with their boss and company

Me and relating to others - Effective relationships are essential to business success. Imagine how much more effective your business and personal relationships would be if you really understood how other people see things... and could put this awareness into practice. It would be like having an instruction manual for relating with your colleagues! We will help the delegates to do this using the SDI model and diagnostic

Amongst all of this we will encourage conversation and debate as well as personal stories that help to bring the theory to life!



Benefits to Delegates and Business

Delegates	Business
An improved understanding of 'ME!'	Employees who are more engaged and engaging
Be able to understand others	A reduction in potential conflict
Be able to flex my style to create great connections with people ... colleagues, customers, the boss, etc.	Better understanding and working relationships across the business

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
Brand You

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



Getting Started With Mindfulness

Overview

Mindfulness is becoming increasingly common in the workplace as a way for people to stay focused and cut out the distractions and challenges of modern life. This course is a practical and pragmatic introduction to practicing mindfulness and has been designed as a bite-sized session that will equip delegates with the skills and understanding to explore mindfulness further.

The contemporary approach of this course explains mindfulness in a jargon-free way that is completely accessible to all.

Learning Outcomes

- Understanding what mindfulness is and how it can help at work.
- Delegates will learn what actually happens when they practice mindfulness.
- Delegates will learn how to perform a simple meditation.
- Delegates will learn how to build on the bite-sized session.

Structure

Core Session - What Is Mindfulness?

With its origins in Eastern Religions, it's too easy for many people to dismiss mindfulness as being 'a bit hippie'. In this session we explore these limiting beliefs and move on to examine how mindfulness can be an effective tool in the modern world.

Core Session - Let's Try Mindfulness

Delegates are taken through a guided meditation in order to experience mindfulness for themselves.

Core Session - What Just Happened?

In this discussion-based session we will talk about the guided meditation that delegates have just experienced and reveal some of the science behind what they've just done. The focus of this session is to embed a sensible rationale for mindfulness as a tool to help stay focused and stress-free in the workplace.

Core Session - My Mindfulness

Delegates will learn that mindfulness can be practised in many different ways. This session explores what approaches individuals might take and what could work best for them. The aim of this session is to coach individuals through scenarios where mindfulness may work well for them, such as; preparing for a meeting, before starting a new task or to move into a creative frame of mind.



Getting Started With Mindfulness

Content, Exercises and Resources

- Guided Meditation (Practicing mindfulness)
- Signpost to useful resources and smart phone apps.

Benefits to Delegates and Business

Delegates	Business
More focus and resilience to stress	A more harmonious work environment
The ability to concentrate and transition more effectively between tasks	More focused and effective people
Reduced stress and anxiety	Improved workplace wellbeing



SEE SITUATIONS
more clearly.



Become resilient



Reduce negative emotions



What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:

Managing Stress - The Good, The Bad and The Ugly

Duration: 09:00 - 17:00 - With breaks
2x bite-sized sessions

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:

amanda@twobaldblokes.com

Group Size: Up to 20 per session



The Good, The Bad and The Ugly

Overview

Everybody has some kind of stress in their lives. Some stress can hold us back, yet certain types of stress can help us achieve great things. A huge part of wellbeing is recognising the stress that you encounter and either dealing with it, or harnessing it as a positive force to get things done. This course is all about helping delegates understand how to minimise negative stress and maximise positive stress.

Learning Outcomes

- Delegates will learn to understand the causes and symptoms of stress.
- Delegates will have a greater understanding of how to combat negative stress.
- Delegates will explore positive stress points and build strategies to harness them more effectively.
- Delegates will learn how 'team' or 'group' stress can affect them and learn strategies to minimise friction.

Structure

Core Session - What Is Stress?

This discussion-based session will look at what stress is and how it can affect us all. It will explore:

- What happens when I'm stressed?
- What is negative and positive stress?
- That stress is both psychological and physiological and can be managed accordingly

Core Session - My Personal Stresses

Delegates will explore their preferred work style and learn that it is the root of both their positive and negative stress. By understanding personal stress it is possible to build an action plan to combat the bad and harness the good. Delegates will be taken through a process to build their own action plan.

Core Session - Group Stress and How to Beat It

We all have a preferred work style. A lot of workplace stress occurs when our styles clash. Mostly without us even realising this is the case. In addition to these clashes, workplace stress is often imposed by external factors such as difficult processes and tight deadlines. This session will be an opportunity for delegates to identify group stresses and talk about how they can be combated.



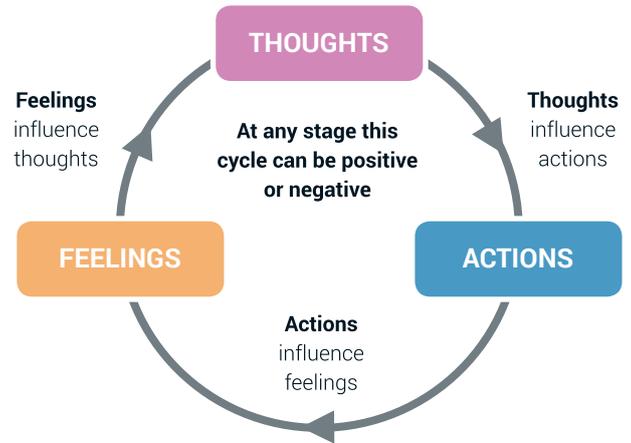
The Good, The Bad and The Ugly

Content, Exercises and Resources

When we work together cards - Delegates will use these to create effective conversations about group or team stresses.

My work style - Delegates will use a worksheet to identify their preferred work style and how that affects positive and negative stress.

Combat Plane - Delegates will use a worksheet to create a stress combat plan.



Benefits to Delegates and Business

Delegates	Business
An improved understanding of positive and negative stress	Reduced levels of workplace stress
Ability to spot stress in themselves and others	A reduction in potential conflict
A greater ability to combat negative stress and harness positive stress	A common language to help manage workplace stress

What else do you need to know?

Cost: POA

Duration: 09:00 - 17:00 - With breaks
2x bite-sized sessions

Group Size: Up to 20 per session

Materials: Provided when applicable.
Cards can be purchased additionally.

Venue: Your premises, or other by arrangement (Please ask)

Related Courses:
Getting Started With Mindfulness

To Book Email:
amanda@twobaldblokes.com



Overview

We have all encountered impressive people ... People who make you sit up and pay attention with their fresh, exciting identity. Those who view their life as an exciting puzzle to solve or a challenge to overcome. Perhaps they simply make you feel like the most important person in the room. They engage with your needs at just the right time and in just the right way. Often you will know the person in front of you is impressive but you might struggle to articulate why. That's because what makes someone impressive is rarely one thing and because every impressive person is unique. Impressiveness can be learnt and you can develop it through the choices you make. Impressiveness is:

A mindset - It is a personal choice.

Practical - It's largely about conscious behaviour and actions.

Learnable - We can train ourselves and others to be more impressive.

Forgiving - We can have faults and still be impressive.

Individual - There are no fixed standards and we can develop our own unique brand of impressiveness.



Learning Outcomes

- Understand how your behaviour is seen by others.
- Learn which of your behaviours are Impressive ones - and which aren't!
- Understand how to deliver consistently impressive actions.
- Recognise and acknowledge Impressive behaviour in others.

Structure

The course is structured around understanding the pillars of impressiveness:

Impact

Making a strong, positive initial impression and, importantly, sustaining it, by being engaging, individual, talented and magnetic.

Deliver

Setting out clearly what is to be achieved, doing it and exceeding expectations. Using resourcefulness, flexibility, passion and resilience impressive people go above and beyond what is expected.

Solve

The ability to calmly and clearly get to the heart of the issue, quickly and concisely determining a decisive solution through a combination of intuition and logical, analytical thought.

Engage

Creating an environment which enables others to perform at their best in order to attain outstanding results through engagement, motivation and empowerment, inspiring action in others.

Core

Internal confidence based on a solid core of values and principles. Impressive people know who they are and what they stand for and are consistent in their work and attitude.



Overview

So much to do, so little time. We all want to make the most of our time and to be as productive as we can to minimise the anxiety and stress that can come with the feeling that there is too much to do. Businesses want to be efficient, for everyone to get lots done in the shortest possible time, and for everyone to be 100% efficient and productive.

This course gives delegates practical skills and techniques to improve their prioritising and time management skills to get the best out of themselves and others.

Learning Outcomes

- New insights to better understand how to manage time efficiently and effectively.
- Understand why time issues arise.
- Improved ability to plan and prioritise work.
- Learn how to minimise the impact of distractions and manage interruptions.
- Learn effective delegation techniques.
- Learn how to say 'no'.

Structure

The course is a flexible solution based around a spine of core sessions.

Core Session - It's All in a Day's Work

This session explores delegate's own beliefs and expectations about time management. Is what they hope to achieve in a day realistic and achievable, what holds them back and how it feels when they're 'cooking on gas'.

Core Session - Limiting Beliefs and Time Bandits

Our expectations about how we spend our time can eventually become limiting beliefs. Our pre-existing limiting beliefs can also hold us back and prevent us from being effective with the time we have. What can be done about this?

Core Session - Prioritising Techniques

This practical session will explore tried and tested techniques that have been proven to improve time management and prioritisation.

Core Session - Delegating Skills

Delegation is often easier said than done and there is a skill to knowing what to delegate and when. This session will give delegates a number of thinking points and practical skills that will help them to become delegation masters!



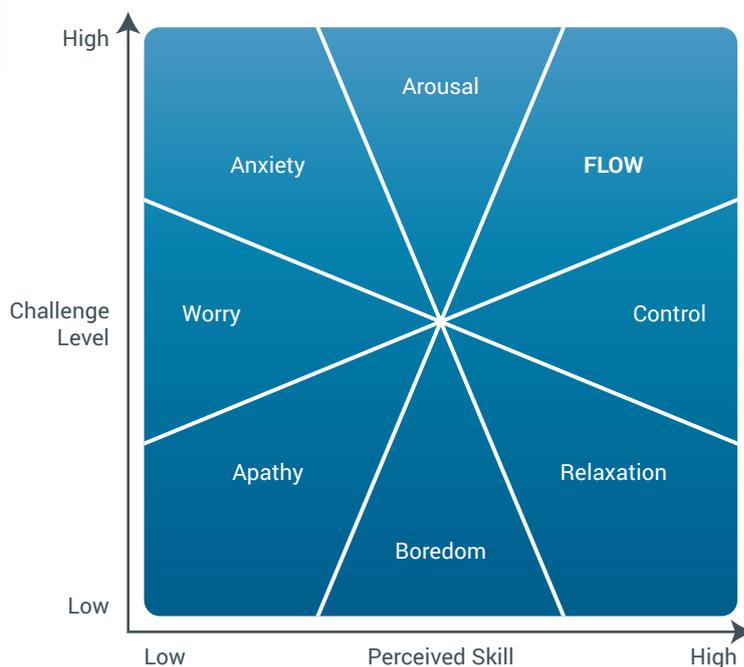
Content, Exercises and Resources

What's Important to me at Work Card Exercise - find out what's important to you because the things that are important get rewarded more time... simple.

The Flow Model - understand why getting in FLOW more often can help you manage your workload and your time.

Limiting Beliefs - get your beliefs working for you - not against you! Become more aware of how these beliefs can impact on your productivity.

Delegating - effective delegation can make the difference between hitting and missing crucial deadlines. Learn how to use the best people for the job and how to free up your precious time.



Benefits to Delegates and Business

Delegates	Business
Practical techniques to improve their productivity	More productive people
A better understanding of how they work best	Simple techniques that can be shared across the business
Greater awareness of the things that steal their time	Colleagues with greater awareness who can take personal responsibility for their time

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Influencing Skills: Having Positive Impact

Overview

There is a saying that we become 'the combined average of the five people we spend most time with'. If this is true what kind of influence do the five people closest to you have? How does that effect how you influence others?

Our awareness of the impact we have on others and an ability to consistently make a positive impact on them is an invaluable skill that will reap many rewards.

This course is about understanding the effect others' actions have on you and how to better manage that impact. It is about how we can help others look on the brighter side of life, particularly at work. Most of all it is about how we choose our attitude and why it makes perfect sense to choose positivity.

Learning Outcomes

- What causes negativity and who drains energy.
- How those around us influence more than we know.
- How to change thinking to change your and others behaviour.
- Be able to utilise six weapons to positively influence others.

Structure

The course is a flexible solution based around a spine of core sessions.

Core Session - Who Cares?

This session starts with an open discussion about whether being self confident and assertive is actually a desired characteristic and if so why? A group flash card exercise also looks to define what self confidence actually means and what it looks like to others we work with and for.

Core Session - Where Am I?

A thought provoking session that asks delegates to place themselves on a self confidence scale in a variety of different situations such as speaking up in a team meeting and dealing with aggression and conflict. Barriers are explored and solutions provided for how to develop specific areas.

Core Session - What Can I Do?

Using a well known model this session examines Self Efficacy and Self Esteem before embarking on a challenge to find the 7 steps to Self Belief!

Core Session - How Am I seen?

A small group exercise that explores perception and asks delegates to consider Aggression, Assertion and Passivity from different perspectives. Assertiveness is then explored from the angle of misconceptions before practical ideas and approaches for becoming more Assertive are developed.

Core Session - What Next ?

An positive and inspiring session that encourages delegates to define what they bring to and what steps they can take to increase self belief and further develop the ability to be assertive when necessary.



Content, Exercises and Resources

Creative Thinking

Using a 'Whack on the Side of the Head' and the 'Creative Whack Pack' as tools to unlock mental locks and open the mind to new thinking that drives new behaviour.

Story Telling

Promotes shared understanding through metaphor, emotional triggers and universal experiences.

Buzz Groups

Establishing small, dynamic, focused groups that are asked to respond to a specific question or discuss very precise information for presentation.

Circles of influence

Creating clarity on what we can control, belief in what we can influence and disregard for when we can do neither.

5 Whys

A simple but highly effective tool for exploration of subject matter that looks at cause and effect and helps to discover root caus.

Ambitious Targets

This is a model that will help workshop participants define what they would like to be different following the course and to identify practical steps to creating the change.

Pictorial

A picture can paint a thousand words and so we use photography and video to challenge beliefs as well as to express ideas thoughts and feeling.

Benefits to Delegates and Business

Delegates	Business
Increased awareness of self and others	Ideas voiced that were previously hidden
Bring out untapped reserves of self confidence	Improved relationships
Release skills and behaviours previously hidden	More positive working environment

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Building High Performance Teams: **Turbo-charge Your Team**

Overview

For teams to truly 'sing' they need leadership that enables everyone to thrive and play to their strengths.

This course is for managers looking to turbo-charge their teams. Covering the core skills required to build high performance teams, the training explores the importance of vision, team culture, knowing the individuals, and playing to talent.

Learning Outcomes

- Participants will enhance the leadership skills required to inspire and build high performing teams.
- Participants will be empowered to make key changes to how their teams work and deliver results.
- Participants' teams are energised, focused and successful in delivering their objectives.

Structure

The course is structured as a 2-day workshop covering the following core sessions:

Core Session - sound and vision

This session focuses on the current status of the team: what do you see, what do you hear in the team - how might the description be different from outside the team?

Core Session - creating a great environment

Every team will have its own complex culture; but an outsider or a 'newbie' will be able to describe what it 'feels' like in your team straight away. This session explores the roots and history of participants' team cultures, provides opportunities to articulate what it's like today, and how it might need to change tomorrow.

Core session - getting to know you

Considering Adair's action-centred leadership model, this session focuses attention on the team's component parts - the people, as individuals. What are the mechanisms for understanding each of them at an individual-level and how does this work? In this section we will introduce models and concepts relating to personality and interaction.

Core Session –the team-sheet

This session will provide participants with time and techniques to consider the key players in their teams, their performance potential and where they operate at present. This underpins the application of the following session where we focus on enhancing performance.

Core Session - got talent?

In this session participants will first consider how the team functions as a whole: are the right people, in the right role? Feedback and coaching techniques will be introduced that support performance improvement at individual and team level.

Core session - changes

To ensure maximum impact from the training, participants will reflect on what needs to change to fine tune the team's performance, how they will achieve this and commit to action.



Building High Performance Teams: Turbo-charge Your Team

Content, Exercises and Resources

Rich pictures & soundtracks - using a visual representation to explore the team dynamics as they stand, and to begin to introduce peer coaching as a technique for unlocking new insights. Participants will also be working with auditory senses to describe the current reality of their teams.

First day - using an NLP technique, participants will see their teams from the outside and explore the implications from this perspective.

History - working in small groups, participants will craft a succinct short history of their team - a 1-minute 'elevator pitch' but with honesty! This exercise will enable participants to consider how the past may be impacting upon their teams' future successes.

Culture cocktails - If participants' team cultures were cocktails, what would they contain: at present and in terms of aspiration. A creative exercise to capture what needs to change and to bring the future into focus.

Leadership focus: individuals - We will introduce action-centred leadership to illustrate the multi-level focus needed to lead teams and the impact of a lack of balance. Through consideration of personality types and team roles participants will explore how their team is formed and reflect on the ways in which individuals interact with each other.

Team performance types: using a quadrant-based performance model, participants will consider the make-up of their teams: stars; back-boners; coasters and under-performers? What is the mix and what needs to happen next?

GROW / Stop, Start, Continue: participants will gain insight into the power of regular and informal coaching and spend some time practicing using the model, and explore the concept of challenge and support.

Benefits to Delegates and Business

Delegates	Business
Enhanced leadership capability - focus on the collective power of the team	Energised, focused and successful teams who achieve their collective objectives
Focused application and change in the team	Higher engagement and retention
The ability to inspire their teams and provide HD clarity on the team's goals	Enhanced management and leadership capability and resultant impact on organisational performance

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 2 Days
09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 delegates



Employee Engagement: Winning Hearts and Minds

Overview

Shouldn't everyone be motivated? And if not, should it be a Managers job to motivate an individual or team?

Anyone who has ever had a goal (like wanting to lose weight or run a marathon) probably immediately realises that simply having the desire to accomplish something is not enough. Achieving such a goal requires the ability to persist through obstacles and endurance to keep going in spite of difficulties.

This course challenges some basic assumptions about Motivation and Morale and looks to help Managers understand the nature of workplace motivation and to find means and methods that motivate teams.

Learning Outcomes

- Understanding why we do the things we do at work.
- Clarity of what motivation is and how it differs from morale and engagement.
- Appreciation of the power of stroking others.
- Learning why some tried and trusted methods of motivation rarely actually work.
- Knowledge of the three key core things that motivate work teams above all else.

Structure

To create a fun, stimulating and challenging environment the course is based around TV Quizzes.

Core Session - People Do the Funniest things!

This session opens a general discussion on human behaviour in the workplace and explores why people do what they do. Some of the stranger behaviours are highlighted to help understand what Motivates us.

Core Session - Mr & Mrs

Using an Engagement self inventory, this session asks pairs in a Mr and Mrs format decide whether Motivation, Morale or Engagement are the key element to address in a series of short work based scenarios.

Core Session - Pointless

This short but fun session looks at the Pointless things we do as Managers to motivate our teams and why they don't work.

Core Session - Play Your Cards Right

Delegates are invited to play 'Play your cards right' to find out the Top 10 things the things that motivate, de-motivate and above all else inspire others to act.

Core Session - In It to Win It

The final session encourages delegates to identify and commit to immediate practical action that will begin to change the way they motivate their team.



Employee Engagement: Winning Hearts and Minds

Content, Exercises and Resources

TV. Game Shows - TV game shows challenge others to think, explore and consider ideas and options in an enjoyable, competitive but highly effective way.

Story Telling - Promotes shared understanding through metaphor, emotional triggers and universal experiences.

Buzz Groups - Establishing small, dynamic, focused groups that are asked to respond to a specific question or discuss very precise information for presentation.

Circles of influence - Creating clarity on what we can control, belief in what we can influence and disregard for when we can do neither.

Ambitious Targets - Ambitious targets is a model that will help workshop participants define what they would like to be different following the course and to identify practical steps to creating the change.

Pictorial - A picture can paint a thousand words and so we use photography and video to challenge beliefs as well as to express ideas thoughts and feeling.

Benefits to Delegates and Business

Delegates	Business
Higher levels of motivation	Increased productivity
Increased Engagement	New ideas and willingness to carry them through
Improved performance	Higher levels of Morale

HARNESS your team's previous experience

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Train the Trainer: The Naked Trainer

Overview

Engaging facilitation is a fundamental requirement for today's Trainer. Designing or delivering a training session is an opportunity to influence, a chance to challenge current beliefs and behaviour and, always, a potential catalyst for change. Yet, most of us lack the confidence to push our boundaries and, instead, rely on tried and tested presentation vehicles that neither excite or inspire.

This course is about building on the good work already in place in order to make it great and growing the confidence of the individual. Trainers that are self confident rely less on exerting power in a room and, instead, focus on the delegates thus making each experience unique to their audience.

The idea behind The Naked Trainer is to strip away many of the conventions that surround training and encourage the delegates to understand and use their unique styles and to feel brave each time they enter a training room.

- Learning Outcomes
- Training will stick more often and for longer!
- Delegates can use their learning to become more credible within the business
- It will be more likely that delegates will achieve greater results for the organisation
- Delegates will feel more confident with a new flexible style that delivers what their audience needs



Structure

The course is a flexible solution based around a spine of core sessions.

Core Session - Who's the best trainer?

This exercise asks the delegates to confront their views about both 'good and great' and consider a different perspective on what makes a successful trainer. It helps them think about both their personal development needs and the needs of the business.

Core Session - What do my beliefs do for me?

Using a simple training model, this exercise allows the group to understand the power of their current beliefs, why they may be currently limited by some of these, and what impact being able to change these will have on their delivery.

Core Session - Feel, flex and impact

This is about allowing the group time to reflect on the first and second sessions and work together in smaller groups to explore some key questions. It is a session that exposes the limitations around having a fixed style and helps the delegates to understand their approach from a delegate's perspective.

Core Session - My unique style

An uplifting session that helps people better understand their unique talents and how they can bring those into a training room. Based around the idea of spontaneous delivery, this session focuses on building the trainer's confidence by getting them to identify their unique training talent and understand how to bring it to a session.



Content, Exercises and Resources

Story telling - Recapture this lost art and engage your audience using metaphors, emotional triggers and universal experiences.

Human theatre - Express complex models and difficult theories in a way that is guaranteed to help your audience remember and more importantly adapt their behaviour.

The four-mat system - Four simple questions that when answered effectively will stimulate, motivate and engage your learners.

The power of metaphor - Paint pictures in people's heads.

Senses working overtime - The more senses you hit the quicker your message will land and the more effective it will be.

Harnessing creativity - Unlocking your creative genius!

Feelings - Facts and figures very rarely, if ever, change people's beliefs and gets them doing something differently ... so what does? We will explore the power of accessing people's feelings

Alongside all of this, much of the time will be given over to the delegates to consistently try out the things they have learned. There's no substitute for practice, practice, practice ... and the more they practice the better they will get.

Benefits to Delegates and Business

Delegates	Business
Improved confidence as a trainer	A consistent level of internal training delivery
Greater flexibility in their training style	Better skilled and more engaged internal trainers
An improved understanding of their delegates' needs	Improved opportunities for embedded learning

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
The Naked Coach

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



Overview

Coaching is about achieving change, enabling others to find solutions and realising performance, potential and resourcefulness. It takes some highly developed skills such as the ability to build honest rapport, listen actively and deeply, ask great generative questions as well as providing well informed feedback and facilitating great goal setting.

The Naked Coach isn't about putting complex coaching frameworks or confusing processes in place. It is simply about building and developing core skills, awareness and embedding coaching as habit in your business.



Learning Outcomes

- Delegates will understand what performance coaching is and the benefits it can bring for themselves, their people and the business.
- They will explore and develop core coaching skills and behaviours to use effectively in their roles.
- They will feel more confident and equipped to be a great coach in the business.
- Best practice coaching experience across the business will be shared and embedded.

Structure

Core Session - Coaching Myths and Legends

This exercise asks the delegates to share and declare what they think they know about coaching and their experience of it, including their coaching heroes and villains. It brings to the surface experience and knowledge levels in the group as well as preconceptions and apprehensions.

Core Session - What4When4Real

Looking at a flexed spectrum of coaching approaches for both the individual and the situation - linking it to the real coaching opportunities that delegates have.

Core Session - The Coached Experience

An opportunity for delegates to experience what it is like to be coached in a new or unfamiliar skill and then translate that into their own coaching opportunities.

Core Session - Knowing Me - Coaching You

This session is designed around raising awareness of personal preferences / styles and their potential impact on the coaching conversation / relationship. It can be designed around MBTI or Insights Discovery.

Core Session - Listening4Intent

The core focus of this session is building strong and deep active listening skills - the distinction is between listening '4' the intention of better coaching or with an intention. This is about trying to be focused entirely on the person you are listening to rather than blocking them with your own agenda or questions. Again this can happen in the room or beyond!

Core Session - Why Questions?

Coaches often fret about the questions they should ask and as a result seem 'scripted' and inauthentic. This is a genuine practice - in the room with colleagues - using questions wisely and productively.



Core Session - Feedback4More

Another key coaching skill, which is often over complicated. This session offers a simple way to give feedback well and build it into the coaching experience.

Core Session - Is there a way?

This session looks at how coaching frameworks - GROW, OSKAR, can support the core skills - most importantly it is linked directly back to the delegates own defined coaching agendas /opportunities.

Content, Exercises and Resources

Keeping it Real - Always keeping focused on and working with the reality - a real agenda.

Working with the Experience - Whenever and wherever possible making sure that real experiences support the learning - in the room and beyond!

Support and Challenge - The entire course is targeted at supporting people to be great and challenging them to be greater - whether that's directly as a coach or as a coach coaching others.

Taking it Back - Always thinking about how this will be back in the workplace!

Benefits to Delegates and Business

Delegates	Business
Improved confidence and capability as a coach	Enhanced coaching behaviour / habits
Enhanced coaching skills	A shift in coaching capability and style
Better ability to get great results with and through others	More competence, capability and potential realised

What else do you need to know?

Cost: POA

Materials: Provided when applicable

Related Courses:
The Naked trainer

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

To Book Email:
amanda@twobaldblokes.com

Group Size: Up to 20 per session



The Real Leader - How Can I Lead My Team Better?

Overview

This event focuses on the best things that Real Leaders do. They repeat positive behaviour and consistently strive to improve their communication, their interactions with those around them and their techniques for leading their team.

Real Leadership isn't difficult - it's simply about creating great habits and sticking to them. This is a mixture of sensible reminders, fresh ideas and new challenges to try.

Learning Outcomes

- 50 challenges to work with throughout the year.
- A reminder of the leadership that consistently works in any organisation.
- The chance to form positive, useful leadership habits.
- An opportunity to share leadership best practice.

Structure

Core Session - My Top Tips

This is a chance for the delegates to share their Leadership Top Tips with each other and hear real life stories that bring these ideas to life.

Core Session - Pick a Card

This session runs for the majority of the event and is based around the Two Bald Blokes Real Leadership Cards. The idea is a simple one; each delegate will pick one card from the pack and explain:

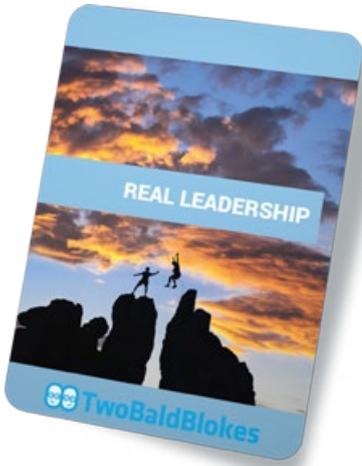
- Why the statement on the card is such an important part of successful leadership.
- How they use the statement on a daily basis.
- Why everyone else in the room should adopt this approach.

This exercise encourages debate, gives insight into different leadership techniques and challenges the delegates to go back to work and do some things differently. No models, no theories - just a pack of cards...



The Real Leader - How Can I Lead My Team Better?

Content, Exercises and Resources



Some example challenges:

REAL LEADERS ARE INSPIRATIONAL

Do you excite and inspire those around you?
Can you generate energy and purpose for your team?
Why not find out what it takes to be an inspiration to others?

REAL LEADERS GIVE CLARITY

Do you say what you mean?
How good are you at being clear about your goals, what you expect from others and how success will be measured?

REAL LEADERS ENABLE OTHERS TO ACT

What do you do to support others to perform at their best?
Are people around you allowed to fail and learn?

Benefits to Delegates and Business

Delegates	Business
Memorable and interactive development	Clear, measurable results - are they doing it?
They lead and are responsible for their learning	Common Leadership language and behaviour across the organisation
Practical tools for a whole year	Practical learning that's easy to build on internally

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Overview

The best leaders have a range of styles and behaviours that they flex in line with each situation they encounter and to meet the different needs of individuals in their team. They understand their teams and what they need to perform at their best.

This course enables participants to understand their preferred style and to learn how to flex it according to the needs of the situation and the individual.

Learning Outcomes

- Understand their preferred Leadership style.
- Understand difference between management and leadership.
- Learn key skills to adapt their style to the situation and the needs of the individual.
- Delegating skills.
- Giving clear direction.

Structure

Core Session - What is Management? Why is Leadership Different?

A lively debate focusing on the key differences between management and leadership. This is a chance for the delegates to test theories and ideas that they currently hold to be true and explore new ideas.

Core Session - What's my Style

This session helps the delegates to understand their personal style of leadership and how it impacts on individuals and the team.

Core Session - Giving Clear Direction, Coaching and Support

This is an opportunity to discover different approaches to leading the team and the power of being able to flex your style.

Core Session - Effective Delegation Skills

A chance to learn and practise different ways of delegating. This session focuses on why delegation is such an effective tool and how best to introduce to the workplace.



Content, Exercises and Resources

The Leadership Debate - Explore what it takes to be more than just a manager through a facilitated debate focused on the skills, attitude and behaviour of great leaders.

My Leadership Style - Investigate their personal leadership preferences and set these against the backdrop of their role.

Walking in their shoes - Engage in a challenging exercise that explores how best they can lead their teams and how other people feel about being lead.

Practice delegating - In a safe environment that allows the delegates to learn from their own mistakes.

Benefits to Delegates and Business

Delegates	Business
A more flexible and appropriate leadership style	Leaders who do the right thing at the right time
A greater understand of the responsibility of leadership	Leaders who have more empathy for their teams
A more in-depth knowledge of their team	Leaders who can flex their style around business needs

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Overview

This course is designed for the experienced Leader to provide them with an opportunity to review their approach and discover more about themselves. It provides participants with fresh insight, knowledge and skills to enable them to tackle the issues they face more effectively.

Focusing on skills as well as behaviour this day is practical in approach and challenges delegates to consider their talents in a fresh light.

Learning Outcomes

- Clarity on purpose as a leader.
- Develop leadership style and ability to develop others.
- Increased personal awareness and the impact of their style on others.
- Develop an effective leadership vision to share with teams.
- Understand the importance and impact of team dynamics.
- Improve coaching and team management skills.

Structure

Core Session - Visionary Leadership

What is visionary Leadership? Why is it so important? This exercise helps the delegates understand why a vision helps teams perform and motivates the individual. It then helps them start to form their personal vision for their team and understand how it can fit into the wider business strategy.

Core Session - Story Telling

Great leaders tell stories. They motivate and inspire through the stories they tell and great stories get retold throughout businesses. This session explains the basics of storytelling and helps delegates build their own leadership stories.

Core Session - EQ; connecting on emotional and intellectual levels

To create change, inspire action or engage people in a vision it's vital to know how to connect emotionally as well as intellectually with people. This session helps the delegates with simple techniques to win both heart and mind.



Content, Exercises and Resources

The Leadership Debate; My Vision - An exercise that starts by understanding their core values and drives the delegate's towards building those values into a clear vision

Live Story Telling - This session challenges the delegates to have a go at story telling in a live, safe environment. Using various techniques they get to practice, practise, practice...

Hearts and Minds - A simple language exercise that helps people to connect on an emotional level and build rapport with others.

Benefits to Delegates and Business

Delegates	Business
Practical understanding around a vision and its uses	More confident leaders
Simple building blocks to create their own vision	Leaders who can engage their teams
Builds confidence through story telling	A new culture of stories throughout the organisation

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Overview

Teams with real purpose and who understand and trust each other get more done, have more impact and get more job satisfaction.

This day supports a team to work together to define their purpose and values, identify strengths and areas for improvement and builds trust to enable truly effective team performance.

WHAT I BRING

Learning Outcomes

- Define purpose.
- Identify shared values.
- Get to know individual and team strengths.
- Define and commit to improved ways of working.

Structure

Core Session - What am I about?

This session challenges the delegates to consider their personal and work values to better understand their fit into their team and their business. It helps them share their new found knowledge with their colleagues and build a picture based around the diverse strengths of their team.

Core Session - What I Bring

The delegates are asked to take the learning from the first session and create a simple map entitled 'what I bring'. They are asked to consider themselves at their best and how they positively influence the wider team.

Core Session - Giving and Gaining

This is a feedback session based around giving and receiving feedback from their colleagues. Each delegate is asked to give feedback around the heading 'what I bring' to each other.

Core Session - Completing the Picture

This final session challenges each delegate to consider the feedback they have given themselves and have been given and build a complete picture of what they personally bring to the team and the business. This then forms the basis of their post event actions.



Team Roles: What I Bring

Content, Exercises and Resources

What's Important to me at Work Cards - These cards lay the foundations for better personal understanding and broader knowledge of the team

What I bring Map - An easy to view map of the delegate's strengths

Direct Feedback - A chance to hear directly from colleagues and team members about the unique attributes they bring to the team.



Benefits to Delegates and Business

Delegates	Business
A stronger sense of unique attributes	More clearly defined team roles
Awareness of playing to specific strengths	A renewed energy around team participation
Improved effectiveness in their roles	Effective behaviour around role and delegation

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:
amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session



Customer Service: Refocus on Your Customer

Overview

We believe that great customer service is a mindset not a process. In this course we enable participants to take a fresh look at their customers and the service they give them. Delegates learn new strategies to help them deliver outstanding service to customers, clients and colleagues.

Learning Outcomes

- See service as a mindset that can be managed
- Techniques to understand what customers want / need
- Techniques to deal with difficult situations
- Techniques to empower others to deliver great service

Structure

What Is Service? What Makes It Great?

This open discussion focuses on the delegate's personal experience of different standards of service. It allows them to consider what drives service behaviour and their own approach to delivery great service

Service Is A State Of Mind

This session focuses on how the delegates feel about service and how those feelings directly impact the actions they take. It challenges them to take personal responsibility for service outcomes and shows how each person in an organisation can make the difference.

Taking A Fresh Look At Our Customers

A quick, engaging exercise that helps people take a fresh look at their customers and start to understand things from a different perspective.

Building Trust And Commercial Kindness

The delegates are introduced to our Commercial Kindness model and challenged to work with it to review their own stance on service and also take a more elevated company perspective.

Great Conversations

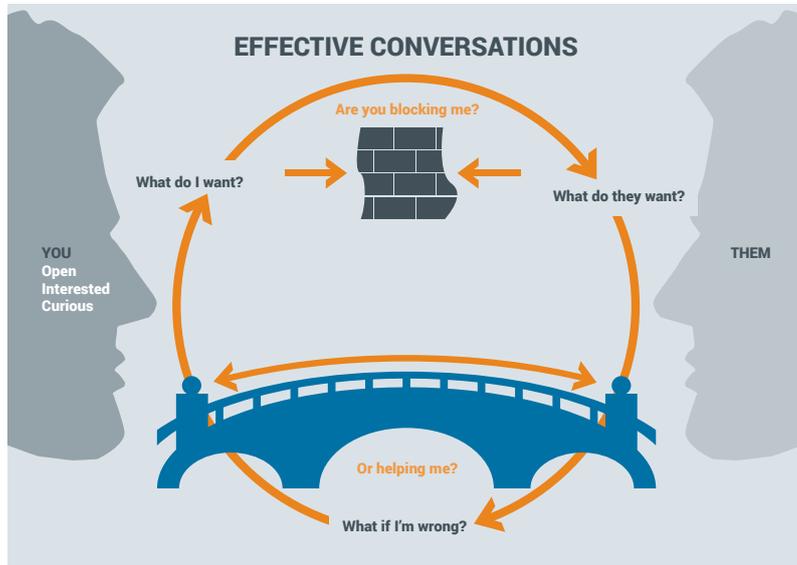
Finally they are introduced to our Great Conversations model. This straightforward, easy to use model ensures that every customer facing conversation becomes a valuable tool in improving the service they deliver.



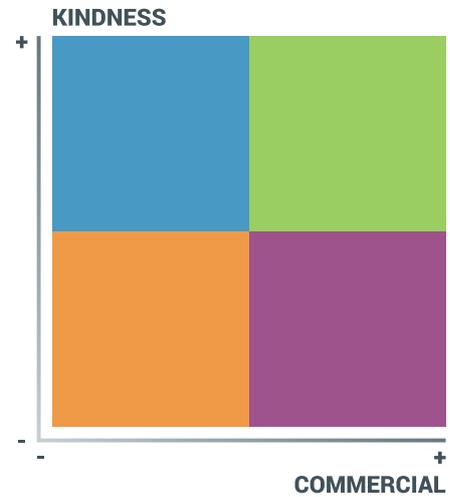
Customer Service: Refocus on Your Customer

Content, Exercises and Resources

Conversations Model



Commercial Kindness Model



- + Superb customer support and natural understanding
- Need support from those that are more commercial
- + Likely to be customer service champions
! Must be mindful of consistent delivery
- + Superb commercial awareness
- Be aware of nurturing client relationships
- - Very low understanding of the customer
- Very low understanding of commercial objectives

Benefits to Delegates and Business

Delegates	Business
Practical tools to improve their service standards	Employees who are more aware of the impact of good and bad service
A fresh perspective on how they deliver service	A common language around service
A tool to help them get the most from any conversation	Colleagues who are motivated to deliver great service

What else do you need to know?

Cost: POA

Materials: Provided when applicable

To Book Email:

amanda@twobaldblokes.com

Duration: 09:00 - 17:00 - With breaks

Venue: Your premises, or other by arrangement (Please ask)

Group Size: Up to 20 per session