

think...
training & development



**Which way do you eat
your banana?**

TRAINING AND DEVELOPMENT PROGRAMMES



“think added tangible value to the development agenda for my team throughout 2008.

I aspire for my team to be truly high performing and the work we did with think accelerated this journey.

I would recommend you to consider engaging think’s support on your development journey – I will continue to rely on them through 2009.”

**Angie Main – Barclays Bank
Barclays Senior Commercial Manager - Sales &
Service Development
Direct Channels**

Without exception, all managers benefited from the training they received. They particularly liked Gavin's good-humoured, informal style of delivery and this approach has had more lasting impact. The Myers Briggs session was particularly useful as it gave everyone a greater appreciation of individual skills. Everyone now taps into those skills for the greater good of the business"

**Liz Lewis
Nuairé**



Introduction

Our training and development programmes are fun, energetic and pragmatic. Most of all, they help people to realise that sometimes it's easier and much more efficient to do things a different way.

“A memorable
3 days”

“Great fun!”

“Transmit purpose”

“Great benefit to
step back and
take stock”

“...Simply
brilliant
training”

“Like
being s

Energis

“They instil
confidence...”

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a light bulb “Practical” “Showed a real
switched on” “Supportive”
“Excellent facilitators”
“You made me “Patient”
believe in myself”
“Really on my side” “Changed our
attitudes and behaviours” “Sessions
were all about me!”



Introduction to Myers Briggs

Our behaviour is just the tip of the iceberg; below the water line is the cause.

Before you try and manage / lead other people, it's usually a good idea to have a clear understanding of yourself.

Myers Briggs is the world's most popular psychological development instrument as it measures the natural preferences you bring to work every day.

Benefits include:	<ul style="list-style-type: none"> • A deep understanding of yourself • Understand why others act differently to you • Realise your strengths • Identify development areas • A tool kit on how to balance yourself out • Identification of stress
Workshop style:	Very pragmatic, fun with a little theory. A real revelation!
Duration:	1/2 day workshop

Application of Myers Briggs

Having participated in the "introduction to Myers Briggs", most clients want to take this fascinating subject further.

Myers Briggs has many practical uses including:

- Influencing others
- Team Dynamics
- Change management
- Negotiation and Interview Skills



Benefits include:	<ul style="list-style-type: none"> • Advanced influencing ability • Identify where your team is and what it needs to do • Enable smooth organisational change • A deeper understanding of your previous Myers Briggs knowledge
Workshop style:	Very pragmatic, fun with a little theory.
Duration:	1/2 day workshop for each area of interest

Coaching Skills

“Coaching is unlocking a person’s potential to maximise their own performance. It is helping to learn rather than teach”

Coaching is an essential skill set of any Manager or Leader. For many, coaching sounds like a great idea in theory. In reality, it throws up many worries:

- How do I know when to coach?
- I don’t have enough time
- The job will be done even if I don’t coach, won’t it?
- I might hurt their feelings

When you know how to unlock someone’s potential, the results can be quite phenomenal for you and for them.

Benefits include:	<ul style="list-style-type: none">• Knowing when to coach• Understanding the learning cycle• Understanding how to coach using GROW• Discovering the art of questioning• Understanding the effectiveness/benefits of using a coaching model
Workshop style:	Very pragmatic with a little theory
Duration:	1/2 or 1 day workshop

Influencing Skills

A must for anyone who needs to influence or negotiate with others... Also useful for anyone with children!

Most people have a preferred style of influencing. This has limited use unless, by chance, that style is required.

The workshop explores the 4 core styles of influence namely:

- Asserting; • Persuading; • Drawing; • Energising.

This hands on, practical session shows you how to deliver the 4 styles and more and, importantly, in which order.

Benefits include:	<ul style="list-style-type: none">• Improved ability to deal with conflict whilst still getting your way• Self awareness of your current style• Flexibility to change styles for any given situation• An additional tool kit for influence
Workshop style:	Experimental and fun!
Duration:	1/2 day workshop



Personal Impact & Motivation

Have you ever

- Experienced driving to work and wondering how you got there?
- Suddenly had a mood change because of a song on the radio?
- Had such a great day you could conquer the world, then had such a bad day that making a cup of tea felt like a challenge?

This workshop explores what makes someone have personal impact, taps into states of excellence to achieve personal impact and gives you insight into how to control the quality of your day.

Benefits include:	<ul style="list-style-type: none"> • The ability to tap into states of excellence • The ability to take control of your life • The knowledge to achieve your potential
Workshop style:	You will need an open mind and a desire to take ownership of your future. Interactive and pragmatic
Duration:	1/2 day workshop

Powerful Communications

According to renowned US psychologist Albert Mehrabian when people effectively communicate it comprise three key elements: the words, how you say them and what you don't say.

When problems or misunderstandings occur between people, it usually comes down to one common denominator - the quality of their communication.

This workshop examines Mehrabian's hypothesis combined with Neuro Linguistics & Myers Briggs to bring your communication to maximum congruency.

Understanding how the communication model works eases conflict, provides clarity and gives you the power to influence.

Benefits include:	<ul style="list-style-type: none"> • Understanding of your own Visual, Kinaesthetic and Auditory style • Understanding how to gain and maintain rapport • Understanding how to actively listen • How to use non-verbal language • Discovering the key to your ability to influence
Workshop style:	Self-assessment Practical exercises Fast paced, interactive & fun!
Duration:	The session can be run as: • 1/2 day workshop • Full day

Team Dynamics

Working together as a team can be difficult. So many different personality types with varied thoughts, feelings and emotions.

High performing teams are an asset to the business - getting teams to become high performing is either down to great leadership or down to luck.

Most teams go through four stages of development. They Form, Storm, Norm and then learn to Perform. This can take a long time. This workshop shows the team how to Perform now. Because they want to.

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| Benefits include: | <ul style="list-style-type: none">• Aligning the team to a common purpose/objective• Reduced team conflict• A greater understanding of team members• Indication of what leadership style the leader needs to take• Better performing teams |
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Workshop style:	Very interactive, non-threatening and pragmatic
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Duration:	1 day workshop
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Essential Leadership

“Getting people to do what you want them to do; because they want to do it”

Managing is doing things right; leadership is doing the right thing... subtle change in words, massive change in application.

The workshop is designed to help:

- Identify your current preference - Manager or Leader?
- Distinguish the difference between managing and leading
- Understand the different types of leadership power
- Show you when you should apply different Leadership styles



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| Benefits include: | <ul style="list-style-type: none">• Self analysis of your current style• Self awareness of gaps in current leadership perception• Utilising personal power in Leadership• Know when to; Direct, Coach, Support and Delegate |
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Workshop style:	Self-assessment & case study. Have a toolkit ready to use the next day to enable you to flex your leadership style
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Duration:	1/2 or 1 day workshop
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Management and Leadership Development

This course covers all the essentials required to develop your staff in Management and Leadership. Because of its pragmatic approach, this course is well suited for all types of Manager or Leader, regardless of their experience.

Areas covered are:

- Myers Briggs Psychological profiling
- Advanced communication skills
- Situational Leadership
- Influencing skills
- Coaching skills
- Team dynamics
- Motivation



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|--------------------------|---|
| Benefits include: | <ul style="list-style-type: none"> • Improved motivation from your management team • Better skilled managers • Improved motivation of staff who work for the managers • Development of your talent • Better business results |
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Workshop style:	Very interactive, pragmatic, fun with lots of energy
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Duration:	To cover all of the topics would require 2-3 days, which can be split up and tailored to your requirements
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“I’ve worked with Gavin from think training & development ltd a number of times. He has a real ability with people - getting his message across and building team spirit. Be prepared to be engaged, enthused and have fun!”

Ronnie Taylor
Standard Life Business Development
Director – Europe



think...

training & development



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