

Training Courses



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Short Courses

The world in which we work is changing rapidly. For our organisations to thrive, we need to be creative, collaborative and empower the whole team to contribute. I offer a range of training options, online or inhouse, from 60 min workshops to multi-day courses, to help your team develop the skills they need for the challenges ahead. Current course options are outlined in the following pages.

Each course supports your group to work at its best by developing skills, self-awareness and confidence. The emphasis is on practical application: sharing simple and effective tools, skills, techniques and theories that can be used immediately in the workplace. Sessions are based on 'brain-friendly learning' principles and involve a mixture of formats including games, quizzes, presentations and scenarios. High-quality materials support learning during and after each session, with handouts or workbooks provided.

Training should be relevant, high-quality and immediately applicable. I make sure every participant is clear about what they want to learn and build on what people already know, growing their confidence and encouraging peer-to-peer learning during and after sessions.

If you're considering booking a course please contact me to arrange a conversation to discuss your group's needs and identify the modules or courses to suit your goals or to request a bespoke proposal and quotation.

Course delivery fees are £800 per day/ £600 per half day, plus travel and accommodation (if required) and printing at cost. Discounted rates available for smaller non-profit organisations. Adaptation of materials, or new course development, charged separately, if required.

Managing myself and others

Summary

Explore leadership styles; how to motivate and communicate in a way that encourages clarity, initiative and commitment.

Format

1 full day or f2f or 2 x 3.5 hr sessions online; group size up to 15, with workbook

Outline

Whether you're managing a team, an organisation, a project team – or just yourself – the ability to support, understand and motivate people is key to success. If you're new to line-management the good news is that 'being a boss' is not rocket science: the basic advice of treat other people as we'd like to be treated can get you a long way. The funny thing is though we often assume being a manager means behaving in a particular way. This course enables you to work out what assumptions and practices you might like to un-learn as well as sharing tips and models about what research shows works in practice – you might be surprised! The session will help you reflect your strengths as a manager, to identify what you find more challenging, and also share some tools, skills and stories that can help you get the best performance from yourself and others.

Topics covered

- What kind of manager are you?
- The pros and cons of different leadership styles.
- What is 'emotional intelligence' and why it matters?
- What motivates and demotivates us?

Communicating with ease and impact

Summary

Understand different communication styles; learn how to give better feedback and handle difficult conversations.

Format

1 full day or f2f or 2 x 3.5 hr sessions online; group size up to 15, with workbook

Outline

Good communication enables us to work well and quickly with one another. When things are not going well we often find misunderstandings crop up and we start to avoid having the conversations that could get us back on track because they feel tricky. This workshop explores how we can adapt how we communicate so we understand one another better, and provides practical tools to enable us to articulate concerns clearly and therefore resolve issues quickly before they escalate. The day includes opportunities to practice skills and rehearse conversations you want to have but might be putting off.

Topics covered

- How we can build trust
- Different communication styles
- Difficult conversations
- The art of feedback
- Setting performance goals together

Making change happen

Summary

Discover what enables and blocks change and master simple but effective tools to build engagement and momentum.

Format

1 full day or f2f or 2 x 3.5 hr sessions online; group size up to 15, with workbook

Outline

The only certainty these days is that things change! Whether you find yourself responding to challenges thrust upon you, or you're interested in harnessing positive change to create innovation or improve your work, the ability to engage others, handle the emotional impact for change, plan and monitor change and communicate effectively are key skills you'll need. Throughout this highly interactive day you'll be invited to work on real-life examples and to explore tools, techniques and models that make change happen...

Topic covered

- How do we react to change?
- Creating the conditions for change to happen
- Planning and monitoring change
- Building momentum by engaging others
- Communicating for change

The art of teams

Summary

Understand team dynamics, how to enable different working styles and develop a productive team culture.

Format

Half-day (3.5 hours), up to 21 people f2f, 15 online

Outline

A team should be more than a sum of its parts, but too often we don't get the best from ourselves and others when working together in teams within organisations or on projects. Understanding what teams need to succeed and how we can all help develop our team relationships – whether as team leader or member – enables us to work more collaboratively and productively. A key aspect of working with others is the ability to give clear, useful feedback, including about things that are not going as well as we might like – so this practical course shares skills and tools that enable better, and more enjoyable, collaborations.

Topics covered

- The ingredients of successful teams
- The stages of team development and how to support your team to perform well
- The value of difference: styles and team roles (Belbin model)
- Difficult conversations
- The art of feedback

Getting started with Action Learning

Summary

Try out this peer-learning technique; explore how it can be used and practice the core skills involved.

Format

1 full day or f2f or 2 x 3.5 hr sessions online; group size up to 12, with manual

Outline

Reg Revans, the founder of Action Learning, describes this peer-learning process as comrades in adversity coming together to support themselves and one another. It's a powerful tool to encourage professional learning and development, which draws on core coaching skills of non-judgmental listening and asking open questions. This introductory course outlines the principles and offers you the opportunity to experience Action Learning. The session also covers practical advice on setting up your own Action Learning set.

Topics covered

- Principles and origins of Action Learning
- Core skills: listening and open questions
- The steps and process of Action Learning 'rounds'
- Creating your own Action Learning set

Manager as coach

Summary

Explore how coaching techniques can be used by managers to unleash the potential of your team, creating great performance and high performance.

Format

1 full day or f2f or 2 x 3.5 hr sessions online; group size up to 15, with workbook

Outline

When we coach others, we encourage great performance and motivation by offering trust, support and establishing a shared view of success. Contrast this by than 'managing' by telling, controlling and checking up: which tends to build dependency and diminish confidence and initiative in others. Knowing when to coach, and when direction is necessary, is a key skill for managers balancing individual staff needs with organisational priorities. This introduction to coaching for managers is suitable for anyone working with others and requires no prior knowledge of coaching.

Topics covered

- The pros and cons of different leadership styles
- Manager as coach
- Principles of coaching for high performance
- Core skills: Active Listening; Creative Questions; GROW
- Scenarios: using coaching in the workplace

Making the most of your Board

Summary

Review your performance against governance standards and identify practical steps to make the fullest use of your Trustees' talents, networks, perspectives and energy.

Format

Half-day (3.5 hours), up to 21 people f2f, 15 online

Outline: Boards have an essential leadership and legal role to play, and yet too often they can be 'incompetent groups of highly competent people'. Trustees who have a clear role and Boards with a clear focus are more productive and motivated. Starting with a self-assessment exercise which explores what brilliant Board performance looks like, this session supports the Board to identify practical steps to make the fullest use of its talents, networks, perspectives and energy.

Topics covered

- The Governance Code: principles of good governance
- NCVO Governance wheel: a tool to understand performance
- Identifying your strengths and areas to improve
- Developing an action plan