Training that sticks!
– Activity Summary –

SECTION ONE: PERSONAL ORGANIZATION

1. **Setting direction**

   Plan the medium-to-long term using a reverse planning process, starting with a distant goal and working back towards the present time.

2. **Prioritizing your workload**

   So much to do and so little time to do it! Make sense of conflicting priorities with this rugged and practical approach to managing time and tasks.

3. **Drafting letters**

   We often know what we want to say, but can't seem to get it into a logical and persuasive sequence. This unit helps with a five-step process that you can easily fit your ideas into.

4. **Drafting reports**

   Pulling together all of the elements that need to go into a report can be a draining experience. This unit starts by assembling all of the component parts, then meshes them into a comprehensive, logical and thorough document.

5. **Preparing a presentation**

   Fail to prepare – prepare to fail! Every good presentation starts with thorough preparation and this unit takes the would-be presenter through the key stages. Identify the component parts and key messages, then assemble them into the final design.

6. **Planning discussions**

   Feeling nervous or 'edgy' about an upcoming discussion? Perhaps it's a sensitive topic, or you're concerned about how the other person might react. Then use this unit to plan the discussion, using the WASP model.

SECTION TWO: PLANNING TRAINING SESSIONS OR EVENTS

7. **Planning a training program**

   This unit takes you through the topics you need to consider when planning an overall training program or initiative.

8. **Planning a training course**

   So you know the 'big picture' – now you need to design a specific training course, seminar or workshop. This unit provides you with a practical method for bringing together all of the ideas and moulding them into an overall design.

9. **Developing the optimum balance**

   Striking the right balance between being told and discovering something for yourself is critical for learning and developing ownership. This unit gives you a highly visual and effective way of getting the balance right.

10. **Designing a training session**

    This unit takes you through the final part of the training design cycle, where you get down to creating a detailed individual training session – with a step-by-step process, including timings.

11. **Staying on track**

    The design stage is over and you're about to deliver the event, whatever it may be. How can you stay on track, deliver all of the key messages and stay on time without continuously referring to your notes? Easy – this unit gives you a practical, flexible and visual method, which takes just minutes to prepare.

SECTION THREE: RUNNING TRAINING SESSIONS OR EVENTS

12. **Achieving your objectives**

    People attending courses or seminars start out with personal objectives, and it's important to know what progress they're making. This visual method enables all participants to see how their colleagues are progressing, which gives everyone a sense of achievement and helps the trainer, or facilitator, to steer the event to success.

13. Best practice

Identify the most and least effective ways of handling situations, by drawing upon people's experiences and examples of best practice, gathered from others involved in the industry.

14. Twenty questions

Test people's understanding of a topic, or process, and provide a challenging energizer at the same time by using this unit. Participants are put into teams and asked to formulate a set of challenging questions for their colleagues.

15. Swap shop

No matter how thoroughly you explain something, it's inevitable that people will still be puzzled or uneasy about at least one issue or concern. This unit gives you a fast and effective way of helping people to identify what the topics are, and a process for managing them to a satisfactory conclusion.

16. I learned something today

At the end of every day, we should take a few minutes to review what we've learned from our experiences during the day, so that we are better prepared for tomorrow. This fun, fast and effective process enables people to share their learning experiences with their colleagues.

17. Instant feedback

Do you want to know how people feel about what's going on? Then use this simple and highly effective way of collecting instant feedback on the experience they're having, whether it's a training event, a new product launch, or a work practice.

18. Action planning

So much for all the talking – what are people actually going to do about it? Turning ideas into action is so important; this unit gives an effective process that enables people to develop their action plan.

SECTION FOUR: SPECIFIC TRAINING TOPICS

19. **Assertiveness**

Me – be more assertive? People are often unsure about what being assertive really means. This unit gets participants thinking about the differences between assertive and non-assertive behaviour, and how they could change their behaviour.

20. **Symbol challenge**

Being able to recognize symbols, motifs or icons instantly can save time and, in some situations, may mean the difference between life and death. This unit provides a very participative and effective way for people to learn the meanings of key symbols.

21. **Handling complaints**

People have a wealth of experience, which they are willing to share when it comes to dealing with complaints or problems – all they need is the opportunity to do so. This unit provides an effective way of sharing approaches and techniques that others can benefit from.

22. **A–Z of stress busting**

Stress affects all of us. This fast and fun unit helps people to identify 26 causes of stress and 26 ways to reduce it – one for each letter of the alphabet.

23. **Personal development**

Accepting personal responsibility for our own development is central to our ability to grow and develop as human beings. This unit offers a practical way of developing an action plan for self-improvement.

24. **Foreign language learning**

Learning a foreign language can often be hard work. This unit shows quite a different approach that not only takes much of the pain away, but also provides learning technical topics in your own language.

25. **Plain English**

Using Plain English has many benefits – shorter sentences and documents, fewer complex words and reduced reading time. This unit quickly demonstrates the value of Plain English, in a visual way.

SECTION FIVE: EXPLORING PROCESSES

26. **Recruiting the right people**

Recruiting people can be very expensive, especially if you get it wrong! This unit explores the key issues and questions that should be discussed at every stage of an effective recruitment process.

27. **Setting challenging goals**

So we have the right people for the job – we now need to set them realistic goals that give them direction, provide a challenge and enable progress to be measured. How? Work through this unit and all will be revealed.

28. **Delegating a task**

Delegating a task effectively involves a lot of preparation, follow-up support and encouragement. This unit explores all of the steps and skills required to delegate a task with confidence and motivation.

29. **Managing performance**

This unit brings together all of the processes involved in managing performance – setting objectives, monitoring results, and preparing for and holding formal performance review meetings.

30. **Holding effective appraisals**

How do we conduct a motivating, yet focused, appraisal discussion? Being able to discuss both positive performance and development needs, while maintaining self-esteem, is a very challenging task.

31. **Team skills audit**

How can we identify the training and development needs for the team, and then develop an action plan? Use the knowledge and experience of the team members to develop a team-profile of knowledge, skills and attitudes, which can form the basis of a structured team development plan.

32. **Applying the discipline process**

Sooner or later, we all come across someone who seems to need a little more 'encouragement' to deliver the expected levels of performance. This unit takes people through the key decisions and processes.

33. **Exploring complex processes**

Most processes at work involve several streams of parallel activity: understanding them, and the dependencies between them, can be difficult. It becomes even more challenging when you set out to improve them. This unit gives a practical, flexible and visual technique to help manage these complex tasks.

34. **Overcoming barriers**

People may often have the will to make changes but can only see the potential barriers, which they believe stop them. This unit provides a fast and convincing method for helping people to believe that they can overcome change and move forward.

35. **How it works**

Do you need to help people understand how a machine or system works? Then use this activating session to bring the topic alive.

SECTION SIX: CREATIVE THINKING AND PROBLEM SOLVING

36. **Brainstorming**

Everyone is born creative – but life's experiences often crush our free spirit. No wonder then, when we ask for creative solutions, people often come up with minor variations to something that exists already. This unit shows a new way of employing brainstorming to produce new ideas for familiar problems.

37. Fishing for ideas

Getting to the root or underlying causes of a problem is fundamental to finding a lasting solution. This unit gives participants a new 'spin' on a tried problem-solving technique, called Fishbone Analysis.

38. Solution-effect diagram

No matter how good you think your proposed solution might be, it's always worthwhile exploring its possible 'knock-on' effects. Their impact may be worse than the original problem! This unit gives a fast and effective way of predicting the results of implementing a proposed solution.

39. Selection criteria

Whenever we start the search for something, we should have a good idea of what we're looking for. Sounds obvious doesn't it, but very often people have only a vague or hazy notion of what their ideal 'solution' looks like. This unit provides a practical tool, which groups can use to clarify their expectations about a situation.

40. Must-have and should-have criteria

Making a choice between several options can be a time-wasting and frustrating experience. This unit provides a quick and effective technique for identifying those options that meet your minimum requirements, instead of wasting time exploring solutions that fall well short of what you want to achieve.

41. Force field analysis

We've seen it all before – an apparently good solution fails to deliver its full potential and, worst of all, we should have been able to see the problem before it happened. This unit gives a practical technique for boosting implementation – by enhancing the 'driving' forces and minimizing 'restraining' forces.

42. Potential-problem analysis

Risk analysis – if such and such happens what would be the impact? This unit provides a visual and effective way of assessing the risk of something happening, and the impact, should it occur. It then outlines four stages of possible response.

43. Pros and cons

Something is being suggested, and there are many conflicting views about the pros and cons, and the proposal. Use this unit to quickly bring together all of the possible advantages and disadvantages, to facilitate and speed-up the decision-making process.

SECTION SEVEN: TEAM WORKING

44. Valentines

How can you encourage several working teams to give each other direct and honest feedback on how they see each other? Try this powerful process, which asks the teams to send each other 'Valentines', and so enables them to say the things they've always wanted to say, but never had the right time or place!

45. Current working practices

Sometimes it seems impossible to get a group of people doing similar work to agree upon the optimum way of managing the task or process. This technique enables a team to share what they currently do and identify 'best practice'.

46. New ways of working

Perhaps you're opening a new production line, or developing a new product. What will be the best ways of making, delivering or supporting it? Getting a group of people to agree to new practices or procedures sounds simple, but it can become a nightmare – not if you use this unit.

47. Clarifying job roles

A group of people working together, however informally, need to understand exactly what they each do if they are to be effective. This unit gives a practical and visual method for clarifying job roles, to whatever level of detail may be required.

48. An effective leader

What do we expect from people in leadership roles in our working environment? This unit works well for both the leaders and those they lead. It helps everyone to understand the 'big picture' that leaders may be expected to deliver, and then explores the issues in more detail.

49. I can offer …

Get a group of people together and it's amazing what they can learn from each other … assuming that they know what each person can offer. This unit offers an effective way for people to declare knowledge or experience, which others may be interested in sharing.

50. Who am I?

A fun, ice-breaking exercise that quickly gets any group of strangers talking with one another.