

# Peopletopia

creating the perfect workplace

## Training Courses





**Peopletopia**  
creating the perfect workplace

## About Us

Our experience tells us that the best results come from businesses who give the best to their people and who get the best from their people.

We work with businesses through Consultancy and through Training to:

- Engage your employees more effectively, thus reducing absence & attrition and increasing innovation and productivity
- Improve employee Health and Wellbeing
- Reduce absence by up to 66%
- Provide the right Learning and Development solutions to ensure your employees are equipped to perform to their best

We are experts in our field who know that if you put the effort into your people in the right way, your organisation will reap the benefits – a balanced relationship between employee and employer is the most effective and productive approach.

## About our Training Courses

We write training courses on a bespoke basis so that we can be sure that our learning and development solutions really meet the needs of an organisation and its' employees. We also recognise that at times a standardised approach meets needs sufficiently, or that sometimes attendance on an open course can be beneficial as delegates get to meet and share ideas with individuals from different backgrounds, experiences and industries. With this in mind, we have put together a range of courses that can either be delivered in house, or run as open courses with mixed company delegates.

Please bear in mind that this just a sample of our courses, so if there is something that you would like to see or discuss, that you don't see in here, just let us know and we will be glad to talk to you in more detail about your needs.

**Peopletopia**  
creating the perfect workplace

## Course Overview

It's alarming - Gallup suggest that disengagement amongst UK employees is costing up to £64.7billion annually. Engaged employees have lower absence, lower attrition and are more confident in understanding customer needs – so why isn't more being done to engage employees? Sometimes people don't know where to start, sometimes we see people trying to change things but without a clearly thought out plan or stakeholder support. This course will take you through the 5 steps to developing your engagement strategy and give you a clear understanding of where to start, with a defined plan of the next steps that are critical to engaging your employees.

## What will delegates learn?

- Understanding what “employee engagement” is, and more importantly, what does it mean to your business and your employees?
- Preparing the business case: in order to get buy-in, you will need to prepare a compelling business case, we'll look at the facts and the figures alongside the areas that you should consider when preparing to engage your key stakeholders.
- Your strategy: once you have the buy-in, you'll need to put together a strategy for engagement in your business. We'll identify each stage of preparing a strategy and show you how to ensure that you consider all of the key drivers for engagement.
- The Peopletopia Engagement Model: We'll work through our engagement model, which will give you a useful framework when identifying your areas of focus for engaging employees in your business.

## This course is ideal for

Senior managers, Leaders and HR Professionals who wish to understand how engagement levels may impact their business, and who are aiming to develop an engagement strategy for the organisation.

Leaders



Managers



Employees

## Course Overview

Recent studies have shown that leaders are critical to engaging your employees. Understanding how to behave to be seen as a leader, how to communicate with your staff and how to set a clear direction for your team are all challenges facing any leader of people.

Delegates on this course will identify key leadership skills and characteristics, which will help them to create their own image of a successful leader. They will then learn a simple leadership theory to help demystify the role, which they will have the opportunity to put into practice during role-play activities.

## What will delegates learn?

- What does it mean to be a leader of others? Exploring themes of leadership and identifying role-model behaviours and characteristics
- What kind of leader are you? Creating a personal vision of the kind of leader that you will be, considering how you will look, behave, and communicate
- Understanding how and why a leader must be adaptable – the four steps in leading people (from Situational Leadership, Ken Blanchard)
- Improving performance in the most effective way
- Putting everything into practice

## This course is ideal for

New or aspiring leaders who are either moving into or hoping to move into a leadership role.

**Leaders****Managers****Employees**

## Course Overview

The old adage that 'People join companies, they leave managers' is as true today as it ever was. The role of manager is critical in any organisation and some research states that it's the biggest contributor to engaging your employees – or disengaging them. We look to our managers to provide encouragement, feedback, direction and development. All too often a manager will state that they "don't have time to manage", without realising that being too task focused has a damaging effect on the engagement and performance of their people. The managers in any organisation can be one of the most effective tools that they have in improving employee engagement, but is often underutilised. This course is aimed at people managers and is designed to build their awareness of the impact that they have on engagement, an understanding of the importance of engagement at an organisational level and to equip them with some practical skills to build an engaged team.

## What will delegates learn?

- Why does engagement matter? Understanding the business case
- What drives engagement?
- What creates disengagement?
- What are the crucial managerial behaviours to drive engagement
  - Setting standards
  - Feeding back
  - Developing others
  - Walking the talk
  - Recognition
  - Building a picture of success
- Managing disengagement

## This course is ideal for

People managers who need to build their awareness of the impact of engagement/disengagement on the business, and who will benefit from developing a knowledge of the managerial skills, behaviours and attributes that will increase engagement levels in their team.

Leaders

Managers



Employees

## Course Overview

The effective coaching course is for managers and team leaders who need to improve the effectiveness of their people through the quality of the conversations they have. This course is highly interactive and engaging, and includes lots of opportunity to practice to help consolidate learning.

We'll examine the benefits of coaching and will identify the opportunities a manager has to coach their people.

A manager who coaches well has the opportunity to develop a self-sufficient effective team, with the confidence and the competence to run smoothly in the absence of their manager. This course will equip delegates with the essential skills to coach others in a variety of situations.

## What will delegates learn?

- What is coaching
- The benefits of using a coaching style
- An overview of the GROW model
- Learning to listen like you really mean it - the art of active listening
- Effective questioning techniques
- Applying the Grow model in a variety of situations

## This course is ideal for

Managers, supervisors and team leaders who have responsibility for developing the skills of others through coaching.

Leaders

Managers



Employees

## Course Overview

The Art of Delegation Workshop is aimed at managers who struggle to delegate the right things to the right people, or who struggle to let go. This is especially difficult if the manager has previously been the actual person 'doing the doing!'

This workshop will equip delegates with the skills and understanding to select the right tasks to delegate, identify the right team members to delegate to and the right information to ensure that a job is well done. It will also help them understand the barriers to delegation and how to combat these.

## What will delegates learn?

- Why is it tough to delegate? The barriers that lead people to avoid delegation
- Why should I delegate? What are the benefits to me, my staff and the business?
- What should I delegate? How do I know what I can let go and what I should keep close to hand?
- How do I delegate? A practical session on the steps that will prepare you for successful outcomes when you delegate

*Please note that this half day workshop can be combined with the essentials of MBTI (The Myers Briggs Type Indicator), to fill a full day. This focuses on helping managers understand the psychology behind delegation and how to avoid conflict with different personality types.*

## This course is ideal for

Managers or team leaders who have responsibility for delegating tasks to team members, or those who need to improve their ability to delegate tasks effectively.

Leaders

Managers



Employees

## Course Overview

Change is an everyday part of organisational life, be it restructures, changes in the way you do things or changes in location, but the fact remains that a lot of people are resistant to change. This creates a tension that puts employees under stress and means that organisations don't receive an employee's best efforts. So what can be done about it?

The Managing Change Workshop is aimed at Managers and Team Leaders whose team or organisation is going through a period of change and so who need to know how to support their people through the transition.

This workshop will help delegates to identify the process of change, and to understand the different emotional reactions that may appear at each stage. Delegates will be in a strong position to manage themselves through change and will be able to employ the right strategies to support their colleagues through a period of change or upheaval reducing stress and maintaining engagement and performance.

## What will delegates learn?

- What do we mean by change? Understanding how different people perceive change in different ways
- Understanding your own reactions to change
- Understanding emotional reactions to change – using the Kubler Ross change curve as a guide, delegates will understand the range of reactions that people have at each step
- Supporting people through change – understanding what people need at different stages of their journey through change, and knowing which strategies to employ

## This course is ideal for

Managers or people with line management responsibility who need to lead a team of people through workplace changes.

Leaders

Managers



Employees

## Course Overview

Studies have shown that managers are the single biggest driver in engagement - or disengagement. When you consider the sheer number of daily interactions a manager has with their team, it's easy to see why. You can be doing everything else right in terms of engagement, but if your managers aren't behaving in a way they should, you're scuppered. Understanding how to behave to be seen as a manager, how to communicate with your staff and how to develop, encourage or feedback to your team, are all challenges facing any manager of people and key things that need to be done right.

Delegates on this course will identify key leadership skills and characteristics, which will help them to create their own image of a successful manager. They will then learn a simple managerial theory to help demystify the role of managing others, which they will have the opportunity to put into practice during role-play activities. This course forms the first step of how to become a great manager.

## What will delegates learn?

- What does it mean to be a manager of others? Exploring themes of management and identifying role-model behaviours and characteristics
- What kind of manager are you? Creating a personal vision of the kind of manager that you will be, considering how you will look, behave, and communicate
- Understanding how and why a manager must be adaptable – the four steps in managing people (from Situational Leadership, Ken Blanchard)
- Understanding what motivates people and how to apply this when you manage a team
- Improving performance in the most effective way
- An introduction to coaching and the GROW model
- Putting everything into practice

## This course is ideal for

Newly appointed people managers, or those aspiring to move into a supervisory/managerial role, those needing a foundation in understanding the essential elements of managing others.

Leaders

Managers



Employees

## Course Overview

The thought of having a conversation with someone that could upset or demotivate them can sometimes fill us with dread. This means that we either avoid doing it, with the potential to make the situation worse, or we do it badly, worrying about what to say and getting flustered during the discussion or not getting the true message across. Even the most experienced manager has to have conversations that make them uncomfortable. This practical session will equip you with a range of strategies and tools to deal with difficult and challenging situations – ensuring the best outcomes wherever possible and giving you the confidence to have the discussion.

## What will delegates learn?

- Why are some conversations difficult?
- The 'moment of choice' – the split second in which you can decide how you want to react in a given situation and what the implications of this might be
- Preparing for difficult conversations
- Difficult message models – some useful tools and techniques that can be used to avoid emotion in a situation and therefore reduce the risk of conflict
- Action planning – what will delegates do next?

## This course is ideal for

People managers whose team is spread across sites, offices or includes home workers.

Leaders

Managers



Employees

Setting Objectives

Half Day

## Course Overview

Clear and compelling objectives are a fundamental part of engaging employees. For any people manager or team leader, the ability to set objectives that motivate, challenge and set direction is an essential skill, as well as demonstrating how valuable the employee contribution is and how it is essential in achieving the company objectives.

This workshop focuses very specifically on the skills required to hold objective setting conversations, to encourage employees to fully involve themselves in the process and to write truly SMART objectives.

## What will delegates learn?

- Understanding why and how objectives engage employees
- How to raise employees' enthusiasm for setting their objectives
- How to make objectives truly SMART

## This course is ideal for

Any people manager with responsibility for setting goals or objectives for employees.

Leaders

Managers



Employees

Engaging one to ones

Half Day

## Course Overview

One of the vital skills necessary for a people manager is to have confidence in conducting one to one discussions. One to one's are critical in helping to ensure employees are engaged and getting what they need from their role and the business, as well as giving what is needed - but so often the opportunity is missed. This is a practical, hands on session to make one to ones with colleagues more engaging, productive, motivating and effective. The course will give managers some new ideas, tools, techniques and tips to "freshen up" one to ones with colleagues and take away some techniques for increasing engagement, through motivating agendas and engaging conversations.

## What will delegates learn?

- Identifying why some people are engaged and some are not as engaged as you'd like them to be
- How to make one to ones motivating
- Ideas to understand how your people are experiencing one to ones at the moment and get their input to making them more effective
- Active listening and effective questioning
- What are the standards and what's expected in terms of preparation, participation and engagement in one to ones
- Engaging agendas
- Action planning, transferring ideas into results and further development

## This course is ideal for

Any people manager or supervisor responsible for planning and discussing the development of team members.

Leaders

Managers



Employees

## Course Overview

Have you ever sat in a meeting wondering “why am I here?” Sometimes it feels like meetings are held for the sake of having a meeting or that many people come together to meet, but without clear purpose and direction, without which it is difficult to ensure that time is spent effectively and productively.

On this Effective Meeting Management workshop, delegates will learn how to ensure that the meetings they organise will have clear focus, the right attendees and an effective structure in order to ensure that the key aims of the meeting are met. We will also investigate how to keep focus, how to manage participation and how to gain commitment and buy in for follow-up actions.

## What will delegates learn?

- Setting out a clear purpose
- Inviting the right people and assigning roles
- Creating an effective agenda
- Preparing your attendees
- Communicating clearly and generating discussion
- Decision making and gaining commitment
- Setting expectations and following up

## This course is ideal for

Anyone with responsibility for planning, organising or chairing workplace meetings.

Leaders

Managers



Employees



## Myers Briggs Type Instrument for effective teams

Half day/one day

### Course Overview

MBTI is a method of psychological profiling which seeks to explore the differences between personality types. These differences can often lead to misunderstanding and frustration, especially when working within a team. We will introduce you to MBTI and its' key concepts, alongside helping you to understand what the different personality types bring to your team and your business as a whole. We will also look at strengths and potential developmental areas for each type, so that individual delegates build self-awareness, as well as building their understanding of their colleagues. We have found MBTI to be a very effective tool in building teams, helping people to work together more effectively and developing team effectiveness.

### What does this workshop cover?

- An overview of the 4 elements of MBTI and self-assessing delegates own type
- Understanding the strengths indicated by their type and also the areas for potential development
- Understanding how best to work with others of the same or opposite type to maximise understanding and engender a collaborative working environment

### This course is ideal for

Teams, both established and new, who wish to explore ways of understanding different types more effectively and who wish to find more effective ways of working together.

Leaders



Managers



Employees



The **Half day MBTI workshop** focuses on MBTI profiling and individual reports, giving delegates a clear understanding of the different types of people.

The strengths and challenges of each type will be explored through a number of exercises, helping attendees to develop strategies for working effectively with all types of people.

The **Full Day MBTI workshop** covers all of the above and then moves into an afternoon of team building activities. The activities are designed to draw out the

different types and help delegates to see their strengths and the strengths of others in their team.

Effective Communication

One Day

## Course overview

We are in a constant state of communication with those around us, whether it be via our voice, our body language or our written communication. In today's fast paced world there are increasing amounts of communication that take place across a PC, rather than face to face. With all of this practice, how is it that communication so often goes wrong?

On this course, delegates will examine their own communication style, how other people's styles differ and so why communication is sometimes misunderstood. Delegates will examine how to really listen to another person, and how to show that they are listening and attentive, learning how to encourage others to communicate with them.

This course will equip delegates with the necessary skills to avoid common pitfalls and bring clarity to their communication, both spoken and written.

## What will delegates learn?

- Understand the pitfalls of communication – why and how do things go wrong
- Understanding your own & other preferred communication styles
- Maximising the power of your message
- Communicating with the whole person – building awareness of body language and using it to create rapport
- Listen like you mean it – how to listen to the whole message and show that you're doing it
- Communication via email – how to make yourself heard

## This course is ideal for

Anyone who wishes to hone their communication skills, make themselves heard and get their message across to others effectively.

Leaders



Managers



Employees



Presenting with Impact

One Day

## Course Overview

It's not just about what you say, but how you say it. If 55% of the message that we send is sent via our body language and another 38% via our voice tone, it's essential that we're getting it right.

On this course, delegates will learn how to create a compelling message using a simple but effective structure and tailor their message to their audience. They will also learn about body language, vocal techniques and creating personal presence, ensuring important messages are delivered with impact, whether communicating through formal presentations or meetings.

## What will delegates learn?

- Understand how to use a simple structure to ensure key messages are delivered with impact in both formal presentations and meetings
- Use your presentation structure to capture your audience from the outset
- How to use non-verbal communication to add impact and credibility to your message
- Understand and use vocal techniques to add impact to the key messages and maintain audience interest
- Consolidate skills by putting everything into practice on the course, and creating an action plan for further success

## This course is ideal for

Anyone who needs to be able to deliver impactful presentations, but who is either fearful or inexperienced in doing so. Those who wish to improve their skills at putting together and delivering effective presentations.

Leaders



Managers



Employees



## Course Overview

Key to minimising wasted effort and maximising a team's effectiveness is really being able to see the customer's experience in the service that you deliver. We will use a model that will encourage delegates to look at each of their processes with a critical eye and to focus on customer-centred improvements.

We will then introduce a simple process that will encourage delegates to really explore the customer experience and to examine the efficiency of your processes: what works and what doesn't, what's necessary and what isn't?

Whilst it would be impossible to cover every process during the training course, the aim of the session will be to instil the methodology and the thinking that will help delegates to work smarter, more effectively and in a more customer focused way.

## What will delegates learn?

- How to examine each stage of a process to identify areas that are not working efficiently
- Pinpointing parts of the customer experience that need improvement
- Simple ways to manage process improvements
- Seeing things from the customer point of view
- Maximising efficiency and minimising wasted effort

## This course is ideal for

This course is most effective when run with teams of people who work together, either in structured teams, or through sharing parts of a process.

**Leaders****Managers****Employees**

Personalised one to one coaching

As agreed

We also provide individual coaching sessions covering both personal and executive/manager coaching.

### **Executive Coaching**

Are you a business leader or senior manager? This can be a lonely place sometimes. You have some great ideas but also face challenges. You might need someone who is independent and honest and can help you form personal plans. Peopletopia can then help work with you and give you practical guidance to help put those plans into action.

**Executive/manager coaching** is about individual planning, goal setting and achievement. It's about personal discovery and realising one's full potential which in turn improves performance and benefits the organisation.

Executive/manager coaching is about tangible business results. It can;

- Increase engagement
- Reduce turnover
- Increase job satisfaction
- Reduce job related stress
- Help turn managers into leaders

### **Personal Coaching**

Employees or managers – there could be much more you could achieve in your life with a personal coach, such as improving your motivation and self confidence or achieving your own personal goals. Personal coaching is extremely effective as it pinpoints the exact need and solution. Here at Peopletopia we use highly skilled, approachable and qualified individuals with a track record in coaching.

**Personal coaching** – would you like to enhance your work performance and career direction or simply achieve more in life? Are you unsure how to develop and utilise your skills, resolve a problematic work relationship, or achieve better work/life balance? If the answer to any of these questions is yes, you are probably one of the many people who need some help in maximising their potential and would benefit from coaching.

Sessions are tailored to the individual needs and requirements of the delegate and usually last for 2 hours. After the initial consultation a coaching contract is agreed to meet individual needs and the number and frequency of sessions is agreed.

If managers are one of the single biggest drivers of engagement, they are also one of the single biggest drivers of disengagement. It's critical that the managers in any organisation are skilled and adept at dealing with their employees, giving them the direction, support, coaching and feedback they need to be the best they can be in any role. You can be doing everything else right in terms of engagement, but if your managers aren't behaving in a way they should, you're scuppered. Good managers are critical in your journey to an engaged workforce, but managers often lack the basic skills they need.

We offer a range of modules that you can pick and choose from to develop your own management development programme, ensuring it's tailored exactly to suit the needs of your organisation. This can include training for those new to management or those with more experience who need a refresher. The modules can include:

- **Introduction to Management** - will identify key leadership skills and characteristics which will help managers to create their own image of a successful manager. They will then learn a simple managerial theory to help demystify the role of managing others, which they will have the opportunity to put into practice during role-play activities.
- **Employee Engagement: A manager's role** - Designed to build their awareness of the impact that managers have on engagement, an understanding of the importance of engagement at an organisational level and to equip them with some practical skills to build an engaged team.
- **Effective Coaching Conversations** – Designed to improve the effectiveness of their team through the quality of the conversations they have.
- **The Art of delegation** - will equip delegates with the skills and understanding to select the right tasks to delegate, identify the right team members to delegate to and the right information to ensure that a job is well done.
- **Leading People through Change** - aimed at Managers and Team Leaders whose team or organisation is going through a period of change and so who need to know how to support their people through the transition.
- **Setting Objectives and Engaging One to Ones** - One of the vital skills necessary for a people manager is the ability to set SMART, motivating objectives and conduct great one to ones.
- **Understanding and Managing Stress within the Workplace** - Stress affects one in five of the working population from the newest recruit in the post room to the board of directors and is now the single biggest cause of sickness in the UK. The role of a manager is critical in reducing or alleviating stress in the workplace, and this course gives practical strategies of how to do this.
- **Having Difficult Conversations** - This practical session will equip you with a range of strategies and tools to deal with difficult and challenging situations – ensuring your confidence and the best outcomes wherever possible.

# Employee Engagement Audit

We understand that it's sometimes hard to know where to start with your engagement strategy. You might have too much information on what drives your employees or not enough, but either way we can help you by conducting a mini-engagement audit in your organisation and establishing the current situation and identifying areas for action.

At Peopletopia we have lots of experience in doing this and offer a 3 day audit package to conduct an engagement audit in your organisation. Don't forget we can also help you with the implementation of your action plan.

The audit consists of:

## **Day 1: Leader and HR interviews**

- What perception do your leadership team have of engagement levels in your business?
- What are the key issues that you want engagement to address?
- What are you doing already around engagement?
- How effectively are your managers managing in your organisation?

## **Day 2: Establishing current engagement levels**

- Focus groups to establish current engagement levels in your organisation
- Across all levels of the organisation
- What are you doing well and what needs to be improved?
- What are the key drivers of employee engagement in your company?

## **Day 3: Analysis and recommendations**

- Analysis of leader and HR interviews
- Analysis of employee focus groups
- Production of a report including all findings
- Recommendations for action

## Our delivery style

We aim to make our training courses as interactive as possible, as our experience tells us that people learn more by being involved, discussing and doing than they do by listening and reading. Delegates should expect to involve themselves and to join in with discussions and activities, and we aim to create an environment that encourages this. We believe that people learn a lot more if they enjoy what we're doing and have fun.

## Why choose us?

We are employee engagement and health and wellbeing experts who are passionate about providing the right learning and development solutions that will have a long lasting impact on your business. We can work with you on an ad-hoc, consultancy basis as and when required, or on a longer-term contract. Either way, we will get to know your business; understand what makes you tick and work with you as your business partners to drive results and improvements.

- Our experience enables quick and cost efficient implementation, saving you time and effort – we are experts at what we do
- We are small enough to adapt ourselves to your requirements, whilst having experience of large corporate organisations, giving you adaptability alongside an understanding of your business environment
- We specialise in employee engagement, health and wellbeing, consultancy and learning and development, meaning you spend less time dealing with lots of suppliers and just deal with one, who can get to know and feel as passionate about your business as you do
- We are a small, personal company who pride ourselves on having low overheads. We don't have a massive marketing budget either, as most of our work comes from word of mouth and people who've worked with us previously

## Finding out more and getting in touch

If you would like to discuss our courses in more detail, or are looking for some training not included in this prospectus, please contact us:

Peopletopia: [contactus@peopletopia.co.uk](mailto:contactus@peopletopia.co.uk)

0845 415 4106/0845 4154107

Website [www.peopletopia.co.uk](http://www.peopletopia.co.uk)