

Cappuccino Sessions



Cappuccino Sessions are short, sharp, essential skills building sessions delivered at your premises. They are 3 hour, bite-size sessions, designed to fit around your hectic schedule, with no travel time or cost. Each session is highly interactive and stimulating. You will come away armed with new knowledge and techniques to start using straight away in the workplace.

Coaching

Dealing with Conflict

Having a Tough Conversation

Agreeing Challenging Objectives

Developing the Team

Managing Priorities

Action Orientated Meetings

Coaching

Objective: To enable you to apply a simple coaching model in the workplace.

Coaching is one of the most effective ways in which you can develop people. Everyone talks about it but not everyone can do so successfully. We will show you how to use a simple 4 step process called GROW. You will leave this session armed with the essential skills and confidence to start coaching immediately.

Dealing with Conflict

Objective: To enable you to recognise and assertively defuse negative conflict in the workplace.

How often have you been faced with a difficult situation at work and came away thinking you did not handle it at all well? Or, do you ignore things and hope they will go away of their own accord? If you answered 'yes' to either of these questions then this session is definitely for you. We will enable you to recognise the signs straight away and take proactive steps to diffuse the situation at the earliest point. So, the next time you find yourself faced with a difficult person and/or situation, you will know exactly what to do!

Having a Tough Conversation

Objective: To enable you to confidently tackle performance issues and achieve results.

We all find ourselves at some point in a position where we have to confront someone, a colleague/supplier/team member, because their behaviour or performance is causing us a problem. Where do we start? How do we say what needs to be said without making the situation worse? This session focuses on two key skills - firstly, a technique to help find out why this problem is occurring and secondly, a structured approach to conducting this tough conversation so that it results in a positive outcome for everyone.

Agreeing Challenging Objectives

Objective: To enable you to agree objectives with your team, which will enable you to make well rounded judgements of performance and not be influenced by isolated events.

Robust objectives are the foundation on which we make a fair, objective, holistic assessment of someone's performance. During this session we will look at the difference between targets and objectives as well as how to structure them for effect and results.

Developing the Team

Objective: To enable you to identify and meet the development needs of your team.

As a leader of a team you are no longer judged on your results alone, but rather the results you can achieve through people. We will explore how you can raise performance at both a team and an individual level. The techniques we cover will enable you to set the standards, identify and meet the development needs in the most appropriate way.

Managing Priorities

Objective: To help you to prioritise your workload to achieve results.

Too much to do and too little time to do it? Time management is less about techniques and more about attitude. We will show you how to be ruthless with your time management so that you can maximise your outputs and still go home on time!

Action Orientated Meetings

Objective: To give you the skills to manage an effective meeting.

Are you guilty of wasting people's time and company money on ill structured, time consuming meetings that generate little? If so, you will benefit from this session, which focuses on how to structure and manage a meeting that is action orientated and actually achieves something.