



Learning directory

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“At MPW Learning we consider it essential to discuss our customer’s requirements prior to delivery so we can make the necessary changes to the programme to suit your specific need.”

Martin Walton

Learning and Development Director



Welcome to the latest edition of **MPW Learning Directory**

Welcome to the latest edition of the MPW Learning Directory. The descriptions in this learning directory are a generic outline of the standard courses that we currently deliver. To ensure we keep our suite of courses up to date, new courses have been added and some existing courses have been modified. This will make sure that we continue to provide programmes that include the latest developments in any particular subject.

The programmes contained within this directory can be modified or new programmes can be developed in order to meet your specific requirements. At MPW Learning we consider it essential to discuss our customer's requirements prior to delivery so we can make the necessary changes to the programme to suit your specific need. Our courses are designed to include the following.

- Cater for different learning styles
- Real life examples
- Practical group exercises
- Reflective exercises
- Facilitated discussions
- Relevant questionnaires
- Conducive learning environment
- Fun

Why not contact us to discuss your learning requirements. You will find us flexible and easy to do business with. Our goal is to meet your learning needs consistently and completely. We look forward to welcoming you to our growing list of satisfied clients.

Regards



Martin Walton

Learning and Development Director

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Appraisal Interviewing

Being able to run an effective appraisal is a critical skill for any manager. Unfortunately some managers see appraisals as a waste of time and conduct them as a tick in the box exercise. This can have a dramatic negative impact on individual and team performance. This programme provides anyone who has to conduct appraisals with the skills to effectively prepare for appraisals and motivate individuals so that they strive to exceed performance levels.

Who is it for?

For any manager who is required to achieve a positive outcome from their appraisal process.

Length of course:

1 day

Course content:

- Why are appraisals important?
- Performance management cycle
- Assessing performance
- Appraisal structure
- Setting clear objectives
- Preparing for an appraisal
- Questioning techniques
- How to motivate an individual
- How to give developmental feedback
- Appraisal practice

Coaching Skills for Managers

Length of course:

2 days

Course content:

- What is coaching and when should we coach?
- The difference between coaching and mentoring
- Identifying good coaching practices
- The 4 phases of coaching
- Setting up an effective coaching meeting
- Action planning
- Coaching for a skill
- Effective questioning techniques
- Coaching for behaviour
- Dealing with limiting beliefs
- Coaching practice

With the need for managers and supervisors to become more responsible for staff development, more emphasis has been put on coaching employees. This programme explores the principles and techniques not only to effectively transfer skills but also to deal with issues such as motivation and attitude in the most effective way. The course allows the delegate to practice techniques in a safe environment and to receive feedback on their strengths and development areas.

Who is it for?

For any manager who wants to learn a range of coaching techniques to develop their people and deal with a wide range of development issues.





Competency Based Interviewing

This one day practical course will enhance an individual's skill, knowledge and confidence in recruiting and selecting the right team member for the job using the competency based interviewing technique. Having a competency based interview process will make your interviews more effective and create a consistent approach to selecting the right person for your organisation.

Who is it for?

For anyone who is responsible for recruiting and selecting individuals and require the skills required to make their interviews more effective.

Length of course:

1 day

Course content:

- Interview structure
- Developing a person specification
- Selection methods
- Planning prior to the interview
- Implications of the Equality Act
- Body language
- Questioning techniques
- Competency questions
- STAR questions
- Giving feedback



Delegation Skills

Length of course:

2 days

Course content:

- How effective are my delegation skills?
- What stops you delegating?
- Identify good and poor delegating practices
- Construct a delegation brief to define a task using SMART objective setting
- Explore the use of the skill/will matrix to change your style
- Use a coaching style and structure to delegate tasks to others
- Identify the steps to successful delegation
- Create a document to use as a checklist when delegating tasks
- Delegation skills practice

One of the biggest challenges for any manager is to delegate tasks effectively. It is an essential skill to manage your own time and more importantly to develop others. During this programme, attendees will create a document that contains the critical elements for successful delegation in the form of a checklist to use back in the workplace. They also explore through practical exercises the impact of being flexible with their management style throughout the delegation process and what can be done to overcome any resistance to delegation.

Who is it for?

For any manager who needs to develop their people using the skills of effective delegation.

Effective Leadership

As a people manager in any organisation you must be able to understand the basic principles of leadership. However the most necessary skill for any leader is a self-awareness of their leadership style and where they need to develop to create an environment where they inspire and encourage people to perform.

During this course participants will learn the difference between managing and leading and how they can use a variety of methods and techniques to become an effective leader. Participants will find that by being flexible with their leadership style, individuals are far more responsive, motivated and able to carry out a wide variety of tasks without the need for continual supervision.

Who is it for?

For any manager who wants to develop their skills and adapt their style to become more of a leader within their role.

Length of course:

2 days

Course content:

- 12 Leadership characteristics
- Leadership versus management
- Leadership styles
- Appropriate use of styles
- Transformational leadership
- Empowerment through coaching
- Development through delegation
- Create an environment for team performance
- Influential questioning & listening
- Action planning for self-development





Introduction to Management

Length of course:

2 days

(5 day version available)

Course content:

- The role of the manager
- Management styles
- Communicating effectively
- Performance management
- Coaching
- Rapport building
- Time management
- Delegation
- Assertiveness
- Giving effective feedback
- Running an effective meeting
- Getting the most from your team

This programme is essential for newly appointed or existing managers/ team leaders/supervisors and covers a wide variety of subjects required for managing people and achieving results through others.

Delegates will learn how the role of today's people manager is not that of an autocratic figure but more of a respected and influential team member. This programme will help individuals to understand what is required of them as a manager/team leader and how to achieve results by managing people effectively.

Who is it for?

For anyone who is relatively new to managing people and require an understanding of the core management skills.

Mediation for Managers

Changes to legislation mean that many managers will now be expected to act as informal mediators. This can be a daunting prospect due to the uncertainty of how to deal with such a situation. This course aims to give managers the skills and tools to effectively mediate and resolve grievances in the workplace before they escalate, saving time and money to ensure their team remains as productive as possible.

Who is it for?

For any manager who need to mediate and resolve disputes between their staff.

Length of course:

2 days

Course content:

- The need for mediation in the workplace
- The definition of workplace mediation
- When to use mediation and when to proceed to the formal grievance procedure
- The benefits of using mediation as a tool to resolve disputes
- The skills required to mediate
- The principles of the mediation process
- The mediation model
- Active listening
- Questioning skills
- Remaining neutral and impartial
- Mediation practice



Length of course:

2 days

Course content:

- Setting of ground rules
- Team analysis to understand where to focus effort to move the team forward
- Team mission statement to create a team identity
- Team roles to understand what part each member plays in the team
- How to work together in conflict situations and how conflict may arise in the team due to lack of understanding
- Team exchange process
- Action plan to identify new working practices and processes
- Team Activity day (brochure available on request)

Team Health Check

Due to busy work schedules, teams very rarely get the chance to look at how they are performing. They continue to manage day to day and do not consider how they could improve their way of working and become more productive. This programme allows teams an opportunity to discuss issues they are facing in a safe environment and create an action plan to improve their productivity. This can be followed up by a Team Activity day to allow the team to work together in a fun environment.

Who is it for?

For teams who want to evaluate their working practices and investigate how to become a more cohesive and productive team.



Team Management

To enable businesses to operate more effectively, it is essential that teams work towards business goals as a cohesive unit. This programme is designed to maximise the performance of any team to deliver long-term business focused results. First, the environment is established to allow team relationships to flourish by identifying the barriers that inhibit team performance and then the team set objectives and plan using a defined structure. Finally the team look to the future and create a culture of continuous improvement.

Who is it for?

For any manager who has the responsibility of managing a team and want to develop them into a high performing team.

Length of course:

2 days

Course content:

- The role and responsibilities of a team manager
- Varying your management style
- Team roles and team evolution
- Motivating the team to improve performance
- Creating team identity
- Delegating tasks effectively
- Giving structured feedback
- Dealing with difficult situations

Length of course:
2 days

Course content:

- What is assertiveness?
- Assertiveness versus aggressive and passive behaviour
- How to influence effectively
- What are my rights?
- How to say no
- Types of assertiveness
- Giving effective feedback
- Conflict model
- Typical conflict behaviours

Assertiveness at Work

To be able to operate in any business environment, people must be able to deal with relationships effectively. By using the most appropriate skills, it is possible to turn even the most explosive situation into an outcome where both parties reach an agreeable solution.

During the programme, delegates will have the opportunity to practice the tools and techniques of assertiveness and conflict handling through a variety of exercises so that they are able to achieve optimum results in every interpersonal transaction.

Who is it for?

For anyone who needs to deal with situations in a more assertive way and achieve a positive outcome.

Communication Skills

Having highly effective communication skills to manage, influence and lead others is probably the most important asset in today's business world. In order to adopt these skills, we need to learn how people relate to each other and how to deal with the emotions arising in difficult situations. As well as covering verbal communication in depth, this programme can also incorporate the use of written communication in business letters and emails.

Who is it for?

For people who require a more effective approach when interacting with individuals and groups.

Length of course:

2 days

Course content:

- Attributes of an effective communicator
- Barriers to effective communication
- Verbal/non-verbal communication techniques
- Communicating styles
- How best to communicate with the people you interact with
- Interactive behaviours
- Effective listening skills
- Assertiveness techniques
- Handling difficult situations effectively



Length of course:

2 days

Course content:

- Why bother with customer service?
- Why organisations lose customers
- How much is a customer worth?
- Creating excellent customer service
- Red flag statements
- What customers want
- Creating and building rapport with your customers
- Handling complaints and solving customer problems
- Using an effective influencing style when dealing with customers
- Dealing with difficult customers

Customer Care

This programme enables every person who has direct contact with either internal or external customers to develop the necessary skills to handle a wide range of customer care situations. It uses several tools and techniques in order to understand how people relate to each other and how to deal with the emotions that occur in difficult situations. Attendees will learn how to maintain a positive and professional relationship with the customer in all circumstances.

Who is it for?

For anyone who regularly deals with customers, either face to face or over the phone and wants to develop a more professional approach.





Dealing with Difficult Behaviour

Today's managers regularly have to deal with performance issues. It could be a motivational or attitude problems but it will always affect the person's ability to perform their job. This programme explores the principles and techniques to recognise and deal with difficult behaviour and offer support through to a solution.

Who is it for?

For people who may be experiencing challenges from an individual and wish to deal with the situation in a more effective way.

Length of course:
2 days

Course content:

- When is it appropriate?
- Helping style matrix
- Performance model
- Effective listening skills
- Questioning techniques
- What would you do if...
- Transactional analysis
- Life positions
- Interventions and structure
- Action planning

Length of course:

2 days

Course content:

- Recognising emotional intelligence
- Emotional intelligence quiz
- Self awareness
- Goal setting
- Personality styles
- Self regulation
- Assertiveness techniques
- Conflict handling
- Motivation
- Developing effective social skills

Emotional Intelligence

Emotional Intelligence is the ability to build relationships, influence others and harness and manage emotions. Learning how to motivate yourself, manage stress and inspire those around you is crucial to personal effectiveness. This programme looks at a range of theories and techniques that will enable you to understand and utilise emotional intelligence to your advantage, identifying what emotional intelligence is and how to apply it to improve your personal effectiveness.

Who is it for?

For anyone wanting to understand themselves better, manage their emotions and reactions, and gain the ability to change their emotional responses to any situation that arises.

Facilitation/Meeting Skills

Meeting facilitation is critical in today's collaborative business environment to improve efficiency and productivity. This programme is designed for anyone who is required to facilitate meetings on a regular basis. During the course the delegates are exposed to a wide variety of group-based exercises and cover how to plan, organise and deliver effective meetings in a continuously improving environment.

Who is it for?

For anyone who manages meetings and require a more structured approach to achieve successful meeting outcomes.

Length of course:

2 days

Course content:

- Group dynamics
- Introduction to facilitation
- Management versus facilitation
- Planning for meeting success
- Meeting skills
- Interactive Skills
- Facilitator as an influencer
- Pushing and pulling
- Listening under pressure
- Dealing with dysfunctional behaviour
- Action planning



Influence and Persuasion

Length of course:

2 days

Course content:

- Differences between influencing and persuading
- When to influence and when to persuade
- The spectrum of influence
- Confident communication
- Recognising communication
- Persuasive styles
- Delivering a persuasive case
- Relationship building
- Using your power
- Questioning skills
- Assertiveness

Research shows that even with the best products and business practices, effective relationships are required for any business to succeed in the marketplace. It is therefore essential that we are aware how to influence and persuade effectively in a wide range of different situations. Frequently this means influencing a wide variety of people without necessarily having status or authority. This programme enables participants to fully understand how to approach situations more effectively and achieve their desired outcomes whilst maintaining relationships.

Who is it for?

For anyone who requires the skills and techniques to achieve results through influencing and persuading.

Perfect Presentations

This programme is designed for people who have a need to make confident and stimulating business presentations at meetings, conferences or to customers. The course covers all the skills involved from preparation and planning through to delivery and dealing with audience questions. In addition to proven presentation theory, delegates will receive a recording of both their presentations providing valuable reference material to encourage future development.

Who is it for?

For anyone who wants to gain confidence in delivering business presentations by presenting in a more confident and persuasive way.

Length of course:

2 days

Course content:

- First presentation delivery with feedback
- What your audience wants
- What makes a good presentation
- Presentation structure
- Beginnings, middles and endings
- Using Mind maps
- Choosing effective words
- Using visual aids effectively
- 10 steps of a persuasive presentation
- Managing questions and answers
- Second presentation delivery with feedback
- Action planning





Personal Development Toolkit

Length of course:

2 days

Course content:

- Awareness of self
- The impact of values and beliefs
- Setting goals and objectives
- Analysis of desired state
- Prioritising workload
- Handling time bandits
- Communication styles
- Assertiveness
- Developing effective business relationships

The Personal Development Toolkit programme is designed for anyone wishing to increase their effectiveness in the workplace by understanding how to plan outcomes, attain goals and develop their interpersonal skills. To be effective in the workplace there is a need to focus on where you are, where you want to be and have an understanding of your individual interpersonal expertise. Through learning about yourself and how you adapt to your environment you can transform your performance and achieve your aspirations.

Who is it for?

For people who wants to focus on their own development to achieve desired goals and develop their interpersonal skills.

Speed Reading

This programme is an introduction to the skill of speed-reading. The aim of the course is to double normal reading speed whilst retaining comprehension at your current level although in many cases this also increases. During the programme you will carry out several exercises that will identify your reading speed and comprehension. This will be tracked during the day to enable you to witness the improvements and identify the most effective technique. You will leave the course with several practical methods to enable you to immediately transfer this skill to your busy work environment.

Who is it for?

For anyone who has to deal with a large amount of reading material and wish to improve their reading effectiveness and productivity.

Length of course:

1 day

Course content:

- Identify normal reading speed and comprehension.
- Eye scanning exercises.
- Introduction of techniques.
- Use high speed scanning techniques to extract key information.
- Identify grammatical and spelling errors more effectively.
- Use of mind maps to retain information.
- Apply techniques to improve reading effectiveness.



Length of course:

2 days

Course content:

- Skills of an Effective Negotiator
- Planning to Negotiate
- Negotiation Exercise
- Adversarial versus Co-operative Bargaining
- Identification of Negotiation Style
- Negotiation Matrix
- Stages of Negotiation
- Building a Strategy
- Relationship Building
- Questioning & Listening Skills
- Proposing & Bargaining
- Common Negotiation Mistakes
- Negotiating with Different Personalities
- Putting it all Together

Successful Negotiation

This programme is designed for people who negotiate with others at a high level, either within their own organisation or externally. Although we deal with the process of negotiation, the emphasis during the programme will be on understanding behaviours. Delegates will learn to understand their own behaviour and style and how it can impact on other people. They will have several opportunities to practice to develop their skills and give them the confidence to tackle a range of difficult negotiating situations.

Who is it for?

For people who need to understand the fundamentals of negotiation and require tools and techniques to negotiate successfully.





Time Management

Due to today's business pressures, managing time effectively is becoming more and more important. This programme highlights key ways to manage busy work schedules to facilitate above and beyond the traditional methods of self-management techniques. It introduces practical methods of organising and prioritising work to gain precious time during the day.

Who is it for?

For anyone who needs to improve their prioritisation skills and work in a more structured and organised way.

Length of course:

1 day

Course content:

- Creating effective personal and work related objectives
- Prioritise your workload
- Making a to-do list work for you
- Identify your personal time bandits
- Documenting project progress
- Organising yourself and your workspace
- Say 'no' and negotiate a desired outcome without causing conflict
- How to structure an effective meeting

Length of course:

2 days

Course content:

- Roles & professional characteristics of a trainer
- The difference between training and presenting
- Communication & rapport building
- Learning styles
- Setting behavioural objectives
- Training structure & style
- Using visual aids effectively
- Questioning types and techniques
- Developing session plans
- Setting the environment
- Handling difficult groups
- Training sessions delivery with feedback

Train the Trainer

This programme is designed to provide the essential skills required for people to enter the professional training environment whether they are a full time or part time trainer. In addition to effective delivery methods, the programme also covers the skills necessary for the appropriate design of in-house training events. There is an opportunity to deliver a number of fully assessed training sessions, which together with documented follow-up plans will provide the participant with the confidence that they will be able to deliver participative and effective training sessions.

Who is it for?

For anyone who is required to develop and deliver training within their role and want to make their courses more structured, interactive and motivational.





Train the Trainer (Advanced)

The role of a trainer has become far more than just delivering training courses. An understanding of all the elements in the training cycle from analysis to evaluation, as well as an awareness of learning psychology is required to be a competent training professional. This course builds on the fundamental skills developed in the Train the Trainer programme and explores advanced training interventions and methods. It covers the techniques of accelerated learning and neuro-linguistic programming (NLP) enabling trainers to design and facilitate training events that provide stimulating, enjoyable, and innovative learning experiences.

Who is it for?

For existing trainers who want to take their training to the next level and explore the psychology of learning.

Length of course:

2 days

Course content:

- The training cycle
- Designing and evaluating learning
- How people learn
- Facilitating groups
- Managing difficult groups
- Transactional analysis
- Using NLP in training
- Accelerated learning techniques
- Use of games, case studies and role plays
- Training session delivery with feedback

Length of course:
2 days

Course content:

- The design process
- Training needs assessment
- Identifying training needs
- Data collection techniques
- TNA template design
- How people learn
- Memory techniques
- Learning objectives
- Documenting learning programmes
- Creating participant guides
- Creating visual aids

Designing Learning

This programme is designed to provide the essential skills required for people who need to develop learning programmes and are responsible for learning from analysing the training need through to evaluation.

This hands-on workshop covers all aspects of how to design engaging learning and examines analysis, design and development processes in detail. There is an opportunity during the programme to apply the learning to your own project and gain feedback.

Who is it for?

For trainers, learning and development consultants, learning designers and anyone involved in design, development and delivery of learning interventions.

Bite Sized Learning Sessions

MPW Learning can provide a series of bite sized learning sessions on various topics that can be adapted for groups of any size. These sessions are a bite sized version of any of our courses and can be conducted at a time to suit your needs, usually a lunch hour. The sessions are short, punchy and highly interactive and are ideal as a taster of a particular topic or an addition to a meeting or seminar.

Although any of our courses can be adapted to be delivered as a bite sized learning session our personal development series is very popular and includes a one-hour session on each of the topics shown, delivered over several weeks.

Who is it for?

For anyone who wishes to experience a bite sized version of any of our courses or has a need for a short, punchy but highly interactive learning event.

Session duration:

1 hour

Personal development series:

- Power of beliefs
- Building self confidence
- Building rapport
- Goal mapping
- Handling conflict
- Memory techniques
- Communication skills



Customer feedback

"I found from working with Martin at MPW Learning in a one to one session that I could tailor the training to my exact requirements. This has allowed me to put together a detailed course plan with supporting materials. If I had attended a more generic Train the Trainer course, I would have found it a lot more difficult to construct the Lean Six Sigma programme I was tasked to produce. It was very enjoyable working with you. You are very knowledgeable and you pitched the course just at the right level for me."

Suzy Jearum
ING Direct

"After attending this course, I took a step in the right direction, and know that if I apply the skills I gained from the course, not only would I benefit from knowing that I presented that course well but also attendees that I am training will have benefited from the entire structure of the course. I would highly recommend this course to anyone delivering any sort of training. This course for me has been invaluable."

Balhar Singh
Siemens

"I attended your Assertiveness at Work course and I wanted to say thank you very much. Since attending the course I feel so much more confident and am now much more assertive towards my clients and also personal situations in general. I feel I am improving all the time and am even getting thank you letters from clients. My boss thinks I have had a personality transplant!"

Chris Langrish
Kings Court Trust Corporation



MPW Learning is a training organisation that designs and delivers **high impact learning events that motivate, stimulate and challenge people** to make positive changes to their personal effectiveness. We believe **learning should be fun** and therefore our courses are **highly interactive** and include activities and exercises to ensure the transfer of learning takes place and more importantly that the **learning is practical** and will be used in the workplace.

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