



Bite-Sized Learning Sessions



**90 minute
workshops from
Illumine Training**

Introduction and Overview

Illumine has been running short workshops alongside its comprehensive programme of one and two day courses, for many years. Many of the workshops have been developed in response to requests from clients – so if you have a topic that you would like to see added to our range – please let us know!

Although we refer to these as 90 minute sessions, we are always happy to tailor the content or the length of the workshops to fit in with your specific requirements.

We hope that this handy e-booklet will give you a chance to browse through the current range – which is continually being added to – quickly and easily. And of course, if you have any questions or would like to arrange to run one or more of these sessions, our friendly and professional team are here to help. Simply contact us in whichever way you prefer:

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Personal Effectiveness Workshops

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ENQUIRE

Speed Reading Essentials™



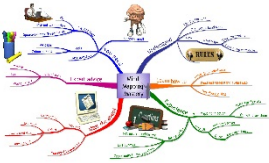
We are all bombarded with too much to read — emails, reports, briefings, journals, legislation, books — and have too little time to read them.

Speed Reading is an essential skill in today's information rich world. In this session you will learn how to extract information from written material easily, read faster, understand more AND you will learn how to continue building your reading speed after the course.

Content:

- An approach to reading that enables you to assess, prioritise and extract information effectively and efficiently
- How we read – how our eyes work and how to use that knowledge to our advantage
- The real relationship between speed and comprehension
- Common reading problems and how to deal with them
- Experience reading faster and learn how to continue developing your reading speed and comprehension

Mind Mapping Masterclass



Mind Mapping is the uniquely effective tool for thinking, planning, organising and remembering.

You will learn how to harness the power of this technique and apply it to help you in many aspects of your work. Mind Mapping is sometimes described as the ‘Swiss army knife for the brain’ and you will quickly discover why!

Content:

- What it is
- How and why it works
- How to construct Mind Maps® well every time
- How to use them to make better notes, plan and think more effectively about anything

Names & Faces... and other stuff!™



Do you often forget names, faces, appointments and other stuff that you really should remember? If so, you will love this session!

Learn how to remember names and faces so well that you will never have to say 'you know... whassisname' ever again - because YOU will know the name. You will also learn systems for remembering lists and appointments - and anything else that you need to remember. Everyone can remember more – much more - and this session shows you how.

Content:

- The principles of a powerful memory
- Proven techniques for remembering names and faces
- Peg and journey systems for remembering lists and to-do's – everything you need to remember
- How to carry on developing your memory

Managing & Mastering Time™



Are you often running behind, feeling overwhelmed and worrying that you do not have enough hours in the day?

This session provides practical strategies to cope with daily challenges. You will learn how to regain control, increase your efficiency throughout the day and manage your time at work and at home.

Content:

- Coping with daily challenges which eat away at our time
- Understanding how we react to time
- The importance of prioritising and planning
- How time planning is affected by your energy and the environment around you
- Strategies to take control

Stress Management™



Gain an understanding of the power of managing stress in yourself and the people around you and the impact this has on people and performance.

Get to grips with the causes of stress in the workplace and learn strategies such as mindfulness for handling stress.

Content:

- Define what stress is and the affects it can have
- Recognise the signs
- Limiting and Positive beliefs
- Understand some of the strategies for managing stress more effectively
- Share ideas on developing your personal vision and goals to achieve a balanced life

Peak Performance Strategies™



Understanding how to maintain peak performance is vitally important to manage the increasing demands within the business world.

This session provides practical solutions to enhance health and perform at the highest level, to increase personal effectiveness and business efficiency. You will learn how to stimulate your brain and how to maintain your energy throughout the day.

Content:

- Daily energy level fluctuations and differences
- Your brain and brain food
- Breaks and stimulation
- Relaxation and sleep
- Your working environment

The Balancing Act – Work/Life Balance



The pace of life is increasing, with technology playing an important part. It is very easy to get sucked into doing more and more things, making commitments in one area of our lives without realising that it is putting other elements out of balance.

As we say 'yes' to more and more things – both in and out of work – it's easy to slide into a situation where we are stressed in one area of our lives and unsatisfied in another.

This session starts by recognising that each of us has unique circumstances and goes on to suggest practical ways in which we can live balanced lives.

Content:

- Context – busy lives at work and home
- Recognising the dangers of 'the hurry pattern' and what balance – or lack of it – feels like
- How our brains work and the impact of stress
- Strategies to help us switch off and regain balance
- Living and working smarter
- Making changes and getting support

Communication Skills Workshops

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Effective Business Relationships



We are talking to and interacting with other people continually. The quality of the relationships we build directly impact how effectively we are able to do our jobs.

An understanding of the process by which we build and develop those relationships is therefore essential.

In this session you will learn how to improve work relationships with a wide range of stakeholders – who could be internal or external.

Content:

- Build awareness of the impact you have on those around you and the sorts of relationships you are developing
- Key steps to establish and improve work relationships
- Stakeholders – who they are and how you interact with them
- Effective listening
- Powerful questions

Challenging Conversations



Conversations at work happen all the time – it's how many things get agreed or done. But not all are straightforward or easy. In some cases we plan and initiate conversations ourselves, whilst in others the conversation is prompted or started by someone else. In either situation, maximising the opportunity to listen, be heard and agree on clear ways forward, are essential.

Content:

- Initiating conversations – why and how
- Expecting the unexpected – how to respond when a conversation catches you off-guard
- Heart and head – managing your thoughts and feelings
- Effective listening and questioning
- Staying on track and agreeing next steps

That's What You Think!™



Seeing things from different points of view can be a real challenge. This session is all about how to understand, really understand, the other person's point of view. Doing so will help you to develop more effective working relationships and help you to influence others positively.

Content:

- In communication between two people, look at how you can improve your understanding of the other person
- How to look at and consider things dispassionately
- Consider communications that didn't work and plan for future ones that will work better

Rapid Rapport



Rapport is the first stage of communication. Without the atmosphere of mutual respect and understanding it is difficult for any communication to occur.

Learn how to quickly create rapport with anyone, even meeting them for the first time. What would effortless good communication be worth to you and your organisation?

Content:

- Examine exactly what rapport is and how to create it
- Become more aware of other people and learn to read the signals that people are sending out all the time
- Do a series of exercises to enhance your rapport skills and think about how you can apply this experience to your individual situation

Are You Listening?



When we listen effectively we get better quality information and a better understanding of it too. Good listeners also positively encourage others and consequently upset fewer people. This means less frustration and a more satisfying working life...for all concerned!

Content:

- Understand why being a good listener is so important today
- Examine the 4 levels of listening and relate that to a “typical day”
- Explore the power of deep listening and the results that it can bring about

Getting to Grips with Grammar



Many business professionals are uncertain about grammar and punctuation. Small errors in business communication can cause significant

consequences.

This entertaining and informative workshop helps participants to avoid the errors that give a poor impression and annoy readers.

Content:

- Recognise and overcome myths about grammar
- Identify and correct common errors in grammar and punctuation
- Use plain English and open punctuation in business writing.

Cultural Intelligence



Cultures can refer to countries, communities and companies alike. Departments, divisions and geographical regions can all have distinct codes of behaviour and values which can catch out unsuspecting newcomers.

Culturally intelligent employees can play a crucial role within an organisation, in bringing people together and making the most of differing perspectives.

Content:

- Understanding cultural differences
- What is Cultural Intelligence?
- Six profiles of CQ at work; most managers fit at least one of these profiles!
- Diagnosing your Cultural Intelligence
- Developing your CQ. What can you do more, less or differently to enhance your personal cultural intelligence?

Interviewing Skills



Recruiting the right people with the right skills to help you achieve your vision is vital to the success of your organisation.

Learn how to set up and conduct interviews in a way that maximises your chances of getting what you want from your interviews.

Content:

- What should you prepare beforehand?
- How do you make sure you make the most of the interview to gain the key information you need?
- Learn how to ask brilliant behaviour-based questions
- Understand the impact you have, and your body language
- Practice questioning skills to see if you get the answers you expect from your candidates

Creativity, Innovation & Thinking Workshops

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Unleashing Creativity™



Creativity comes in many guises and of course some people are more naturally creative than others. However, we are all capable of greater creativity. It is a skill that can be learnt — and this session will show you how to unleash your own creativity and that of your colleagues.

Content:

- What is creativity and why it is important?
- Different types of creativity and how we can all be creative
- The relationship between creativity and innovation
- Quick tools – brainstorming, reversals, metaphors

Problem-Solving in a Nutshell™



We are all faced with problems - solving them effectively is an essential skill. In this session you will learn a systematic process for attacking and solving problems. Within an overall 'Plan, Do, Review' framework, you will learn how to benefit from a range of simple but effective models to help you to solve problems effectively.

Content:

- Understanding, analysing and defining the problem (and context)
- Clarifying your desired outcomes and objectives
- Generating options and alternatives
- Evaluating options and making choices
- Taking action
- Evaluating success and learning

Facilitating, Managing & Leading Workshops

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Motivation and Delegation



Learning how to motivate your team to perform and how to use delegation as a leadership tool, are key skills for achieving peak performance from your team.

Take 90 minutes out to learn how to get the best from others.

Content:

- Why we avoid giving feedback
- Understand what motivates people to perform
- Why we resist receiving feedback
- Learn how we can motivate our teams positively and how to use delegation as a leadership tool
- Understand the barriers to delegation and why it is a benefit to *us* to delegate to others
- Learn the delegation process and how to make it work every time
- Feel confident in our ability to motivate and delegate effectively

Introduction to Change Management

Positively Embracing Change



This short session is focused on helping individuals to understand the change process and to adopt a positive attitude to the change

they are experiencing or likely to experience at work.

The workshop recognises that everyone experiences change in different ways and that the same change can affect each person differently.

The content of the session can be tailored to reflect the sort of change involved and the makeup of the audience and will typically include:

Content:

- What change is, why it is necessary and the main barriers to successful change
- The conditions for successful change
- Understanding change
- Leading and motivating – yourself and others
- Habits and thinking patterns
- Physiological responses to change

Giving & Receiving Feedback Effectively



Feedback – giving and receiving – is essential for any individual or organisation that wants to improve performance over time.

The challenge is how to do it effectively so that it results in improved morale and performance – rather than the opposite!

This session looks at the benefits of regular constructive conversations and good feedback, before focusing on practical ways to build the skill of giving and receiving feedback.

Content:

- Why we avoid giving feedback
- Why we resist receiving feedback
- When is feedback not really feedback
- The benefits of constructive feedback
- How to set up a conversation – the ‘contracting’ process
- How to give useful feedback
- Do’s and Don’t’s

Running Meetings Effectively



How to manage and run meetings effectively, either with or without a formal agenda; the different roles and how to manage the process and the people involved in the meeting.

This session will include tips for handling different people and their behaviours within meetings.

Content:

- Whether and when to meet
- Types of meeting (and their purpose)
- Roles and responsibilities
- Structuring effective meetings
- Agendas
- Getting off to a good start
- Staying on track
- Handling people and behaviours positively
- Finishing meetings well

Facilitating Groups & Teams

- for greater involvement & creativity



This session will focus on practical approaches to facilitating group sessions in ways that maximise creative output and involvement from

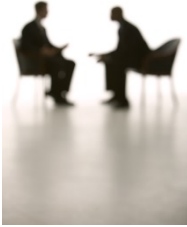
everyone.

Packed full of practical tips and ideas that you can put to use immediately, you will add to your toolkit of ways of getting the most from any team you are working with.

Content:

- The role of a facilitator
- The sort of involvement you want
- Problem solving and idea generation
- People and behaviours
- Capturing contributions
- Assessing ideas and summarising

Value Adding Appraisals



Periodic appraisals are sometimes seen as a necessary evil; something to get done to satisfy company rules. But it shouldn't be like that. An appraisal should be viewed as an opportunity to provide or receive valuable feedback and improve performance.

When appraisals are approached positively and with a clear understanding of a straightforward process, they have the potential to be a key part – perhaps THE key part - of an organisation's process of continual improvement.

This session provides a framework and the key skills required to make the most of appraisals.

Content:

- Performance management and the role of appraisals
- Setting SMART objectives
- Prioritising and communicating
- Giving and receiving feedback
- Dealing with good and poor performance
- Coaching using the GROW model

We hope that you've found this selection of bite-sized workshops interesting. Although they are set up as 90 minute sessions, we are always happy to tailor the length or content to meet your specific requirements.

Of course if you are interested in more in-depth training, we have a comprehensive range of half day, one day and two day courses. Full details are on the website or feel free to contact us to discuss your requirements...

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