Navigate the links below on a computer:

- Course Overview
- Reviews
- Contact Us
- Book Online

Corporate Coach Group
Training that transforms

Training Proposal
Personal Effectiveness Training
A Training Plan for your Organisation

What is the purpose of the training?
The purpose of the training is to initiate a process of rapid improvement by means of achieving a shared understanding of the correct principles of personal effectiveness.

What is the reason for the training?
We need all our people to be thinking about how they can develop their personal effectiveness skills so that they are able to get the best results from themselves and others.
As a result of the existing pressures that are on the team, and the changes that are likely to occur in the future, there is currently a need to provide some good in-house training so that we will be better equipped to achieve our stated aims for this year and beyond.

How many people are doing the training?
Numbers of staff to be trained: TBC

When will the training take place?
TBC

Where is the training location?
In-house or an Open Course

What is the basic premise of the course?
Please read the following pages
Personal Effectiveness Training

All effective people develop these six skills sets:

1. A sense of clear purpose
   The ability to create a clear and distinct goal, and commit to it for long enough to attain it.

2. Excellent communication skills; accurate language
   The ability to accurately explain your ideas to others, in such a way that they will understand you, agree with you and will act in accordance with your ideas.

3. Rational, logical planning skills
   The ability to analyse the facts and formulate innovative and detailed, written plans of action that will achieve the goal in the most efficient manner possible.

4. Rational conflict
   The ability to guide and harmonise the various personalities in the team, so that they are more able to synchronize their actions and will be more likely to reinforce and complement each other.

5. Inspire and motivate yourself (personal management)
   The ability to maintain a positive mental state of optimism and realistic self-confidence, especially during the tough times. The ability to “think outside the box” and to the confidence to challenge the status quo.

6. Inspire and motivate other people (leadership qualities)
   The ability to inspire the positive emotions of self-belief, desire and self-confidence in all the other members of the team, especially during difficult times.

These six skills sets form the foundations of personal effectiveness.
The six sets are developed as follows:

- **Clarity**
  - Clear Purpose
    - Be a goal focused individual, not a drifter.
  - Clear Communication
    - Give definitions of all key terms: C.G.4.D.
    - Make affirmative statements
    - Embedded commands
    - Critical thinker v. cynic
    - Act according to your plan: not your not mood

- **Rational Planning**
  - Handle the big three time wasters
  - Delegate Q3
    - Handle interruptions quickly
    - The one in the many
    - Use decision matrix
    - Protect their Self concept
    - Distinguish “Reason” OR “Excuse”?
    - Use Objective, fact based language
    - Give them a way out of the conflict
    - Learn when to compromise- and when not to
    - Appreciate the GOOD

- **Rational Conflict**
  - The Self fulfilling prophecy
  - Energy: the capacity to work
  - Direct your focus towards the “Future good”

- **Emotion**
  - Purpose
  - Plan
  - Action
  - Feedback
  - Change

- **Inspire self**
  - Success formula
  - Failure formula

- **Inspire others**
  - Q1 Crisis
    - Q2 Productive: Do your Q2 work before it is a Q1 crisis!
    - Q3 Busy but non productive
    - Q4 Fruitless. Waste of time.
    - Be Q2 Productive, NOT Q3 BUSY.

- **Other people**
  - Your own bad habits
  - Poor systems
Personal Effectiveness and Management Training

Day One Morning –
How can you get the best performance from yourself and others?

Develop the following six key personal effectiveness skills sets
1. To set and achieve goals.
2. To communicate your message clearly, persuasively and confidently.
3. To intelligently organise people, and effectively prioritise work.
4. To confidently manage conflict and handle even your most difficult people.
5. To self-motivate with a positive mental attitude and to develop self-confidence.
6. To inspire others and create a positive, productive atmosphere.
The first quality of personal effectiveness is “Clarity of purpose”
To provide clarity of purpose:
1. Clear vision – Everyone must know what the goal is. We are defined by our goals.
2. Goal focus – Everyone must focus on the goal, as opposed to having a drifter mentality.
3. Standards- create a “Personal code of conduct”
Decide how you wish to be perceived and act accordingly, even on the days that you don’t feel like it.

Practical exercises for the delegates to learn skills
Second quality of personal effectiveness- Clear communication
To be able to communicate with clarity and accuracy
1. Personal effectiveness requires accurate language
2. How to explain your most important ideas
3. Concentrate on what you can do, not what you cannot / won’t do
4. Develop the art of intelligent questioning

The difference between a being critic and being a cynic
It is good to be a critic, but not a cynic.
What is the difference between being a critic and being a cynic?

The use of affirmative language, not negative language
Practical exercises for the delegates to learn skills
Day One Afternoon – Handle difficult people
The ability to handle conflict situations rationally, not emotionally.

Conflict can be beneficial or destructive depending on how it is managed. Proper conflict management requires that you:

1. Use reason to resolve conflict not anger, upset, or avoidance.
2. When in conflict do not attack the character of the person. Comment on the specific behaviour, not the character.
3. When in conflict use objective factual language, not highly emotional language.
4. Tell them precisely what is wrong.
5. Give them a way out of the conflict situation.
6. Distinguish reasons from excuses and have a different policy for each.
7. If they offer reasons, then compromise and give concessions.
8. If they offer excuses, then don’t compromise and don’t give concessions.
9. Learn to distinguish between a reason and an excuse.
10. Know when to negotiate and when not to.
11. The proper use of body language
12. The proper use of voice tones.
13. Keep the conversation about the future, not too much about the past.
15. Praise and appreciation.

Practical exercises for the delegates to learn skills

Summary, Action plan
Day Two - Time Management and Personal Effectiveness

Day Two Morning - Time management training
What is the best use of your time right now?

Use the two cardinal principles of “deadline pressure” and “value” as key indicators

There are four types of activity
1. Q1 Crisis zone: High value late work. This is the “must do now” work.
2. Q2 Productive zone: High value not late. This is the target zone as it prevents future Q1 crisis.
3. Q3 Busy zone: Being occupied, busy but NOT productive.

Distinguish between being “Busy” and being “Productive”

Practical exercises for the delegates to learn skills
Get into the Q2 P-list
Planning, prioritisation, preparation, prevention, practice, perfecting, protocols, personal initiative, proactivity.

Get out of the Q3 busy zone.
We can’t afford to have “Busy but non-productive days”.

Handling the three time wasters
1. Other people’s interruptions
2. Your own bad habits
3. Poor office systems

Practical exercises for the delegates to learn skills

Delegation
1. Good reasons to delegate
2. Bad reasons to delegate
3. How to delegate
4. Why people who should delegate - don’t delegate

Prioritisation
Manage your priorities by means of a decision matrix.
There are five types of decision matrix
1. Value order
2. Logical order
3. Yes or no.
4. Which one what kind
5. Problem cause solution
Always know the answer the question: What is the most valuable use of my time right now?

Practical exercises for the delegates to learn skills
Manage interruptions by means of the 80/20 principle
1. The Pareto time management principle states that 80% of the value comes from 20% of the causes
2. 80% of the value of the interruption will be in 20% or less of what they say
3. Manage the interruption using the “Pareto question”

Critical thinking and Problem solving

Summary, action plan.
Day Two Afternoon – How to inspire yourself and others

Personal effectiveness training - developing a positive mental attitude
Positive mental attitude training and how it affects tangible results
Personal effectiveness and management requires that you are able to direct the focus of your mind so that you create the optimum emotional responses appropriate to the circumstance that face you.

Emotional management requires that you
• Don’t succumb to undue pessimism and fear
• Don’t overdose on fretting over things that have already happened
• Fix your mind on the moment and on your goals and – mentally- look forwards

The self-fulfilling prophecy
How your inner thoughts affect your outer circumstances

How to create and sustain a positive mental attitude
1. Control the content of your mind
2. Control the content of your conversation
3. Control the content of their conversation

How to create more energy
Energy is defined as the capacity to do work
Some people don’t have sufficient energy to properly do their work. How to generate more energy.
The EDISON success formula
All successful action can be described by the following five words:
1. Purpose
2. Plan
3. Action
4. Feedback
5. Change

1. The Purpose: is the goal
2. The Plan: is what you are going to do about the goal
3. The Action: is the implementation of the plan
4. The Feedback: is the results of the actions you take
5. The Change: is the adjustment in the plans and actions, based on the feedback results you are getting

Practical exercises for the delegates to learn skills

Learn the difference between feedback information and insult
Negative feedback is part of the success formula. But negative feedback should be constructive criticism: NOT destructive insult.

The differences between:
1. Negative feedback.
2. Derogatory insult.

Failure formula
1. Indecision or unclear targets
2. No written plan - wing it
3. Procrastination – put it off
4. Become disheartened in the face of set-backs and disappointments
5. Stand still. Do the same thing this year as you did last year
In order to inspire others, get them hooked on the above five part success formula
1. Know your outcome
2. Formulate your best plan in writing
3. Take decisive action
4. Gather and evaluate the feedback. Both positive and negative
5. Make progress by continually adapting and evolving

Recognise that the success formula is a continuous process

Practical exercises for the delegates to learn skills

Personal effectiveness training - Final summary
How will this management training help you to get the best from yourself and others?

Actions Feedback Close
The training is designed to comply exactly with your requirements:

Your organisation shall provide a fully equipped classroom for the entire duration of the training course

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – Yes

The expected number of your organisations participants per course is to be confirmed. -Yes

Corporate Coach Training shall make its own travel and accommodation arrangements. - Yes

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - Yes

The proposed course structure shall clearly outline what topics would be covered on each day. -Yes
The method of training is as follows:

The training is to be:
- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

The training method follows this general pattern:
1. The trainer gives a clear explanation of the point in question with specific examples.
2. Then, the delegates practice by doing an exercise with each other.
3. The delegates practice by doing exercises with the trainer.
4. All points are supported with full written notes to take away.
5. Delegates are asked to write down an associated action, for each point made. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).
What are the costs / investments?
There are two options:

1. Open Course
2. In-house Course

1. Open Course
Two-day course: £875 + VAT per delegate.
Available throughout the UK, please see dates and locations here.

2. In-house course
Daily rate is £1,950 + VAT for up to 20 delegates.
Plus £80 for each additional delegate over 20.
Plus, hotel accommodation for trainer if needed (Premier Inn type: not the Hilton!)

The training days are inclusive of:
• Full days training
• Full course notes
• Written action plan to take away
• Audio download of the programme
• Access to our post course portal
• Plus three months FREE telephone coaching to answer any on-going questions

We suggest the following plan of action:
You please send to me:
1. Any amendments or changes you wish to make to the programme.
2. Your thoughts
3. The plan of action

Thank you
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A word from our previous delegates...

The course was very informative, with lots of thought provoking questions to think on after. The trainer’s presentation was well produced and slick NO excess content.

Delegation: B Pain-Tolin
Company: BTCV

The course was very very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer’s was very focused, kept the course moving, related well to the group. Created non-threatening environment.

Delegation: M Ridout
Company: Sparsholt College Hampshire

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

Delegation: K Rhodes
Company: RAF Wittering

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

Delegation: N Yemm
Company: Hulley & Kirkwood Consulting Engineers

The course content was great, really visual. The trainer’s presentation had lots of great detail and stories to illustrate each point.

Delegation: M Painter
Company: Lloyds Banking Group

I really enjoyed the breadth of what was covered today. The trainer’s presentation was very good and clear.

Delegation: S Windridge
Company: Prudential UK

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer’s presentation was excellent, very clear and concise. Interesting and charismatic.

Delegation: E Inegbu
Company: Prudential UK
Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer’s presentation was upbeat, positive and inspiring.

Delegate: M Judson
Company: JSP Ltd

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

Delegate: J Gibson
Company: Fuji Film

The course content was very detailed and interesting. The trainer’s presentation was good, with time for re-caps and questions.

Delegate: R Graham
Company: RAF Wittering

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

Delegate: S Chou
Company: JSPMLtd

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

Delegate: J Noble
Company: The Sittingbourne Community College

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please follow this link