

# Coaching for improved performance

This training programme will ensure you are able to bring about changes to the performance of your team members by their own volition. We introduce and review the management and interpersonal skills required to ensure change for the better is both efficient and sustainable

## PROGRAMME

This 2 day course will equip you with the methods and techniques required to implement performance-related change in others, and ensure that the need for change is understood to be in the best interest of the team member concerned and your business.

Making use of multiple practical scenarios, you will have the opportunity to apply the theories introduced to live interactive exercises. We develop approaches for overcoming objections and resistance to change, and develop clear messages to reinforce the fact that no change is not an option.

We will revisit established motivational and management style principles, and see how these relate to achieving change in others. You can then apply these skills and techniques to improvement suggestions you may have identified through the application of Lean Six Sigma methodologies, as well as other scenarios.

## BENEFITS TO YOUR ORGANISATION

- Individuals equipped with skills and methods to implement improvements in performance without resorting to a management by fear philosophy
- The ability to derive full benefit from improvement methodologies such as Lean Six Sigma, and the people-related solutions identified
- A refreshed understanding for your team members regarding motivational and management skills best practice and techniques

## TOPICS COVERED

- What is coaching?
- Bringing about change
- The consequences of no change
- Motivational and management styles
- The importance of facts and data
- Handling resistance and emotion
- Managing ongoing performance

## WHO SHOULD ATTEND?

Anyone who needs to implement and manage improvements in team member performance

## NEXT COURSE DATES

7<sup>th</sup>-8<sup>th</sup> Feb, 9<sup>th</sup>-10<sup>th</sup> May

## PRICE & BOOKING

E-mail us at [RNC.Info@RNConsulting.co.uk](mailto:RNC.Info@RNConsulting.co.uk)

£1,000 + VAT per person

# Presenting improvement ideas

This training programme equips your teams with the tools and skills needed to present their suggestions for improvement in a structured, concise and compelling manner.

## PROGRAMME

This 2 day course introduces proven methods and techniques to ensure that the improvement methodologies you have applied (such as Lean Six Sigma), and your resulting improvement suggestions, are presented in the most effective manner.

Using a combination of organisational techniques and audience analysis tools, we help you to ensure initially that your messages are appropriately structured and positioned. Then we focus on the physical skills of presenting, using media and supporting materials to best illustrate the benefits of the improvements you are suggesting. Finally we focus on perhaps the most key area of improvement idea presentation – question and answer skills.

This highly interactive course will provide you with multiple opportunities for the practical application of the techniques learned. You will be able to utilise your own, specific content as well as generic exercises to put theory into practice.

## TOPICS COVERED

- Content organisation and structure
- Audience analysis
- Use of visual aids and supporting data
- Physical skills of presenting
- Overcoming audience objections
- Handling questions effectively
- Gaining agreement

## BENEFITS TO YOUR ORGANISATION

- Solid, proven, practical training, coupled with the exploration of skills, tools and techniques related to highly effective presentations
- Staff with an ability to not only deploy Lean Six Sigma methodologies, but also do full justice to their improvement suggestions
- Fast positive impact on your business to gain full benefit from your Lean Six Sigma initiatives

## WHO SHOULD ATTEND?

Any team member required to present improvement initiatives and solutions

## NEXT COURSE DATES

17<sup>th</sup>-18<sup>th</sup> Jan, 6<sup>th</sup>-7<sup>th</sup> Apr,  
4<sup>th</sup>-5<sup>th</sup> July

## PRICE & BOOKING

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£1,000 + VAT per person