



EXPRESSO Learning Sessions

Perfect For Vital Learning & Development – *Fast!*

These sessions are perfect for providing learning and development in easy-to-digest 90 minute chunks. Information is relayed quickly and easily as people are encouraged to actively participate in the sessions, which increases the effectiveness of our personal development courses.

These *Espresso* sessions can be provided as ongoing weekly or monthly events, or even as part of an annual programme. They can be run over lunchtimes, early evenings or simply at any time where you can fit them in. Or you can piece them together into a learning programme.

Here is a menu of some of our sessions, structured around our three development areas:

- Individual
- Interpersonal
- Leadership



INSPIRE GREATER IMPACT
COMMUNICATION • LEADERSHIP • TEAMS
LONDON • NEW DELHI • NEW YORK

Individual

Assertiveness

Many myths surround this vital area of influencing. In this session we aim to put the record straight about the nature of assertiveness and to help you learn a few strategies to make your own behaviour more assertive too.

Emotional Intelligence

It is now accepted that the most successful people are those that have high emotional intelligence.

This session explores some of the tools and techniques that can enhance our ability to manage and express our own emotions as well as build productive relationships.

Improvisation

We all improvise our lives – every moment of every day – from daily conversations to determining what happens next. As children we learnt through improvisation and experiment. But, as adults, some of the faculties that we need to improvise well get closed down as we become creatures of habit. Improvisation opens up new possibilities and can help solve problems in a creative way. This session allows people to practise the principles and techniques of spontaneous creativity.

Inspiration

Inspire means to 'breathe in'. This provides us with energy and vitality. And inspiration lifts our spirit. How do we stay inspired when all the pressure of the workplace closes in on us? This session re-connects people with their inspirational sources so that they can bring meaning and energy to their lives and work.

Managing your boss

“My boss manages me!” you may cry. Yet it’s essential to understand your part of the relationship and how you affect your side of the loop. All relationships have two sides, and this session shines the spotlight on how to influence dealings with your boss and improve that important relationship.

Stage Fright

Nerves can stop even the most competent of presenters. No matter how good your material if you can’t overcome those nerves your message will not have the impact you want. Learning how to present does not mean learning how to use PowerPoint. It starts by preparing yourself physically and mentally so that you feel confident to engage your audience and deliver your message with passion.

Time & Goals

What happened to a healthy work life balance? For most businesses, time is money, which is why so many employees feel under pressure and burnt out. Within this session we have compressed the knowledge required to get the most out of goal-setting and time management. We will explain why most time-management systems don't work, why meetings so often don't start on time and more importantly how you can live life differently.

Victim or Chooser

Challenges, both in and out of work, confront our ability to be effective and responsible. Yet they are also opportunities. We may not be able to control the circumstances in which we function, but we can at least control our responses. It is our choice how we react to change even if the change is not one we would choose. This session studies our choices and helps develop a healthy attitude to changing circumstances.

Well Being

For many people the increasing pressure of working life means that it is very hard to get the right balance. Stress-related illnesses are on the increase. Now, more than ever, we need to find a way of maintaining our wellbeing whilst delivering outstanding performance. The session will explore:

- The difference between healthy pressure and toxic stress.
- Relaxation and de-stressing techniques.
- How to find a healthy balance to maximise your well-being

Whiners into Winners

How do you avoid producing a whining culture where people are more likely to moan and whinge, rather than offer constructive suggestions? If moaning and whinging are the norm, then you need

strategies for transforming whiners into winners.
This session offers ideas for such a shift and opportunities to practise.

Interpersonal

Personal Impact

“*The minute you walked in the door.....*” goes the song. And sure enough, we make judgments about people based on those vital first impressions. And yet, it’s often the *lasting* impressions that are more significant.

This session looks at what it takes to create the impression you want. It will teach techniques to increase your presence, authority, and ability to build rapport with others you meet.

Dynamic Presentations.

This session forms part of our campaign to stamp out boring presentations!

Increasingly, all of us spend time watching and listening to presentations that turn out to be ‘death by PowerPoint’, or dull, dreary affairs, failing to inspire.

Here you’ll have a chance to learn some of the secrets of dynamic presentation from a professional performer, so that your communications are exciting and memorable.

Creative Solutions

This session offers new perspectives on solving problems, and practical approaches to getting ourselves “unstuck”. We’ll explore how to access our creativity and imagination more freely, and then practise techniques to help focus creative abilities on solving our problems.

Making the Most of Your Voice

Everyone has a right to be heard. But often our voice prevents us from having the effect we want. People constantly make judgements about us, based on how we sound. So how can your voice be an instrument that accurately expresses who you are and makes the impact you want? Hear from a specialist voice expert offering practical ways to make your voice count.

Building Productive Relationships

Interactions between people are complex and not easy to master. Yet success at work often depends on our ability to form constructive and productive relationships.

The recently coined term 'relationship intelligence' highlights the ability of each person to improve in this area and this session gives people the chance to practise what's involved.

STAR Service

Would you like outstanding service? This session looks at some of the behavioural changes needed to exceed customer expectations. It will help you to understand and improve your internal and external customer relationship so that the experience you offer customers is of star quality.

Story Telling

There is a plot and storyline in every situation. In order to create the drama you want in the workplace, you will need to develop the ability to inspire people with stories.

This session uncovers the mysteries of compelling story telling, and explores how company legends are created and communicated. Having a good story isn't enough. It needs to be told – and told well.

Social Intelligence - To some people it comes quite naturally. They seem able to deal with a wide range of encounters in all sorts of situations in a relaxed and rewarding way. Others have to work hard at it. Whilst some struggle and cause immense damage as they unconsciously poison working environments with unmanaged feelings. This session explores techniques to enhance your ability to manage a range of relationships and thus become more socially intelligent.

Networking

They say "it's who you know". There is no doubt that highly effective people tend to have a network of contacts. This session explores how to make the most of the people you know, how to nurture

relationships so that they can bear fruit and how to benefit from the 'Six Degrees of Separation' between you and achieving the results you want.

Body Language – Research leads us believe non-verbal communication is 55% of the package. If a picture can paint a thousand words, it's clear our physicality can communicate immeasurably. This session will look at how to effectively speak and understand non-verbal communication. Whether the story we are telling with posture, gesture, appearance and expressions, is the one we want to present or a misaligned communication?

Status

We often think status relies on our job title or power. It doesn't. It is an expression of an inner self-esteem that manifests itself physically. This session explores how to communicate status in a range of situations so that you feel that you can make the impact you want. It is about maintaining authority and gravitas, whatever your level in the organisation.

Giving and Receiving Feedback

Giving performance-related feedback to people can be a minefield. They often take it the wrong way and it de-motivates rather than encourages people to improve. This session explores the underlying psychology affecting the situation as well as chances to practise delivering effective feedback. It will also address some of the challenges in receiving it.

Collaboration

Rarely do we achieve success without the support of others. So how can we work together so that people add value to each other? This session allows people to practise techniques in creative collaboration. By working together people can become *more than the sum of their parts*.



INSPIRE GREATER IMPACT
COMMUNICATION • LEADERSHIP • TEAMS
LONDON • NEW DELHI • NEW YORK

Negotiation

Effective negotiation isn't normally just about bargaining and deal-making. It demands sensitive navigation of the relationship dynamics that lay the ground for a successful settlement. This session develops the interpersonal skills to handle tricky negotiating situations.

Working with Other Cultures

Whilst the information about different cultures is vitally important, it is the insight that people bring to different encounters that is crucial to success. This session will provide an approach to cross-cultural working that can be applied to different countries, different departments or different groups. It will focus on the many aspects that affect communication and the relationship dynamics.

Working the Room

Whether it's a business reception, cocktail party, networking event or some other social situation, how do you get best value and open up opportunities? There are clearly people who 'work the room' in a very calculating and manipulative way, while others shrink and disappear in the corner. Somewhere in between is the capability to build quick relationships and create opportunities.



INSPIRE GREATER IMPACT
COMMUNICATION • LEADERSHIP • TEAMS
LONDON • NEW DELHI • NEW YORK

Leadership

High Performance Coaching

You can almost certainly quote the name of someone who has successfully coached you at some time. When it is done well, coaching can make an enormous contribution to performance. Coaching skills can be learnt and practised, and in this session you'll discover some new techniques, including a way of coaching someone in just five minutes flat!

Fun at Work

To create meaning at work we need to adhere to serious play. There is evidence that the more playful we are, the more engaged and committed we become. Maynard Leigh uses play as a learning tool bringing more innovation and commitment to the workplace. This session is a small taste of a way doing just that. It's also a lot of fun!

Producing Engagement

Research shows emphatically that engaged employees are crucial to an organisation's success. The session is structured around the VIDY framework – ensuring that managers are able to make their people feel Valued, Involved, Developed and Inspired. Participants leave with masses of ideas of how to improve engagement.

Inspirational Leadership.

How do you inspire outstanding performance from people in a dynamic business environment? It demands flexibility, invention and a range of people skills. This event allows participants to discover the necessary capabilities and practise using them in a realistic setting. It is action-focused and encourages people to produce exceptional results by inspiring themselves and others.

Talent Management



INSPIRE GREATER IMPACT
COMMUNICATION • LEADERSHIP • TEAMS
LONDON • NEW DELHI • NEW YORK

Getting outstanding performance from people demands some high-level managerial skills, such as giving effective feedback, understanding motivation and clear objective-setting. This session highlights the need for a people-centred approach to management and provides opportunities to practise techniques to avoid and deal with issues of underperformance.

Engaging an Audience

Whether it be speaking to a group or presenting to a huge audience the challenge is still the same - how do you engage them? This session will explore some of the ways you can use to ensure that the people you are communicating with are on the edge of their seats.

The session will explore:

- Producing content that is likely to grab people's attention.
- The type of delivery that maintains engagement throughout.
- Compelling story-telling.
- How to make the appropriate impact.

Prima Donnas, Mavericks and Rebels

We use these dramatic labels to define some of the most difficult people to manage. However, it is often worth the effort because they are normally highly talented. How can you harness their talent and work with them in a way that does not disrupt and de-motivate others or indulge their worst behaviours?

Conflict Management

Sometimes relationships just get stuck. There are normally reasons that are obvious, yet many of the root causes are under the surface and hard to identify. This session explores the facilitation skills needed to unpick some of the difficulties and allow people to approach the situation in a different and productive way.

ACE Teams

What makes an outstanding team delivering exceptional performance? The ACE team concept is based on research of high-performing teams both in the performing arts and in business. The session



INSPIRE GREATER IMPACT
COMMUNICATION • LEADERSHIP • TEAMS
LONDON • NEW DELHI • NEW YORK

will explore the three major areas that produce outstanding team work. For this the team needs to be:

- Aligned
- Creative and
- Exploring.

Dynamic Meetings

A meeting has been defined as a group of people who keep minutes but waste hours! Yet, it doesn't have to be that way. Meetings are a rare opportunity for a group of people to get together and produce exciting results.

This session explores best-practice in preparing for and running outstanding meetings. It allows participants to discover a treasure chest of good ideas to transform a pedestrian meeting into a dynamic one.

Performance Improvement

This session happens in your workplace. Gather together the key people and brainstorm ideas that will make your team or department more efficient and effective. You can identify areas of waste, barriers to efficiency and agree processes and procedures that will make a clear difference.

This high impact session will make a difference to the way you work, right here, right now.

*“There is always a little of the 'unknown' when attending these events but the enthusiasm of the staff at Maynard Leigh is indeed infectious and I have not regretted spending time in such good company with such interesting people.
Thank you”*

Geoff Hills - Head of Facilities Management, Kleinwort Benson

Contact us if you'd like more details of any of the sessions.

Or let us know if you'd like us to develop a session that's not currently on the list.



WE LOOK FORWARD TO HEARING FROM YOU!

www.maynardleigh.com