

ENERGY, ATTITUDE AND FOCUS LINKED TO SUCCESS

Overview This programme focuses upon the effect attitude has on performance. People can have the right skills and knowledge but without the right energy, attitude and focus, success is unsustainable.

Do you admire people who achieve ? Is their energy, enthusiasm and positive approach a natural ability ?

This programme is about exploring your own potential to achieve your goals and be successful.

High-level aims are to :

- Understand the impact of attitude.
- Consider strategies for influencing attitude.
- Create the right environment to fuel success.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Defining high performance
Attitude versus skill
Attitude – Where are you ?
Goal Setting
Compelling Vision
Stretch your Comfort Zone
Motivation
Personal Improvement Grid
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



WORKING WITH CHANGE

Overview This programme is about the application of best practices, principles and concepts in working with Change and is designed for staff who are affected by change.

High-level aims are to :

- Identify reasons for change..
- Consider your reactions and responses to change..
- Discuss the benefits to the organisation and you in proactively responding to change.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Why Change?
Who moved my Cheese? - Video exploring Change in work / life in work / life
How to deal with Change
Your Attitude - What effect does it have?
How would you react?
Delegates practice through simulated work based example
Review and Commitments

Duration 1 Day

Location Flexible



TIME MANAGEMENT

Overview This programme is about the application of best practices, principles and concepts in effective Time Management. This key area can improve your ability to get things done.

High-level aims are to :

- Analyse their current allocation of time.
- Prioritise key areas for action.
- Discuss and decide on effective systems.
- Consider the effect of delegation
- Discuss the benefits to the organisation and you in proactively managing your time.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content What is time ?
5 Key problems
Time Logs
Prioritisation – Urgent or Important ?
Work life Balance ?
Key time wasters and appropriate actions
Effective Delegation
Being Organised
Technology
Review and Commitments

Duration 1 Day

Location Flexible



THE COMPLETE PEOPLE MANAGER

Overview	<p>This programme is about the application of best practices, principles and concepts in key people management topics.</p> <p>High-level aims are to :</p> <ul style="list-style-type: none">• Improve standards of Performance Management• Promote effective Organisational change• Ensure all staff are able to make an effective contribution• Encourage delegates to identify their own strengths and development areas in people management <p>Interactive content with strong focus on delegate contribution and practical application.</p>
Content	<p>Managing Team Performance Determine your preferred team role and create a range of options for improving group performance</p> <p>Managing Individual Performance Determine and apply a range of techniques for improving individual performance</p> <p>Staff Development Create a range of development plans to meet Business Goals</p> <p>Managing People Through Change Produce a communication strategy to effectively manage people in times of change</p> <p>Performance Coaching Demonstrate use of a coaching model and appropriate skills</p> <p>How to resolve and manage conflict Demonstrate the ability to identify and positively resolve conflict situations</p> <p>How to lead Describe and apply a model of leadership behaviour</p> <p>Review and Commitments</p> <p>Activities cover : Pre and post course delegate activity</p>
Duration	2 Days (Delivered in modules if required)
Location	Flexible



TEAM BUILDING

Overview These programmes are designed to be fast moving, challenging, fun and provide each delegate with an opportunity to explore skills and knowledge and enhance team performance. All exercises are designed for indoors and are a mix of challenge, fun and team interaction whilst retaining a focus on the reality of business.

Each programme can be tailor made to suite individual client requirements and business needs. Programmes cater for newly formed teams through to established teams of varying sizes and geographical spread.

Programmes are designed around a number of key competencies :

- Teamworking
- Communication
- Problem Solving
- Leadership
- Influencing Skills
- Planning & Implementation
- Understanding & Trust

High level aims are to :

- Explore the dynamics of team working
- Discuss the roles of team members
- Identify team leadership skills
- Consider the impact on the business

Content Benefits of Teams and Teamwork
Characteristics of effective teams
Team roles and preferences
Team member skills
Collaboration and Co-operation
Leadership – Key skills
Sharing needs and information
Key Learning's via challenging exercises
Review and Commitments

Duration 1 Day

Location Flexible



SELLING THROUGH SERVICE

Overview This programme is about the application of best practices, principles and concepts in selling through customer service. This programme focuses on the concept that increased sales is reliant upon great customer care.

High-level aims are to :

- Understand the importance of Customers and their impact on the business.
- Consider the link between sales and service.
- Discuss the real things customers buy from you.
- Explain how customers are viewed by your organisation.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content The Importance of Customers
Business Impact and lifetime value
What's happening now ?
What is good service ?
Spotting opportunities
Questioning
Being outstanding and making the customer feel special
Your buyer rating ?
Attitude and positive words
Practice Simulation

Duration 1 Day

Location Flexible



PRESENTATION SKILLS

Overview This programme is about the application of best practices, principles and concepts in presentation skills.

High-level aims are to :

- Consider the key skills in effective presentations.
- Design and use appropriate visual aids.
- Discuss the techniques to command attention and hold interest for both small and large audiences.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content

Preparation

(Gathering information, examining time constraints, planning for questions, preparation of equipment, rehearsal)

Structure of presentations

(introduction, development, conclusion)

Key Presentation Skills

(visual aids, controlling nerves, handling questions & interruptions, motivation, Non verbal communication, Voice, Language,)

Audience Involvement

Delegate practice

Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 or 2 Day

Location Flexible



PERFORMANCE MANAGEMENT MADE EASY

Overview This programme is about the application of best practices, principles and concepts in Performance Management..

High-level aims are to :

- Describe the key steps in Performance Management.
- Identify and consider good systems.
- Discuss and practice dealing with difficult scenario's.
- Plan for a review.
- Discuss the benefits to the organisation and you in proactively managing performance.
- Analyse the requirements of the organisation.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Importance of performance management
Setting Key result areas and objectives
Assessing competencies
Tracking
Performance review & responsibilities
Personal development plan
Ratings
Preparing for the review
Structure and useful questions
Delegate Issues
Review and Commitments

Duration 2 Day

Location Flexible



OPERATIONS MANAGEMENT

Overview This programme is aimed at Managers and Supervisors who have responsibility for operational activities which impact customer service.

High level aims are to :

- Improve processes to enhance operational excellence so that customers receive a high quality of service.
- Avoid reputational risk from failure in operational excellence.
- Provide delegates with a grounding in operational best practice drawn from the external business environment.

Interactive content with strong focus on delegate contribution and practical application.

Content The Operations model and the five operations objectives
Process and Job design and improvement
Continuous Improvement
Planning and managing capacity
Service Quality – External and Internal
Performance Measurement
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 2 Days (Delivered in modules if required)

Location Flexible



ASSERTIVENESS – KEY SKILLS

Overview This programme is about the application of best practices, principles and concepts in being assertive.

High-level aims are to :

- Describe the key skills in being assertive.
- Identify and consider dealing with barriers to being assertive.
- Practice a number of strategies.
- Discuss the benefits to the organisation and you in proactively managing your behaviour.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content What is Assertiveness ?
Barriers to Assertiveness
Thinking & Feeling Assertive
Personal Impact
Handling emotions
Assertive Strategies
Win Win Outcomes
Delegates practice through simulated work based example
Review and Commitments

Duration 2 Day

Location Flexible



NEGOTIATION SKILLS

Overview This programme is about the application of best practices, principles and concepts in Negotiation. The key focus is on experienced negotiators facing complex, risky or unfamiliar situations.

High-level aims are to :

- Describe the key skills in Negotiation.
- Identify and consider dealing with barriers to Negotiation.
- Plan and practice a number of strategies.
- Recognise how and when to make concessions.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's. Delegates are encouraged to share upcoming negotiations and may plan their approach during the programme.

Content Reflect on the art of Negotiation ?
Preparing to negotiate
Rapport and Influence
Personalities and managing conflict
Win Win Goals
Assertive / Aggressive / Passive
Strategies and when to use concessions
The Environment
Delegates practice through simulated work based example
Review and Commitments

Duration 2 Day

Location Flexible



MANAGING INFORMATION

Overview This programme focuses upon effective management of information. The subject matter is far reaching and delegates will have a diverse range of 'managing information' needs. The workshop is designed to be flexible to work with the experience and ability of the delegates.

Key focus is the key issue that most people will face : too much information or insufficient/inaccurate information to help them do their job effectively.

High-level aims are :

- To help delegates manage information to improve contribution to business objectives.
- To help delegates identify information based opportunities for more effective working across their organisation.

Activity Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Pre-course reading and activity

Content Welcome and scene setting
Overview
Context – Person / Job / Organisation
Key Steps & Techniques
Challenges when dealing with information.
How do we share information
Case Study
Feedback and Review
Open Forum
Real world review and Discussion
Review and Commitments

Duration 2 Day

Location Flexible



MANAGEMENT REPORTS

Overview The key to writing effective Management Reports is that each and every document should be hand crafted to suit the purpose for which it is intended. Reports vary in length, complexity and structure and can be called many different things : Proposals, Information Paper, Discussion Paper, Position Paper, Progress Reports etc.

This programme focuses upon key skills in writing Management Reports and provides easy to understand Formats and Structures to suit busy Managers.

High-level aims are :

- To help delegates produce effective Management Reports.
- To help delegates consider format and structure to suit the purpose of the Report.

Activity Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Welcome and scene setting
Overview
Context – What is a Management Document ?
Inform or Persuade ?
Format, Structure and Convention.
Real Life Case Study
Feedback and Review
Open Forum
Summary and close.

Duration 1 Day

Location Flexible



GREAT LEADERSHIP

Overview This programme is about the application of best practice, principles and concepts in Leadership.

High-level aims are to :

- Describe the key skills in being a great leader.
- Identify and consider motivation, teamwork and achieving the task.
- Discuss and specify leadership styles.
- Plan changes to become a great leader.
- Plan and commit to actions to change behaviour.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content What is Leadership ?
A Manager or a Leader ?
The 3 key areas
Different Leaders - What can we learn ?
Your People – What makes them tick ?
How to create Teamwork and focus
How are you viewed as a Leader ? – “ Moment of Truth “
Key Behaviours
Coaching – A real winner . .
The Future
Overcoming Challenges
Review, planning and Commitments

Duration 2 Day

Location Flexible



KEY FACILITATION SKILLS

Overview This programme explores the key skills required to become a successful facilitator. Gone are the days of teaching, today delegates expect more involvement and a learning experience which accommodates their individual needs.

High-level aims are to :

- Explore the different needs of Course delegates
- Describe the key areas and core practices of effective facilitation.
- Assess your facilitation skills.
- Develop Increased proficiency in selected skills
- Identify key challenges for a facilitator.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Facilitation versus Training
Personal Impact
Learning Styles
Self-Assessment
Setting a positive learning climate
Core Communication skills - Listening / Restating / Linking / Summarising /
Questioning / Feedback
Briefing Monitoring Debriefing
Presentation skills and Visual Aids
Exercises - Discussions / Syndicates / Case Studies / Role Play / Individual work
Intervention Techniques
Challenging situations
Simulation
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 2 Days

Location Flexible



INTERVIEWED WITH SUCCESS

Overview This programme is about the application of best practices, principles and concepts in being interviewed.

High-level aims are to :

- State the different types of interviews and what to expect.
- Explain how to prepare for an interview in order to sell yourself.
- List the qualities needed to create a good impression.
- Describe how to WIN at your interview.
- Explain what is required after the interview

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Different Types of Interview
Planning and Preparation
CV and Application form
Stated and Unstated requirements
Questions from them / To them
Work History and Experience
Ambition and Motivation
Job and Organisation
Self-Assessment
Personal Impact
Competency Questions
Admin Bits
Nerves
Delegates practice
Review and Commitments

Duration 1 Day

Location Flexible



INFLUENCING SKILLS

Overview

Successful organisations thrive on new ideas because new ideas can lead to finding better ways to work and gives a competitive edge. Ideas need the support from a wide range of people in order to be successfully implemented. Unless people have the confidence and skills to win support for their ideas by influencing others, many good ideas will be lost.

To influence people, and to do so positively, is a skill that enable us to achieve more when working with others. It boosts our effectiveness, impact and personal credibility.

High-level aims are to :

- Understanding negative influences – what fails to persuade us?
- Understand and use appropriate influencing behaviours
- To develop confidence in dealing with people
- Describe the key Influencing Strategies.
- Practice core skills through simulation and feedback via a real life scenario's.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content

How do we Influence and who ?

The Power of Influence

Key Strategies

Influencing Assessment

Barriers to positive Influencing

Rapport Building

Key Questioning skills

Delegates practice through simulated work based example

Review and Commitments

Duration

2 Day

Location

Flexible



HIGH PERFORMANCE TEAMS

Overview This is an interactive programme considering the best practice, principles and concepts in building high performance teams.

High-level aims are to :

- Discuss the benefits of Teamwork.
- Consider the key characteristics of High Performing Teams.
- Improve morale, relationships and communication.
- Improve Team Performance

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Benefits of Teams and Teamwork
Characteristics of high performing teams
Growth and development
Team roles and preferences
Team member skills
Barriers to teamwork
Motivation and Support
Identifying and managing conflict
Collaboration and Co-operation
Communicating with the team
Sharing and solving problems
Sharing expectations
The empowered Team
Dealing with Change
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 2 Days

Location Flexible



HANDLING CONFLICT & EMOTIONS

Overview

This programme focuses upon one of the inevitable behaviours of work pressure today. However, it can be constructive or destructive and Managers need to recognise signs which will enable them to implement actions to achieve win-win outcomes.

High-level aims are to :

- Enable delegates to recognise sources of conflict & emotion.
- Discuss the impact on performance at Individual, Unit and organisational levels.
- Consider techniques to resolve conflict and emotion.
- Practice remaining calm and objective in the face of strong emotion.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's. This programme uses a variety of work and life based scenario's and also requires delegates to share their own experiences in a safe environment.

Content

What is Conflict and Emotion ?
Where does it exist ?
Handling your own reactions
Remaining calm
Creative or Destructive ?
Self-assessment
Recognising Signs
Techniques and Principles
Simulation Practice
Non-Verbal behaviour
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



CUSTOMER SERVICE – IT'S CRITICAL !

Overview

This programme is about the application of best practices, principles and concepts in providing outstanding Customer Service. Business success is dependant upon income and this can only come from customers. How valuable are your Customers ?

High-level aims are to :

- Understand the importance of Customers and their impact on the business.
- Consider the key skills in Customer Service.
- Discuss the effect Attitude has on Customer Service.
- Explain how customers are viewed by your organisation.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content

The Importance of Customers
Business Impact and lifetime value
Standards
What's happening now ?
What is good service ?
Being outstanding and making the customer feel special
Attitude and positive words
Practice Simulation
Review and Commitments

Duration 1 Day

Location Various



COMMUNICATION SKILLS

Overview This programme focuses upon one of the fundamental life skills, communication. A skill that is taken for granted and can be the biggest contributor to success or failure within business and personal life.

High-level aims are to :

- Enable delegates to assess their own communication style, strengths and development areas.
- Discuss and practice the key skills to effective communication.
- Agree appropriate action plan to focus on development areas.
- To understand the importance of body language / facial expressions whilst communicating.
- To understand the importance of keeping colleagues and team members informed.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Importance of Communication
Model for Communication
Barriers to Communication
Listening
Questioning
Responding
Presenting Ideas and Information
Summarising
Insight into Giving Feedback
Non-Verbal Communication
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



COACHING FOR PERFORMANCE

Overview This programme is about the application of best practices, principles and concepts in coaching.

Coaching is recognised as a key management skill bringing big benefits and is the most under utilised and cost effective form of staff development. Only when Managers grasp coaching skills do the real benefits get realised :

- Increased staff morale
- Increased staff ownership
- Generation more ideas
- Develops skill potential for the future
- Releases time for managers to manage

Do you really get the best out of your staff ?
Do you value their input ? Do they take ownership ?
Do you know how to coach ?

High-level aims are to :

- Identify opportunities where coaching is appropriate.
- Consider the key skills in effective coaching.
- Discuss the benefits to the organisation, the Manager and the individual.
- Develop staff who bring solutions not problems.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Demonstration of Coaching in Action.
Delegates practice through simulated work based example
Coaching versus Training
Key Coach Skills
6 Principles of Coaching
Learning Styles
Identifying appropriate Coaching methods
Final Simulation
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 2 Days

Location Flexible



CHANGE MANAGEMENT IN ACTION

Overview This programme is about the application of best practices, principles and concepts in change management and is aimed at managers who are responsible for implementing change.

High-level aims are to :

- Identify reasons for change..
- Consider your reactions and responses to change.
- Discuss the benefits to the organisation and you in proactively managing change.
- Practice through simulation and feedback via a real life case study.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Why Change?
Who moved my Cheese? - Video exploring Change in work / life
How to manage Change
Your Attitude - What effect does it have?
Key tools for managers
Delegates practice through simulated work based example
Review and Commitments

Duration 1 Day

Location Flexible



CALL CENTRE CUSTOMER SERVICE

Overview This programme is about the application of best practices, principles and concepts in providing outstanding Customer Service.

High-level aims are to :

- Understand the importance of Customers and their impact on the business.
- Consider the key skills in Customer Service.
- Discuss the effect Attitude has on Customer Service.
- Explain how customers are viewed by your organisation.
- Practice through simulation and feedback.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content The Importance of Customers
Business Impact and lifetime value
Standards
What's happening now ?
The call Structure : The Welcome
 Understanding Needs
 Memorable Action
 Identifying Opportunities
 The Professional Close
Being outstanding and making the customer feel special
Attitude and positive words
Practice Simulation
Review and Commitments

Duration 1 Day

Location Flexible



BEING A GREAT MANAGER

Overview This programme focuses upon the effect a Manager can have on performance. Managers can have the right skills and knowledge but without the right attitude, success is limited.

High-level aims are to :

- Understand the impact of attitude on others.
- Consider strategies for being a Great Manager.
- Plan different approaches to improve performance.
- Create the right environment to fuel success.

Interactive content with strong focus on delegate contribution and work based practical application of key learning's.

Content Defining a Great Manager
Power or Empowerment ?
Your experience - 2 types of Manager
Moment of truth - Where are you ?
The Right Environment
Play
Make their Day
Be there
Choose your Attitude
Compelling Vision
Coaching Results and Enjoyment
Motivated ?
Personal Improvement Grid
Review and Commitments

Activities cover : Pre and post course delegate activity

Duration 1 Day

Location Flexible



TEAMTALK® . . . THE PAST, PRESENT AND FUTURE

A powerful team development tool in a simple board game format developed by the TeamTalk Partnership, it allows team members to share views on a wide range of issues such as how team members involve and support each other, take on responsibility, lift morale, develop team pride, see and value diversity, and approach the future and change with enthusiasm - all in a safe supportive environment. There are no individual winners, but the opportunity to explore hot issues, consider opportunities, build confidence and focus on increased performance. It's an enjoyable and practical experience for all.

A structured way of drawing on a team's experience to :

- Review past difficulties and successes
- Consolidate successful elements of team working
- Encourage clear communication about what teams members want from each other
- Identify obstacles to more effective team working and to action plan to overcome them
- Help the team to make choices for themselves about how they want to operate for the good of everyone and the good of the organisation.
- Not based on theories of how teams ought to be.
- Relies on your experience of what works and what doesn't

Where Teamtalk can help :

- Where there is the need for more open dialogue between team members
- Where there is a need to surface hidden agendas which are impeding achievement of the teams objectives
- Where there is the need to give and receive feedback about specific behaviour / issues as a way of clarifying performance.
- Where there is a need to clarify relationships between team members, where role uncertainties are time consuming and frustrating.
- Where there is a need to ask for and give support to achieve individual objectives.

What Happens

- The facilitator will discuss the workshop with the team leader to agree objectives.
- The process is centred around an interactive board game, considering past, present and future team experience and expectation.
- Players are asked to read out instruction cards to stimulate discussion about the team - In this way team difficulties and issues are openly considered and new ideas and improvement initiatives are generated.
- The game is designed to be fun, but providing an excellent stimulant to improve future team activity.
- As the game proceeds, action points are raised and taken forward by the team afterwards.

We help people share knowledge, solve problems, develop trust and recognise success.

Duration TEAMTALK® is offered as a one-day or half day event and contains versions for new and established teams.

Location Flexible



www.exploretraining.co.uk

EXECUTIVE COACHING

Overview

Senior Managers and Executives are often overlooked and it is assumed that they do not need training and developmental support. An independent and confidential coach can often stimulate and challenge in such a way as to enable the Manager to improve their own performance and that of the business.

We will work with your people to help them identify and change any barriers which prevent them from personal and business achievement. We provide effective support, a fresh pair of eyes, broad experience and alternative views which helps you look at the bigger picture from a different point of view.

Executive Coaching provides :

- Fast, discreet sharing and transfer of knowledge and skills
- Personal and career development
- Objective feedback needed to nourish individual growth
- The skills, knowledge and attitude to deliver increased business results

A quote from a senior manager in the health industry . . .

“Thank you for a really good first session. I must say I was somewhat sceptical as I could not see how this was going to work but I left a changed woman !”

Content

Executive Coaching engages with people in customised ways which acknowledge and honour their individuality. For this reason, each coaching session is tailored to the individual Senior Managers and Executives needs. Content is varied and is designed to help the coachee produce enhanced business results for their employers. This may include personal impact, change management, dealing with difficult relationships, influencing others, etc.

Duration

Executive coaching consists of highly personal one-to-one interventions between coaches and senior executives and usually lasts several months with a typical relationship of 6 months

Location

Flexible – mixture of face to face, telephone and / or e-mail contact dependent on personal preferences.



FACILITATED MANAGEMENT MEETINGS

Overview

There are many occasions when an independent facilitator / coach can be invaluable to help guide senior teams through difficult issues.

The role of the facilitator can vary from guiding the meeting through your own structured agenda, to designing the framework of the meeting to ensure the achievement of the desired outcomes.

Stimulating discussion, creating a positive environment and focusing on beneficial outcomes can dramatically affect your meetings.

We have extensive experience and competence in this area and subjects often covered include one or a combination of :

- Development of vision, values and strategy.
- Understanding of team and organisational purpose.
- Problem resolution.
- Team development.
- Changes which may affect the business.
- Communication issues.

Are your meetings in need of a different approach ?

WORK-LIFE BALANCE CONSULTANCY

Overview

Flexible working is the way all businesses will operate in the 21st century. It's an exciting and sensible business approach which provides win-win outcomes for both the business and the employee.

Flexible working breaks the historical constraints of how we work and responds to the ever-changing world in which businesses operate.

This is driven by customer demand, technology, a competitive recruitment market and a realisation that employees seek to balance work commitments with a variety of personal responsibilities and desires.


It has been confirmed through recent research that when people are looking for prospective employers that a work-life balance culture is a stronger attraction than salary.

From a business perspective key benefits of flexible working are :

- Increased productivity
- Improved staff morale
- Reduced sickness
- Improved service delivery and customer satisfaction
- Improved communication and teamworking
- Improved recruitment and retention
- Reduced costs

In association with  we provide :

- Advice on flexible working practices appropriate for your organisation
- Help in drafting policy frameworks
- Flexible working guidelines for managers and staff
- Training for managers in ' The Reality '
- Training on managing geographical teams
- Training for employees in responsible flexible working
- A complete, on going, HR back-up service

 are specialists in flexible working and have experience across all business sectors. They work with the DTI on the governments Work-life Balance challenge fund to help organisations introduce new policies and implement flexible working strategies.

Compressed
Hours

Term-time
Working

Job Sharing

Flexi
Schemes

Team based
rotas

Home-
working