

Select – 2019 Bitesize brochure

Bitesize offers practical tools and learning for members of your team to bring back to your business. Held at our regional offices, these short sessions offer useful soft skills training alongside members of our staff, adding a chance to meet and network at the same time.

At a glance

■ Assertiveness Bitesize

London - Thursday 3 October, 13:30 –15:30

Gloucester - Tuesday 8 October, 10:00 –12:00

■ Building resilience Bitesize

Gloucester - Thursday 16 May, 9:30 –11:30

■ Communication Bitesize+

Gloucester - Thursday 23 May, 9:30 –13:30

London - Thursday 4 July, 10:00 –14:00

Manchester - Wednesday 25 September, 13:00 –16:00

■ Decision making & problem solving Bitesize+

Gloucester - Tuesday 18 June, 09:30 –12:30

London - Thursday 12 September, 10:00 –13:00

Manchester - Thursday 5 December, 13:00 –16:00

■ Feedback Bitesize

Gloucester - Wednesday 5 June, 10:00 –12:00

Manchester - Thursday 7 November, 14:00 –16:00

■ Influencing Bitesize+

Gloucester - Thursday 19 September, 9:30 –12:30

Manchester - Thursday 26 September, 10:00 –13:00

■ Presentations Bitesize+

London - Thursday 6 June, 10:00 –13:00

Manchester - Thursday 8 August, 10:00 –13:00

Gloucester - Tuesday 15 October, 9:30 –12:30

■ Time management Bitesize

Gloucester - Thursday 27 June, 10:00 –12:00

London - Thursday 3 October, 10:00 –12:00

Manchester - Thursday 7 November, 11:00 –13:00

Manager Sessions:

■ Empowering your team Bitesize

London - Thursday 6 June, 14:00 –16:00

Gloucester - Tuesday 3 September, 10:00 –12:00

Book your place here

Bitesize: interactive 2 hour session covering all the basics with opportunities to put learning into practice.

Bitesize+: A 3 hour plus blended learning approach with detailed pre and post work, delving a step deeper into topics with more opportunities to put learning into practice.



In detail

Assertiveness Bitesize (2 hours)

- London - Thursday 3 October, 13:30 –15:30
- Gloucester - Tuesday 8 October, 10:00 –12:00

We've all had moments when we've failed to speak up for ourselves or said yes when we really meant no. No matter how self-assured you are, most of us would like to be just a bit more assertive in certain situations. Luckily, assertiveness is a learned ability through practice.

By the end of the session you will:

- Be using techniques to diffuse potential difficult situations
- Understand your inner dialogue to generate positive thoughts
- Have a deeper understanding of your own impact when being assertive.

“Utilise these techniques to improve confidence, helping you actually get what you want out of conversations”

Building Resilience Bitesize (2 hours)

- Gloucester - Thursday 16 May, 9:30 –11:30

Why is it that some individuals tend to bounce back from disruptive change better than others?

Resilience is the ability to adapt, recover and bounce back from adversity or change – otherwise known as your bounce-back-ability! Our levels of resilience can fluctuate, but the good news is it can be increased! Anyone can learn and develop habits and ways of thinking to improve resilience and hardiness in order to survive and thrive.

The aim of this session is to give you an overview of what it means to be resilient and some tools and tips to help you spot and combat stress – the enemy of resilience.

By the end of the session you will be able to:

- Understand the impact of reduced resilience on individuals and companies
- Identify key triggers and identifiers of stress
- Increase your own resilience and know what to do to help counter the effects of stress
- Utilise some tools to practice and take away to improve your own resilience.



Communication Bitesize+ (4 hours)

- Gloucester - Thursday 23 May, 9:30 –13:30
- London - Thursday 4 July, 10:00 –14:00
- Manchester - Wednesday 25 September, 13:00 –16:00

“Communication is the knitting which holds organisations together - and the thread which keeps coming apart”

This session focusses on the key components of communication – structuring techniques, managing difficult conversations, assertiveness and personal impact, closing with a group activity to pull learning together and take away an action plan you can implement immediately. Communication cannot be perfected – but it can be continually improved!

By the end of the session you will:

- Understand the elements of Conversation Management and practice applying useful techniques
- Understand underlying causes of conflict and use techniques and tools to deal with it
- Deepen your understanding of your own assertiveness and how to apply it
- Understand your strengths and what holds you back and have a takeaway toolkit so you are better equipped to create impact.

Decision making & problem solving Bitesize+ (3 hours)

- Gloucester - Tuesday 18 June, 09:30 –12:30
- London - Thursday 12 September, 10:00 –13:00
- Manchester - Thursday 5 December, 13:00 –16:00

“Whenever you see a successful business, someone once made a courageous decision”

This session highlights the key elements in the decision making process, including techniques to help you make balanced choices that address the real issues and add value.

It will provide insights into the importance of carefully evaluating all options and the value of individual contributions to the decision making process through scenario based dilemmas – *What will you decide to do and why?*

By the end of the session you will be able to:

- Use techniques to think through a problem effectively and come up with inventive solutions
- Not be afraid to try something new – explore all options to understand the wider problem
- Apply these concepts - creating a powerful tool set which once learned can be applied immediately!



Feedback Bitesize (2 hours)

- Gloucester - Wednesday 5 June, 10:00 –12:00
- Manchester - Thursday 7 November, 14:00 –16:00

“How to give, receive and ask for feedback”

This session is for those who understand the importance of feedback and want to develop their skills further. It's for those who believe that feedback conversations are essential for engaging motivation, developing potential and building effective working relationships.

Regular feedback is essential for:

- Effective learning and performance
- Developing skills, ability, knowledge, competence and confidence
- Key building block for working relationships.

This session looks at:

- How you can give constructive and valuable feedback
- How you receive feedback, including tools and techniques to help you gain the most value from it
- How to ask for structured feedback that will be useful to you
- Give you the opportunity to practice the skills learned.

Influencing Bitesize+ (3 hours)

- Gloucester - Thursday 19 September, 9:30 –12:30
- Manchester - Thursday 26 September, 10:00 –13:00

“The ability to influence people without irritating them is the most profitable skill you can learn”

Great influencers manage to get other people to go along with their ideas while maintaining the relationship. If people feel manipulated, relationships will be damaged. It is important to understand the different strategies available to you and to plan your approach.

This session will equip you with a range of tools and techniques on how to establish rapport, deal with different personalities, handle resistance, and crucially get a decision.

By the end of the session you will be able to –

- Plan how to influence
- Know the 6 core principles to use
- Identify your own influencing style
- Put what you learn into practice in a fun and interactive way!



Presentations Bitesize+ (3 hours)

- London - Thursday 6 June, 10:00 –13:00
- Manchester - Thursday 8 August, 10:00 –13:00
- Gloucester - Tuesday 15 October, 9:30 –12:30

We have all sat through presentations where we have struggled to pay attention and ended up switching off!

On the other side of the coin, think back to the best presentation you've attended – Why was it so good? How was it structured? What did the speaker do to grab your attention and keep it? The answer to all of these questions will point to some basic principles of making a good presentation.

This practical and interactive course will ensure that you deliver a memorable presentation, keep your audience engaged and get your message across all at the same time.

By the end of the session you will be able to –

- Demonstrate more confidence in presenting
- Prepare and structure a presentation
- Put into practice tips on how to engage the audience.

Time management Bitesize (2 hours)

- Gloucester - Thursday 27 June, 10:00 –12:00
- London - Thursday 3 October, 10:00 –12:00
- Manchester - Thursday 7 November, 11:00 –13:00

“Time = Life – Therefore, waste your time and waste your life, or master your time and master your life”

Each day we are given 24 hours to live our lives – that's 86,400 seconds to spend, yet it never seems enough!

This session will provide you with effective tips to help you get back in control of time and be more efficient in the workplace.

By the end of the session you will be able to –

- Use a matrix to more effectively manage your time on a daily basis
- Understand the principles of good time management through activity and discussion
- Apply the principles learned in your day to day role via activities.



Manager Sessions:

Empowering your team Bitesize (2 hours)

- London - Thursday 6 June, 14:00 –16:00
- Gloucester - Tuesday 3 September, 10:00 –12:00

“Leaders become great, not because of their power, but because of their ability to empower others”

Empowerment is based on the idea that employees' competence, satisfaction and motivation all increase when they are given more skills and resources, more authority and opportunity, while also being held accountable for the outcomes of their actions. This tackles this important topic in an interactive way.

You will get to grips with what empowerment is all about and stimulates huge amounts of useful discussion.

By the end of the session you will have:

- Better awareness of what empowerment is and its benefits
- Identified the 'risks' and downside of empowerment
- Explored how empowerment works
- Reviewed empowerment in action.

