



Training Guide 2017



*welcome*

to the world of radius 360 and this roundup of training programmes, learning opportunities and the occasional event where you can come and meet us.



01376 337063

[hello@radius360.co.uk](mailto:hello@radius360.co.uk)

[radius360.co.uk](http://radius360.co.uk)

Joining one of our highly acclaimed programmes very often marks the point where people begin to raise their profile, accelerate their development and take many positive steps forward, finding new levels of improved performance and recognition from their colleagues.

The improvements experienced are made possible through an external programme that enables your learners to see first-hand, how different people and companies apply new-found skills, whilst practising their own between sessions, which are delivered in a bite-sized approach. Other benefits for learning outside your business include the minimising of distractions and interruptions, being able to look back at the workplace more objectively, expanding networks of useful contacts and learning in a safe environment that is away from the gaze of peer pressure.


We believe that radius helps the learning journey considerably, by meeting with you and your people before training starts to identify and clearly articulate aims and objectives. These are then used to benchmark progress and customise experience in the training room. This, coupled with the very best training resources and a hybrid delivery method, makes radius programmes a compelling choice for everyone.

Simply call or email for more information. Details of how to book your places are shown on page 9 and you'll find a schedule on page 12.

For those who like to book early, our **early bird** offer means you can make a saving. If you book more than three months before the starting date you get 5% off.

Book a **bundle** of places together - using any combination of programmes - for yet further savings:

- four places - 20% off
- five places - 25% off
- six places - 30% off



Improved  
performance &  
recognition

Early birds &  
Bundles



## Getting your message across

**M**any of us have been there: you're sitting nervously, waiting for that moment. You know full well that you have the ability to stand, and you're quite capable of speaking with conviction and clarity. But put these two activities together ...

Psychologists tell us it's natural to feel this way - our 'old brain' (otherwise known as the Hindbrain) sees this as a legitimate threat to our survival. But knowing that it's natural doesn't necessarily help.

### Practice - Practice - Practice

What does help is practice. Lots of it, in a controlled environment.

Advanced Presentations has been designed to give you the opportunity for plenty of practice, with live intervention coaching and structured feedback.

It's called 'Advanced' because of the range of presentations it will prepare you for; pre-qualifying training is not required.

### Nine different presentations

Over a two-day period, you will be guided through nine different types of presentation and exercises:

1. Self-reflection
2. Thinking on your feet
3. Selling a new concept
4. Conducting a review
5. Turgid text
6. Making a PR statement
7. Handling questions
8. A clear explanation
9. The power formula

You will be shown how to prepare, receive vocal coaching and be given one-to-one support in delivering a professional message. There will even be a short-but-useful foray into a memory technique or two.

Will you still be nervous? Possibly. But you will know that you can make powerful presentations, with clarity and structure, and become the professional presenter your business needs and your clients expect.

*Two consecutive days; see page 12 for dates.*



## Self-awareness and fulfilling your potential

**H**ave you ever replayed an event - an exchange with someone perhaps - and thought 'It would have been better if I'd said this or done that'? If so, your self-editing reflection provides a glimpse of an improved version of you.

The fact that we can do this demonstrates we already have this improved version within us; if only we were able to remove the limiting thoughts and behaviours that prevent this person from emerging. That's what the Personal Development programme is all about.

### Alchemy

An astonishing chemistry is created when the dual agendas of personal development and presenting to groups are combined; it's what puts the power into a course such as this. It is what makes possible the removal of things that limit us, so we can settle the past, reduce the effort required to live in the present and formulate a compelling future. These are the real experiences of our many graduates from this dynamic and defining programme.

### Experience a journey of discovery

From the pre-course objective setting with your trainer, through six sessions of group training and continuing with your ninety-day development plan, we promise to maximise the impact that this programme can deliver.

To ensure you achieve your goals we will use innovative techniques and resources, including your own 18-page Insights Discovery® Personal Profile (see page 11), improve memory skills, understand other people's behaviour, receive more feedback than you ever imagined possible, expand comfort zones, increase confidence, create positive habits *and* help you become empowered.

*Six evenings or six afternoons, at weekly intervals; see page 12 for dates.*



## The ILM Level 2 Award

**T**he radius 360 ILM Level 2 Award in Leadership and Team Skills provides a solid introduction to having responsibility for other people as well as for yourself. The programme helps to recalibrate those arriving in a supervisory role from being team members to becoming team leaders.

### Making the role work

Finding the confidence and the disposition to coordinate the work of others whilst monitoring performance and keeping people motivated is, without doubt, a significant part of being a successful team leader.

Accordingly, this training leans heavily on people's attitude and behaviour, in order to produce effective team leaders who

know what - and when - to communicate, as well as how to use their abilities to ensure the team's overall performance.

### Method

For centuries scientists have used the reductionist technique to understand how things work. In other words, they break things down to be aware of all the component parts and consequently, are usually able to figure out how something functions. The ILM Level 2 is no different - we deconstruct the supervisory role along with the most important competencies required to do the job and, as a result, you will understand how the role functions and what you need to adjust in order to succeed.

*Three days at weekly intervals; see page 12 for dates.*



## The ILM Level 3 Award

**T**he radius 360 ILM Level 3 Award in Leadership and Management programme has been structured to help your new managers take on the mantle of problem-solver, communicator, organiser, delegator, negotiator and team builder.

The programme is highly participative and practical because, if we are only theorists, we are unlikely to convert knowing into doing. The point of having knowledge is to apply it. For that reason, this programme includes a project aimed at bringing about improvement within your business, often with significant financial benefit.

### Free training?

Additionally, experience shows that very often the work completed by attendees during the programme actually pays for the cost of the training.

This means you can have a member of your team professionally trained in first line management, with sustainable skills for the future, for free!

*And they get an internationally recognised qualification: The ILM Level 3 Award in Leadership and Management.*

### Not just for new managers

This programme is equally suited to existing first line managers who have not yet benefitted from formal management training, and is an excellent grounding for those aspiring to become managers.

*Five days or ten mornings at weekly intervals; see page 12 for dates.*



## The ILM Level 5 Award

**T**he radius 360 ILM Level 5 Award in Leadership and Management is a concise and flexible\* qualification, helping practising middle managers to develop their skills and experience, improve their performance and prepare for senior management responsibilities. It encourages strategic thinking and the fostering of business improvement.

### Progression and kudos!

There is no requirement to have previously undertaken a level 3 or 4 management qualification - but if you have, there is a natural progression into Level 5.

The benefits in registering for this course include using core management techniques to drive better results; develop your ability to lead, motivate and inspire; provide strategic leadership as well as day-to-day management; benchmark your

managerial skills and raise your profile.

The ILM5 is a degree level programme so you certainly are benchmarking your learning with a very credible and recognised standard.

### **\*Build your own programme**

At radius we enjoy nothing more than being creative. Faced with a choice of which of two optional modules should and shouldn't be included in the programme, we've found a way to offer both.

The core module is 'Managing for Efficiency & Effectiveness' after which you can choose - continue the programme with 'Becoming an Effective Leader,' or change programmes and join our Advanced Presentation Skills course for your second module (officially called 'Making Professional Presentations') to complete your qualification. And if you can't decide, why not do all three?

*Five days at weekly intervals; see page 12 for dates.*





## New for 2017: One-day training

### Managing remote, flexible and virtual teams

With outsourcing and flexible working, the rise of remote teams has increased exponentially in recent years.

The tools and skills to manage remote, flexible and virtual workers has not followed at the same pace. Managers may increasingly find they do not have the capabilities to deal with issues that distance may cause.

This one-day course focuses on the key areas that the manager of a remote, flexible and virtual team needs. It will show you how to:

- build, manage and maintain remote teams
- develop a personal leadership style to improve team performance
- manage the risks and problems of remote teams
- improve communication by using technology
- develop team members from a distance

This training is suitable not only for managers responsible for remote, flexible and virtual teams, but also for the management of project teams working in different functions.

This module is accredited by the Institute of Leadership and Management (ILM) and can be studied separately, or as part of the ILM Level 3 Award in Leadership and Management.

### Reboot your career

We all face a changing work environment and may sometimes feel that we do not have an appropriate set of skills to develop, or that our career has come to a standstill.

Reboot your Career helps you to dismantle barriers to progression and formulate plans to improve your chances of success.

This one-day course provides practical training by focussing on four key areas:

1. why you are stuck and what you are looking to achieve
2. your Personal Brand – how others see you and how this can be holding you back
3. how to create a plan for succeeding in your work goals
4. how increasing your self-awareness, motivation, empathy and self-regulation (also known as Emotional Intelligence) will improve your performance

These four areas will support your career development aims.

*These events will each be held three times; see page 12 for dates.*



## New for 2017: One-day training

### Challenge, question and get results

Do you ever walk out of a meeting and wish you had challenged a colleague more effectively, but instead, you simply agreed with what was said without making the comments you should have made?

Many people need help with the knowledge and the inclination to effectively challenge issues in the workplace.

This one-day course will help you learn how to challenge and question others in a productive way. Your voice will be heard, decisions will be made based on facts and your requirements will be taken into account.

Through practical exercises, you will actively learn the skills required to have difficult conversations, to address issues of concern in the workplace, and to improve outcomes.

### Workplace coaching to improve performance

*“Does coaching work? Yes - Good coaches provide a truly important service. They tell you the truth when no-one else will.”* Jack Welch - Former CEO of General Electric.

Because businesses are going through continuous change, they place increasing demands on - and have greater expectations of - their employees' performance.

Middle and senior managers are expected to coach their teams and support development throughout the organisation, but if you have never been trained to coach, should something so important rely on intuition alone?

This one-day course provides the training for you to develop the skills you need. It will demonstrate how to motivate your team, help them develop and improve performance, and support an evolving organisation.

By developing your coaching skills, together with the tools to create a coaching culture, this practical training course will ensure that skills learnt are transferred into your working day.



*These events will each be held three times; see page 12 for dates.*

## How to register for training

**E**nrolling with radius 360 is easy:

Simply give us a call (01376 337063) and we'll take it from there.

Alternatively, current users and existing clients can register online at **[www.radius360.co.uk/registration](http://www.radius360.co.uk/registration)**

Enter your details in the first section (for all training programmes).

The second section is for those joining us on ILM programmes, so only complete this if you're enrolling on:

- Leadership & Team Skills (ILM2)
- Leadership & Management (ILM3)
- Leadership & Management (ILM5)

If you've taken ILM (or similar) training before, you may have a 10-digit Unique Learner Number (ULN), in which case please include this number.

When your details are complete, simply click **SUBMIT**. We'll then send you joining instructions, a map (where appropriate), and details of what - if anything - to bring with you.



## What is the ILM?

**T**he Institute of Leadership and Management is a professional membership body.

ILM leadership and management programmes are chosen by more employers than those accredited by any other awarding organisation. That's because they focus squarely on what people actually do in their jobs and provide the skills and knowledge needed to perform to the highest standards.

Organisations choosing ILM can expect improvements in efficiency and effectiveness, better morale and reduced employee turnover.

Team leaders and managers benefit from their increased confidence, a stronger sense of commitment between them and their employers, and the opportunity to develop their careers.



## Training designed around your needs

**T**his training guide was created to provide an introduction to the training programmes we hold regularly and that are open to all-comers.

The benefits of externally held training are many and varied; some of these are shown on page 1.

There are times though when it is of greater benefit, or just more convenient, to hold training 'in-house,' especially when your delegate numbers are great enough.

### Bringing training to you

All of the programmes detailed in this guide can be brought to you and delivered in your premises, or somewhere convenient. In many cases, they can also be customised around your organisation's specific needs.

We'll bring the same carefully balanced blend of presentation skills, coaching techniques and discovery learning to create a complete and engaging experience.

The types of training and development available include:

- Appraisal skills
- Business development
- Creativity workshops
- Customer care
- Coaching
- Conflict management
- Decision making
- Delegation
- Developing effective relationships
- Engagement
- Empowerment
- Feedback - giving and receiving
- Group dynamics
- ILM qualifications (Levels 2-7)
- Influencing skills
- Innovation and problem solving
- Jungian personality theory
- Key result areas
- Listening skills and EQ
- Leadership skills
- Management development
- Memory training
- Mentoring
- Motivation
- Online 360 appraisal
- Personality profiling
- Team building
- Team development





## Insights Discovery®

An Insights Discovery® Personal Profile is a personal development tool which gives you an engaging, reinforcing and transformational insight into yourself and others.

The simple process starts by completing a 25-frame online evaluator. The output is a profile of about 18 pages, which helps you gain a detailed understanding of your personal preferences and style, and how this impacts on your relationships in both personal and professional environments.



The critical self-awareness a personality profile provides is invaluable in helping to maximise your development, which is why it is a fundamental aspect of the Personal Development programme (see page 3).

### Everyone is unique

Celebrating the uniqueness of each person, the profile illustrates how recognising and valuing difference can empower individuals, teams and entire organisations.

Each profile is based on a Foundation Chapter which tells you about your style and approach, key strengths and weaknesses, value to the team, communication style, possible blind spots, opposite type and suggestions for development.

In addition to the Foundation, these chapters are also available:

- Management
- Effective selling
- Personal achievement
- Interview questions



## Advanced Presentations

<b>Two days</b>	09:00-17:00 Essex
Tue/Fri	21 & 24 Mar 2017
Wed/Thu	13 & 14 Sep 2017

## ILM2 Leadership & Team Skills

<b>Three days</b>	09:15-17:00 London
Wednesdays	10 May-24 May 2017
Wednesdays	08 Nov-22 Nov 2017

## ILM3 Leadership & Management

<b>Five days</b>	09:00-17:00 Essex
Wednesdays	22 Feb-22 Mar 2017
Thursdays	21 Sep-19 Oct 2017
<b>Five days</b>	09:15-17:00 London
Wednesdays	22 Feb-22 Mar 2017
Wednesdays	20 Sep-18 Oct 2017
<b>Ten mornings</b>	09:00-13:00 Essex
Wednesdays	10 May-12 Jul 2017

## ILM5 Leadership & Management

<b>Five days</b>	09:30-17:30 Essex
Tuesdays	20 Jun-18 Jul 2017

## Personal Development

<b>Six evenings</b>	18:00-21:30 Essex
Tuesdays	07 Feb-14 Mar 2017
Thursdays	08 Jun-13 Jul 2017
Mondays	11 Sep-16 Oct 2017
Tuesdays	07 Nov-12 Dec 2017

<b>Six afternoons</b>	13:30-17:00 Essex
Wednesdays	10 May-14 Jun 2017

## One-day training

<b>Each one day</b>	09:30-16:30 Essex
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### Managing remote, flexible and virtual teams

Friday	03 Feb 2017
Thursday	06 Apr 2017
Monday	19 Jun 2017

### Reboot your career

Tuesday	28 Feb 2017
Monday	08 May 2017
Monday	03 Jul 2017

### Challenge, question and get results

Monday	20 Mar 2017
Monday	22 May 2017
Thursday	07 Sep 2017

### Workplace coaching to improve performance

Monday	03 Apr 2017
Monday	05 Jun 2017
Monday	09 Oct 2017





## Prices

<b>One-day courses</b>	220.00
<b>Advanced Presentations</b>	750.00
Includes USB stick containing your presentations	
<b>Personal Development</b>	750.00
Includes a Personal Profile	
<b>ILM2 Team Leadership</b>	690.00
Includes ILM registration and assessment	
<b>ILM3 Leadership &amp; Management</b>	1,155.00
Includes ILM registration and assessment	
<b>ILM5 Leadership &amp; Management</b>	1,350.00
Includes ILM registration and assessment	

*All prices per person and subject to VAT*

*The early bird and bundles offers (page 1) do not apply to one-day courses*

*The bundles offer applies to places booked at the same time*

*Prices and offers herein supersede any previous prices and offers*



radius 360 limited   Unit F   East Gores Farm   East Gores Road   Salmons Lane   Coggeshall   Essex   CO6 1RZ  
01376 337063                      hello@radius360.co.uk                      radius360.co.uk