



Training Guide

welcome

to the world of radius 360.

This document gives details of our 'public' training programmes and learning opportunities, along with a summary of the types of training and coaching we can bring directly to you.



01376 337063
hello@radius360.co.uk
radius360.co.uk

Joining one of our highly acclaimed training 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 13.

It seems hardly credible that it's been over twenty years since radius was founded. We'd like to thank all of our clients, associates and friends for their support, whether from the beginning or more recently.

Those well acquainted with us will know of our dislike for the unnecessary nonsense and jargon that pervades the learning and development industry. We intend to be decidedly **dis**passionate about training, preferring instead a straightforward, objective and plain speaking approach.



Improved
performance &
recognition

- Training
- Consulting
- Profiling
- Coaching

Getting your message across

Many 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.



Self-awareness and fulfilling your potential

Have 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 Insights Discovery® Personal Profile (see page 8), 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 at weekly intervals.



The ILM Level 2 Award

The 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, as a basis for making improvements. In other words, they break things down to the component parts and are then 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 can adjust in order to succeed.

Three days at weekly intervals.

The ILM Level 3 Award

The 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 at weekly intervals.



The ILM Level 5 Award

The radius 360 ILM Level 5 Award in Leadership and Management is a concise 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.

Leadership: not a function of personality but a strategic choice

This qualification divides into two practical learning modules. First, *Becoming an Effective Leader*, thoroughly scopes the subject of leadership whilst introducing change management, emotional intelligence, leadership competencies and innovation. The aim is for you to grasp what needs to be done in order to fulfil your leadership responsibility, then plan to make it happen.

The second subject addressed is *Managing for Efficiency and Effectiveness*. Here you are required to understand how your organisation translates high level business aspirations into operational objectives, through delegation and control techniques. You are also required to implement changes to your management style in order to facilitate greater efficiency in others.

Five days at weekly intervals.



Introduction to the Discovery® model

Since the 1990s, Insights Discovery's innovative colour profiling system has swept the world, becoming one of the UK's most successful learning and development exports. Many have tried to copy what is undoubtedly a compelling behavioural model, but none have come close and we are still, after twenty years as distributor, full of enthusiasm and pride to be part of the Discovery® story.

Colour workshops provide an unrivalled comprehension into our behaviour and, crucially, what we should do as beneficiaries of such valuable knowledge.

Unique learning

Until now, these sessions have been exclusively delivered in-house, so this year we want to open up what is a genuinely unique learning experience to a wider audience.

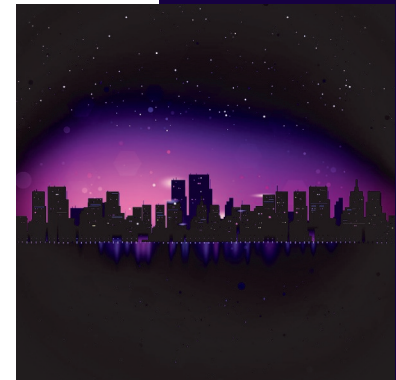
As a result, the workshops will be accessible to smaller teams and companies, as well as the many individuals who have had Discovery® profiles (see page 8), but not yet experienced a Discovery® workshop.

Objectives for our introductory workshops include:

- **understand self** - where you prefer to orientate within the psychological model
- **understand others** - validating different behaviours and knowing how they relate to your preferences
- **adapt and connect** - using emotional intelligence to respond rather than simply react to people
- **build effective relationships** - utilising the model to construct and maintain healthy interactions

During the workshop you can expect to find out how perception often inhibits an objective view of others, understand the underpinning Jungian psychological model, learn how to recognise behavioural preferences in others, gain insight into your own blend of four distinct behavioural groups and much more.

One day.



Insights Discovery® Personal Profiles

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

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

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).

Every Discovery® Profile begins with the Foundation Chapter, which will give you a general overview of your own personal style.

The Foundation Chapter includes these sections:

- overview
- key strengths and weaknesses
- value to the team
- communication preferences
- possible blind spots
- opposite type
- suggestions for development

The Foundation Chapter

The Foundation Chapter provides a uniquely compelling insight into behavioural preferences, as well as establishing a foundation upon which we can understand the needs and behaviours of others.



Discovery® - additional chapters

These optional chapters may be added to the Foundation to increase self-awareness, boost the effectiveness of leaders and make teams great.

Management Chapter

This will help you understand the impact your style has on those you lead. It's not a one-size-fits all, but a one-size-fits-one. It focuses on how you prefer to manage and be managed, how to motivate others and be motivated, as well as how to create the ideal work environment.

The right leadership brings with it increased employee satisfaction, organisational commitment, increased productivity and profitability, and overall employee performance. With its insight into how your style impacts on others, this chapter is vital for leaders.

Effective Selling Chapter

This chapter helps salespeople understand how they can use their unique style to influence others, maximise their potential and form part of an exceptional sales team.

It focuses on the selling style of the individual and the six distinct steps of the sale: before the sale begins; identifying needs; proposing; handling buying resistance; gaining commitment; follow up and follow through.

By focusing first on increasing self-awareness, this chapter helps to build better relationships with customers and stakeholders alike. In this respect it's not just for salespeople, it is for **anyone who needs to influence others** within their role.

Personal Achievement Chapter

This chapter is specifically about learning and development and it's truly personal. It focuses on purpose, potential and a lifelong journey of growth. It explores living on purpose, time and life management, personal creativity, lifelong learning and learning styles. It's ideal for those who need to look into the future, define their purpose, set goals and unleash their potential.

Interview Chapter

This is a list of questions designed to be stretching and difficult, raising levels of self-awareness even further. The questions are related to areas for development which people find more difficult to tackle.

When used together with the Foundation chapter, this provides an excellent aid for guiding coaching conversations.



Bridging the gap between performance and potential

Often it can be the internal barriers we haven't registered or accepted that stand in the way of achieving our full potential. Fortunately, coaching can help identify the gaps in what we do and then begin closing them.

radius coaches work with people to provide objective, professional direction to increase performance, through understanding anything from broad business strategy to interpersonal competence.

Outcomes

Coaching can benefit senior managers, junior staff and everyone in between. Specific outcomes will depend upon need, responsibilities and agreed objectives. However everyone can benefit from time devoted to them, identifying aims and aspirations; reviewing past performance; identifying strengths, weaknesses, limiting behaviour and opportunities; creating

strategies to maximise possibilities; setting goals and monitoring progress.

Ultimately, success is about motivating someone to close the gap between performance and potential.

Method

The duration and structure of coaching will always be designed around the needs of the person being coached, however the components are part of an established process and include:

- exploratory meeting with interested parties
- coaching intake session to define relationships and confirm primary objectives
- documenting the proposed plan
- psychometric profiling (see pages 8-9)
- face-to-face meetings at agreed intervals
- virtual meetings at agreed intervals
- intersessional support through email or telephone
- goal setting
- confidentiality
- encouragement
- challenge (as defined and agreed in the intake session)

In a study reported in Public Personnel Management, managers who were coached during and after receiving management training increased productivity by 88%, compared with the 22% improvement of those not being coached.



Training designed around your needs

This 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
- Emotional Intelligence (EQ)
- Feedback - giving and receiving
- Group dynamics
- ILM qualifications (Levels 2-5)
- Influencing skills
- Innovation and problem solving
- Jungian personality theory
- Key result areas (KPIs)
- Leadership skills
- Management development
- Memory training
- Mentoring
- Motivation
- Online 360 appraisal
- Personality profiling
- Team building
- Team development



What is the ILM?

ILM is a City & Guilds Group business. Its purpose is to enable people and organisations to develop their leadership skills for personal and economic growth.

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.

Efficiency and effectiveness

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.

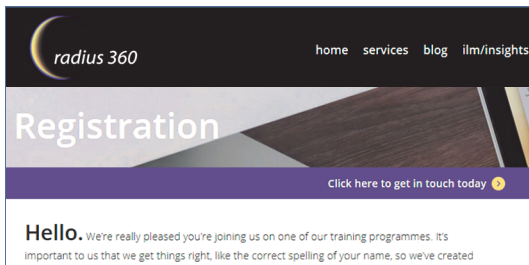
radius 360 has been an approved centre with ILM for more than 10 years. In that time we've helped hundreds of team leaders and managers achieve their ILM Level 2, Level 3 and Level 5 Awards.



How to register for training

Enrolling 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



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

For all training programmes

| | |
|-------------------------------------------|--------------------------------------|
| <input type="text" value="First Name"/> | <input type="text" value="Surname"/> |
| <input type="text" value="Company Name"/> | |

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)

For ILM programmes only

Gender

Male Female

| | |
|--------------------------------------------|-------------------------------------------------------|
| <input type="text" value="Date of birth"/> | <input type="text" value="Email (for ILM purposes)"/> |
|--------------------------------------------|-------------------------------------------------------|

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.



Half-day sessions

- Conducting difficult conversations
- Creating a calmer workplace - mindfulness and stress management at work

One-day courses

- Promoting your message, your brand and your ideas
- Discovering your resilience
- Developing skills for conflict resolution
- Managing remote teams

One-hour presentations

We also offer a collection of concise one-hour presentations - the radius 360 lunchbox - delivered as lunch and learn sessions.



These can be delivered at our training centre in Essex or within your own company.

Please contact us for further details.



| | |
|--------------------------------------------------|----------|
| Advanced Presentations | 790.00 |
| Includes USB stick containing your presentations | |
| Personal Development | 790.00 |
| Includes a Personal Profile | |
| ILM2 Team Leadership | 750.00 |
| Includes ILM registration and assessment | |
| ILM3 Leadership & Management | 1,195.00 |
| Includes ILM registration and assessment | |
| ILM5 Leadership & Management | 1,390.00 |
| Includes ILM registration and assessment | |
| Introduction to Discovery® | 140.00 |

All prices per person and subject to VAT

These prices 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