

## Pro-Development (UK) – Innovative Working

**Title of programme:** Team Building during Challenging Times

**Programme Content:** The last few months, for many businesses, have been difficult and with the furlough scheme, working virtually, working in a Covid-19 safe environment and the challenges of communication, there are now a number of teams who are suffering with issues around trust and potential conflict and tension both in and between teams. We know that 'Absence of Trust' and lack of 'Healthy Conflict' are two of the key factors that get in the way of high performing teams. Many people struggle with healthy conflict and honest conversations yet this is key to creating the results that many businesses need right now. Many businesses are already highlighting concern about the impact of this as they start to bring people back from furlough and re-integrate their teams and the need for high performing teams will be a key requirement for many businesses in the months ahead.

This programme will help to address these issues and help to bring the team together and support the business as we move into recovery.

**Course delivery method:** Teams will complete a number of exercises before the event to establish their values, communication profiles and assessment around high performing teams.

- What matters to me and my values
- Communication styles and conflict management (conflict covered in 1 day event)
- High performing teams assessment

**Following this, the team will attend one of the following events:**

- Half day online event – covering communication styles and high performing teams
- One day online event – covering communication styles, how we behave in conflict and high performing teams
- One day face to face event - covering communication styles, how we behave in conflict and high performing teams

**What are the perceived business benefits of the proposed training and what are the outcomes for the business:**

- Smooth transition into recovery to rebuild connection, trust and address potential conflict across teams
  - Improve understanding of each other, values, strengths and how to bring out the best in each other
  - Consider DiSC profiles as a team and discuss different approaches to managing conflict and differences
  - Raise awareness in times of challenge and highlight productive and destructive tendencies in conflict
  - Explore high performing teamwork and its characteristics
  - Identify actionable ideas to create and embed high performance across the team
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**Title of programme:** Creating High Performing Workplaces - Employee Engagement Programme

**Programme Content:**

- Understanding employee engagement to provide insights and intelligence supporting the growth of local business.
- How employee engagement impacts on business success
- Key drivers for engagement and how to measure engagement against these
- Strategies for improving employee engagement and enhancing employee relations
- Communication strategies to support change and engagement
- Measuring and analysing people analytics to support strategic decision making
- Using a survey tool to measure employee engagement results in your business to create people analytics
- Reports that provide a holistic view of engagement across your business and benchmarks against other businesses across the Leeds City Region.
- Bespoke reports to suit the needs of the business
- Insights from people analytics to help you focus on the areas that will provide you with the biggest impacts and develop strategic people initiatives
- Identify your areas of strength and those areas requiring more focus.
- Action Planning to build on strengths and address any development areas and promote critical and innovative thinking
- Implementation of action to increase engagement levels, productivity and profit

**Course delivery method:**

- Training Provider premises
- Employer premises
- Learning via Zoom - unchanged content and approach

**Duration:** This programme is delivered over 6 months. It includes a number of different interventions, workshops, action learning and uses a variety of tools and techniques throughout this period.

**What are the perceived business benefits of the proposed training and what are the outcomes for the business:**

- Improved profit on average of around 12% increase
- Increased overall productivity across the workforce on average of 5%
- Improved creativity and innovative thinking
- Increased employee advocacy of both products/services and as an employer Page 2 of 4
- Increased customer satisfaction due to employee focusing on customer needs
- Reduce staff turnover and nurture talent by engaging and developing your people
- Motivate the workforce to become advocates of your business.
- Build an environment of honesty and trust where change is embraced supporting future growth of the business.
- Contribute to reduced sickness levels by creating a positive working environment
- Attract great people though a reputation of being a good employer

**Target group of participants/Who should attend:** This programme is aimed at Business Owners, Directors and Senior Leaders who are keen to understand how employee engagement is impacting on their productivity and bottom line. It supports businesses who are experiencing challenges with staff retention, morale and motivation and culture and will help them identify actions to support improvement in the commitment and engagement of their employees to support the growth of the business.

**Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer:** We work with all the individuals on each programme to adapt to their learning needs and abilities. Each programme is completely bespoke to the needs of each client.

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**Title of programme:** Creating High Performing Workplaces - Employee Engagement Workshop

**Programme Content:**

- What is employee engagement?
- Why it is one of the biggest issues facing us today?
- The benefits of engaging employees
- What drives engagement in a business?
- Our approach and findings from working with SMEs across the Leeds City Region
- Sharing ideas and suggestions for engaging your team
- What can YOU do to help support the success of your business?

**Course delivery method:**

- Training Provider premises
- Employer premises
- Learning via Zoom (now a 2 hour workshop)

**Duration:** This workshop is delivered over 1 day

**What are the perceived business benefits of the proposed training and what are the outcomes for the business:**

- Improved profit on average of around 12% increase
- Increased overall productivity across the workforce on average of 5%
- Improved creativity and innovative thinking
- Increased employee advocacy of both products/services and as an employer
- Increased customer satisfaction due to employee focusing on customer needs
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- Contribute to reduced sickness levels by creating a positive working environment
- Attract great people through a reputation of being a good employer

**Target group of participants/Who should attend:** This programme is aimed at Business Owners, Directors, Senior Leaders and HR professionals who are looking to understand more about employee engagement, how it impacts on their productivity and bottom line and ideas for improving engagement in their business.

**Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer:** We work with all the individuals on each programme to adapt to their learning needs and abilities. Each programme is completely bespoke to the needs of each client.

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**Title of programme:** Creating High Performing Workplaces through Talent and Succession Planning

**Programme Content:**

- Identifying success factors
- Undertaking a Current State Assessment
- Identifying Future Talent Demand
- Develop a Talent and Succession process
- Understanding Insights – Existing talent, where is it, who is ready to progress, where development focus needs to be.
- Developing a Talent and Succession Plan
- Plan Supports the Future Business Needs

**Course delivery method:**

- Training Provider premises
- Employer premises
- Learning via Zoom - unchanged content and approach

**Duration:** This programme is delivered over 6 months. It includes a number of different interventions and use of a variety of tools and techniques throughout this period.

**What are the perceived business benefits of the proposed training and what are the outcomes for the business:**

- Improved profit on average of around 12% increase
- Increased overall productivity across the workforce on average of 5%
- Improved creativity and innovative thinking
- Increased employee advocacy of both products/services and as an employer
- Increased customer satisfaction due to employee focusing on customer needs
- Reduce staff turnover and nurture talent by engaging and developing your people
- Motivate the workforce to become advocates of your business.
- Build an environment of honesty and trust where change is embraced supporting future growth of the business.
- Contribute to reduced sickness levels by creating a positive working environment
- Attract great people through a reputation of being a good employer

**Target group of participants/Who should attend:** This programme is aimed at Business Owners, Directors and Senior Leaders who are keen to understand their talent and to build a succession plan for the future to support the business.

**Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer:** We work with all the individuals on each programme to adapt to their learning needs and abilities. Each programme is completely bespoke to the needs of each client.

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