

Coaching, Developing, Leading Organisational Change

Autumn already and 4 months since the general election results. Much of our focus over the past few months has been about working with teams to help them think and plan how they can do more with less resource and develop their **commercial awareness**. We have run workshops on **building effective networks**, helping people develop meaningful contacts and benefit from others experience to help address work issues in a more effective way. The building effective networks workshop gives people the skills to connect from a place of strength and purpose especially when things are changing. The session covers thinking about your goal, whom you might be able to approach, what specific roles these people will play, how to have the right conversations and deliver in a confident way and finally think about your personal offer to others.

Women Advancing in Leadership



We are delighted to be running this course for The Hub Events in Manchester and London. Feedback has been absolutely fantastic from everyone who has attended the workshop. These are the things people are saying:

“Very thought provoking, helped me think about what I need to focus on to achieve my targets”

“Insightful content and knowledgeable trainer”

“Opportunity to explore some of the challenges facing emerging female leaders and a chance to reflect”

We have also developed a session to run within organisations as a half or full day event. People leave the event with a clear focus on how to improve their resilience and practical actions to empower them and help change their organisation’s culture. See more at www.thehubevents.com

Developing your Organisational Culture

We work with organisations to help them assess their current organisational culture and design approaches that help them manage **unconscious bias** within the workplace.

We have recently worked with a University to support them in improving the way they **recruit** and then develop their **succession planning** approach so that they have a better understanding of how individual and group bias impacts on decision making and organisational culture.



New Course

**Values into action:
better written responses to complaints**



How you deal with complaints says a lot about your organisation. This short, practical course will help you to write clear and appropriate responses to complaints. You will learn how to:

- Understand your customers' point of view and what they need from you
- Identify your objectives
- Find the right tone
- Structure your response
- Write in a clear and concise style

With practical exercises and examples, this session will build on your skills. It's for anyone who wants to improve the quality of their written responses to complaints, including leaders, managers and team leaders.

We offer a variety of on-going support with businesses following the workshop, including coaching, evaluating the impact of the workshop through monitoring complaints with your in-house team and train the trainer events so that you are able to deliver in-house.

Board Appraisal and Succession Planning

We have just designed a Board appraisal system for an NHS client that uses a simple and effective approach for people to give 360 feedback on their Board’s performance. We have also designed a new approach for them to use in their succession planning to identify talent for the future.

Please contact us if you want to discuss any areas of our work, we would be delighted to talk further with you.