

Mobile Team Challenge Ltd

Unleash the Potential of Your People

www.mtceurope.co.uk



Learning Week Courses 2017

Dear Sir or Madam,

Many thanks for your enquiry regarding our courses and experiential equipment.

Please find below the list and outlines of the various Workshops which we are offering a FREE 3-hour taster session of for Learning Week 2017.

Please note that these sessions do not have to be delivered specifically during the specified dates of "learning week 2017".

Attached you will find the total content of our full, one-day workshops and the 3-hour taster will be an overview of the key elements of the workshop with enough information for you to appreciate and understand the outcomes of the course and there will also be an element of learning for the delegates who attend the 3-hour taster to "take away with them".

- Page 2: Transformational Leadership: First Line, Middle and Executive Modular Leadership Workshops
- Page 5: The Emotionally Intelligent Leader: "When BUSINESS Intelligence meets Emotional Intelligence"
- Page 7: "Doing it like Disney!" – Creating Customer Service Experience of Excellence
- Page 12: Creating High Performance Teams – Understanding People types and Team Dynamics
- Page 14: "Performance under Pressure" – Building Stress Resilience
- Page 16: Change Management: "Leading through and beyond, Change"
- Page 18: Conflict to Collaboration: Conflict Management
- Page 20: Creating a Culture where Innovation Thrives
- Page 23: Negotiating and Influencing Techniques: Harnessing the power of Emotional Intelligence
- Page 25: Selling Skills and Key Account Management: The Consultative Sell
- Page 29: Lean Methodology and 6 Sigma Business Improvement Techniques

All of the above workshops carry a CPD accreditation and delegates will receive a professional CPD certificate of attendance.

I hope that this is helpful and if you have any questions about any of them please feel free to contact us and we would look forward to the opportunity of delivering a taster Session for you at a date and time to suit you.

Many thanks

Barry Bailey

Executive Director

e-mail: barrybailey@mtceurope.co.uk

office: 0844 745 2120

www.mtceurope.co.uk



Email: info@mtceurope.co.uk Telephone: +44 (0) 844 745 2120 Fax: +44 (0) 844 745 2119
Central Office: Mobile Team Challenge Ltd, Challenge House, P.O. Box 4191, Bracknell, Berkshire RG42 9NA
Registered Office: 3 College Yard, Lower Dagnall Street, St Albans, Hertfordshire AL3 4PA
Company No. Cardiff 4583573 VAT Registration No. 803 2078 65
www.mtceurope.co.uk

● **First Line, Middle and Executive Modular Leadership Development Workshops**

Bringing together highly engaging, award winning, experiential activities with traditional and modern, breakthrough thinking leadership theories and models, our accelerated learning modules engage leaders at all levels and equips them with CPD accredited professional development leadership techniques.

Experiential learning and development techniques harnessed with Appreciative Inquiry review and application of learning outcomes concepts, have a proven track record of assuring the highest possible level of knowledge retention than traditional methods with the highest levels of delegate engagement. As one of our clients once said about our Workshops... **"Serious Learning...but GREAT Fun!"**

Leveraging leadership theories and experiential applications, **MTC's Modular Leadership Development Programmes** have become the preferred option for the RAF, Army, Navy, 200+ Local Authorities, 24 NHS Foundation Trusts and over 250 Corporate organisations.

From First Line Supervisors through to Middle, Senior and Executive Leadership roles, delegates will use the Award Winning MTC kit to explore outcome based activities focussed on developing winning behaviours and attitudes at all levels within your organisation.

Today's managers have a challenging role as they are asked to build high performance teams, deliver on KPI expectations, create and deliver Team and Organisational 'breakthrough thinking strategies', optimise performances and LEAN processes, implement transformational cultural change programmes ...and....do their "day" job!

MTC's Modular Leadership Development journey leads our delegates through all of these challenges on their way to becoming the ultimate **Emotionally Intelligent Leader**.

Phase I – First Line, Team Leader, Supervisor Level

Phase II – Middle Manager Level

Phase III – The Emotionally Intelligent Leader – Middle / Senior and Executive

"Leadership is a combination of strategy and character. If you must be without one, be without strategy".

General H (Storming) Norman Schwarzkopf: Commander of "Desert Storm".

"Leading for Success": Phase I – 2 Day Workshop Agenda

Learning Outcomes: Delegates will:-

- Consider the impact of **Managing** and / or **Leading Teams**
- Complete a **Personal Leadership Style Profiling** in order to identify their "natural" leadership style and to identify how to apply the correct style of leadership to any given situation. (Situational Leadership)
- Develop an understanding of **Personal Leadership Styles - Profiling**
- Increase their **Self Awareness** and **Confidence** in their **Leadership Style**
- Develop their personal Emotional Intelligence on their journey towards **Emotionally Intelligent Leaders**.
- Gain a deep insight into **personality types** and the dynamic impact that diverse personalities have within a Team.
- Learn how to achieve **"Buy-In"** from their Team
- Explore; **"Leadership, Followership and Conflictors!"**
- Consider **the 3 roles of an Inspirational Leader:**
Assessing the achievement against KPI's, **Coaching** the under performers AND the high performers to maximise their contributions and becoming the **Conscience** of the Team so that Team develops total commitment to the key Tasks.
- Learn how to identify (potential) leaders, followers and potential or existing Conflictors and **how to motivate the Team** to buy-in to the vision.
- Learn the importance of developing a **flexible leadership style** and know when to use each style.
- Learn and Consider 3 Leadership models: **Adairs' Active Leadership**, **Blanchard's Situational Leadership** and **Tuckmans Leadership Model**.
- Learn and apply **Adair's 6 Core principles of leadership** into their daily tasks
- Learn how to create **highly effective and functional teams (Lencioni)**
- Learn the 4 progressive stages of **Team dynamics** and development
- Discover **how to Build High Performance Teams**
- How to turn Conflict into Collaboration – **Managing Conflict in Teams**
- Explore "The 5 Dys-Functions of a Team" – **Creating a Functional Team**
- **The 4 theories of Motivation** – ...and ... **how to choose the correct one!**
- Learn how to **create buy-in of shared visions** thus creating a motivated Team.
- **Learn how to assess their own teams for** functionality (Lencioni's 5 Dysfunctions of a Team) – and will practice 5 skills to develop functional and high performance teams.
- Learn to use the same **Leadership and Team Working Principles** which we have previously delivered to the **Red Arrows**
- Learn the necessary skills to **create a high performance team**
- Participate in **Experiential Activities** in **Team Building**



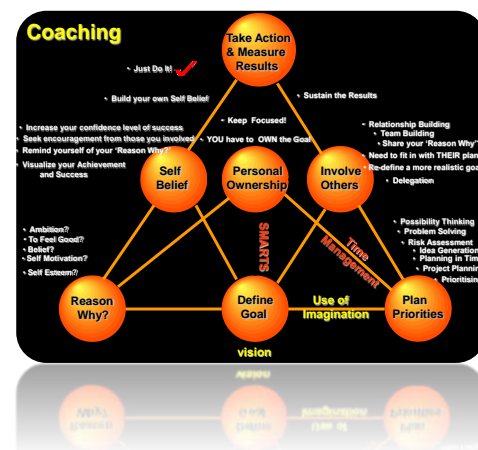
Workshops usually run from 9:30 – 16:30 with 12 delegates per workshop

N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits

"Leading for Success": Phase II – 2 Day Workshop Agenda

Learning Outcomes: Delegates will:-

- **Re-Cap of Phase I "Leading for Success" Concepts and Update**
- Increase their understanding of The **Emotionally Intelligent Leader**: applying emotional intelligence
- Understand the **roles people play in teams** – Belbin Profiling
- Learn The 4 theories **of Motivation** – how to choose the correct one to motivate your team
- Practice Blanchard and Hershey's **Situational Leadership Principles**
- Learn how to **Create a Culture** where **Innovation** Thrives – the 3 behaviours
- Explore the 7 Steps of **Change Management**
- Learn how to **avoid the 9 Biggest Mistakes of Change Programmes**
- Develop their **Problem Solving** and **Decision Making Skills**
- Learn how to maintain peak **Performance under Pressure**: Stress Resilience
- Learn **Performance Management** and understanding **Lean /Six Sigma Principles** of Leadership
- Practice **Professional Communications**: applying **Transactional Analysis** and **Neuro-Linguistic Programming** Techniques
- Practice **Empathic Listening** Techniques
- Learn the **GROW** Coaching and Mentoring Skills: Delegates will learn **professional coaching and mentoring** techniques
- Learn their Myers Briggs Type Indicator - Delegates will receive a full 15 page **Myers Briggs Personality Type Profile**
- Learn Conflict Resolution and Conflict Management Techniques, enabling them to turn **Conflict into Collaboration**: and will learn their personal Conflict Style



N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits

"Leading for Success": Phase III - Emotionally Intelligent Leadership 2 Day Workshop Agenda

Learning Outcomes: Delegates will:-

- Complete an on-line **Emotional Intelligence Profile** prior to attending the workshop and will receive a 15-20 page personal report.
- Analyse their **Self Awareness** and **Self-Leadership** Scores
- Develop a greater understanding of all **"self" behaviours** leading to increased professional skills.
- Develop a greater understanding of all **Intra and Inter Personal Relationships** and people "types".
- Create a personal development plan for all **8 E.I. behaviours** against their profile
- Practice **Emotionally Intelligent Leadership** Skills
- Develop **"Social Awareness"** – Understanding the impact that OUR style has on our Colleagues, Partners and our Clients Experience.
- Develop their **"Self-Leadership"** and **E.I. Behaviours**
- Explore how to make their personality, their Departments and their Organisation **"stand out from the Crowd"** by practising their E.I. behaviours daily
- Develop their **"Relationship Management"**
- Learn how to create group **synergy and motivation**
- Demonstrate how to display inspirational and motivational **"Winning Behaviours and Attitudes"** to our Colleagues and fellow Staff members
- Discover how to apply the **ABC of Behaviour Management** using E.I. techniques
- Explore the **powers of Influence** that E.I. can offer
- Learn how to select and apply **The 6 Leadership Styles of the Emotionally Intelligent Leader** – identifying our Style – complementing Situational Leadership Concepts



N.B. This workshop will include several "Challenge by Choice" Experiential activities to practice and demonstrate Leadership Skills and will earn each delegate 16 CPD Learning Credits

● When Business Intelligence meets Emotional Intelligence

Emotional intelligence (E.Q.) is the ability to identify, use, understand, and manage emotions in positive ways to relieve stress, communicate effectively, empathise with others, overcome challenges, and defuse conflict. Emotional intelligence impacts many different aspects of your daily life, such as the way you behave and the way you interact with others.

If you have high emotional intelligence you are able to recognise your own emotional state and the emotional states of others, and engage with people in a way that draws them to you. You can use this understanding of emotions to relate better to other people, form healthier relationships, achieve greater success at work, and lead a more fulfilling life.

Perhaps the biggest surprise has been the impact of E.I. in the world of business, particularly in the areas of leadership and employee development (a form of adult education).



The Harvard Business Review has hailed emotional intelligence as “a ground-breaking, paradigm-shattering idea,” one of the most influential business ideas of the decade.

Delegates will:

- Complete an on-line **Emotional Intelligence Profile** prior to attending the workshop and will receive a 15 page personal report.
- Analyse their **Self Awareness** and **Self-Leadership** Scores
- Develop a greater understanding of all “self” behaviours leading to increased professional skills.
- Develop a greater understanding of all **Intra and Inter Personal Relationships** and people “types”.
- Create a personal development plan for all **8 E.I. behaviours** against their profile
- Practice **Emotionally Intelligent Leadership** Skills
- Develop “**Social Awareness**” – Understanding the impact that OUR style has on our Colleagues, Partners and our Clients Experience.
- Develop their “**Self Leadership**” and **E.I. Behaviours**
- Explore how to make their personality, their Departments and their Organisation “**stand out from the Crowd**” by practicing their E.I. behaviours daily
- Develop their “**Relationship Management**”
- Learn how to create group **synergy and motivation**
- Demonstrate how to display inspirational and motivational “**Winning Behaviours and Attitudes**” to our Colleagues and fellow Staff members
- Discover how to apply the **ABC of Behaviour Management** using E.I. techniques
- Explore the **powers of Influence** that E.I. can offer
- Learn how to select and apply **The 6 Leadership Styles of the Emotionally Intelligent Leader** – identifying our Style



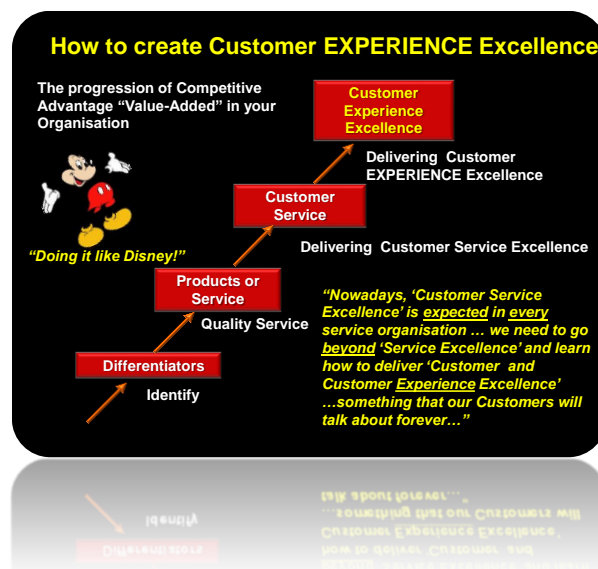
🍌 Disney's Customer Service Excellence + FISH! – An in-house training workshop in customer service

Service Excellence has become the Holy Grail that every organisation is now pursuing – why? ...because, nowadays, every one of our Customers or Business Partners are expecting, if not **demanding**, it.

This in-house, 1 day inspirational and fun workshop takes a look how the BEST Company in the World manages outstanding Service Excellence.

Disney has won the BEST IN CLASS Award for Service Excellence across every Sector for almost 40 years and our facilitator shares his unique personal experience of his visit to "see behind the scenes" at Disney Florida to see "How Disney 'does' Service Excellence and he takes the delegates on a magical journey that explores:

- The Secrets of the Magic Kingdom
- The 10 Things that Disney would do differently if he ran your Organisation
- The 9 Principles of Service Excellence - How does Disney "DO" Customer Service?
- The 6 Keys to the "Magic Kingdom" Culture of Excellence



Creating a Culture of Service and Customer Experience Excellence

What IF... Disney ran your Organisation?

Disney has won the "Best in Class" Award for their Customer Service Principles for the last consecutive 40 years

... Now these principles are delivering excellence in Organisations across the UK

The Institute of Customer Service Says...

In a Survey of Senior Executives – over 6,000 Executives believed that understanding the Customer viewpoint was 'very likely' to lead to Customer Service ROI, viewing it as a key driver of increased efficiency and perceived "Value for Money".

"Local Organisations must design an experience that creates customer advocacy and establishes a total culture of service quality, from the top down, in order to deliver for customers. Focusing on, and measuring, the softer elements of Customer Service is key to achieving Customer Service ROI"

Workshop Agenda: *"Doing it like Disney!!"*

"Thanks for all your work delivering the Customer Service training sessions. I have received fantastic feedback and am positive that we will be able to take this forward to achieve the cultural change and increased service standards to which we are aspiring."

(Darren Baker Head of Projects & Compliance University of Essex Campus Services)



"Just FANTASTIC!!" (Helen Tautz - Director of Operations ITV for Ant & Dec's "I'm a Celebrity - get me out of here!" and Saturday Night Take Away)



"Absolutely amazing experience/training..." (Service Improvement Lead, Chelsea and Westminster NHS)

"Doing it like Disney!!"



Sprinkling the "Magic Kingdom" Dust: Disney's Service Principles

- **Going Beyond Service Excellence** to guarantee the **Customer Experience**
- **Experiential Activity: Paradigm Shifter**
- **The Disney Principles of Service Excellence:** What can we apply in our Organisation?
- **The 9 Principles of Service Excellence** – The Service Gospel according to Disney
- **The 6 Keys to the Magic Kingdom** – applying them to your Organisation

The 10 things you would do Differently if Disney ran YOUR Organisation

1. **Focus on what can't be measured** – Measuring the Customer Experience
2. **Paradox: Customer First is more efficient** – Building Empathy & Compassion with our Customers. Creating Winning Behaviours and Attitudes in our Departments
3. **Regard Customer Satisfaction as Fools Gold** – The top 7 Drivers for Customer Satisfaction
4. **Measure to improve NOT to impress** -



Seeing your Organisation through the eyes of a Customer

- **"Moments of Truth"** – Jan Carlsson SAS
Group Activity: Customer / Customer Touch-Points
- **Experiential Activity: Seeing Your Organisation through the eyes of a Customer**
- Moments of Truth / The 15 Steps Strategy / Agile / Lean Thinking – Measuring Customer Satisfaction
 - **Setting our Service Standards for our Organisation:** On a scale of 1-10: how would our Customers score us?
 - **Self-Audit** how do WE stack up against our Values
- Keeping the Customer Satisfied
- **Experiential Activity: Self Audit – Measuring our Values**

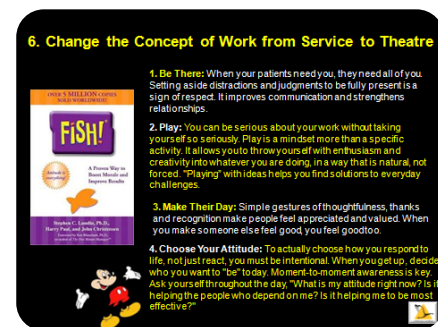
Customer Engagement

- Creating a Culture where Transformation and Innovation Thrive
- Leadership, Followership and **Conflictors!**
- 5. **De-centralise the Authority to say "YES"** – modelling empowerment and creating Excellence
- 6. **Change the concept of Work from Service to Theatre** – The role of Emotional Intelligence within the Customer Service: Service with Empathy and Compassion



The 4 Principles of Achieving Customer Excellence Experience – FiSH! DVD

- Choose your Attitude
- Play
- Make their Day
- Be There for them



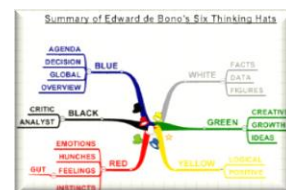
Integrating Empathy and Compassion in our Customer Care

- Turning a Customer Service into a **Customer EXPERIENCE**
- **Understanding the Customer** that we are Serving
- **Dealing with difficult Customers**
- How to turn **Raging Customers into Raving Fans!**



Developing Emotional Intelligence in our Customer Service

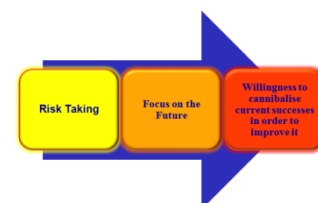
- **When Business Intelligence meets Emotional Intelligence**
- **Hard-Wiring Compassion and Empathy** into our DNA
- DeBono's Thinking Hats – **Challenging Personalities**
- **Creating a Culture of Compassion and Empathy** by developing our E.Q.



- **Experiential Activity: Impasse – The ABC of Managing Behaviour**

7. Harness the Motivating Power of Imagination

- **Creating a Culture of Innovation**, Service and Customer Experience Excellence
- How DO those guys do Innovation? - Apple / Nike / 3M / Leading Councils Case Studies
- **The 3 Ingredients for Innovation for Service Excellence**
- **Disney's Creative Strategy** – "Dreaming the Perfect outcome"
- **Experiential Activity: Designing our Perfect "10 out of 10" Organisation with Appreciative Inquiry**

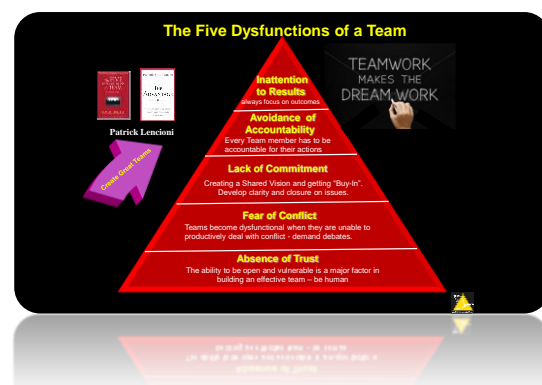


8. Create a climate of dis-satisfaction

- Understanding and applying the principles of **Lean Thinking** and **Kaizen** into our Organisation

9. Create GREAT Teams!

- **The 5 Dysfunctions of a Team**
- How to create **Inspirational and Compassionate Teams**
- **Teamwork Lessons** from the Geese - DVD
- **Experiential Activity: Levitation Challenge**



10. Close the gap between KNOWING and DOING

- Creating a **Disney Integration Matrix** for our Values and Standards

Format: This module will include group work, videos and experiential learning activities to uncover awareness and insight into the importance of creativity, problem solving, collaborative and solutions focussed thinking and how to create an environment and culture where trust, innovation and service excellence thrive.

Delegates will:

- Be **inspired and motivated** to shift their personal paradigm for Service Excellence
- Consider your Organisation **through the eyes of a Customer (internal and external)** or Business Partner
- Learn the 3 vital ingredients to create a **culture of innovation for Service Excellence**
- **Explore Disney's Principles of Service Excellence** and Continuous Improvement
- Create the "**perfect service**" utilising **Appreciative Inquiry** Planning tools
- Consider the relevance of **breaking down silos** in order to **achieve customer experience excellence** through the efficiency of **Functional Teamwork**
- Learn and apply the **Disney Principles of Service Excellence** Experience
- **Complete a Self-Audit** of their own perceived Service competencies
- Explore **Professional Communication Tools** to enhance Service levels
- Develop a greater awareness of the role of **Emotional Intelligence within Customer Service**
- Understand how their **Emotional Intelligence Behaviours** stack up **under Pressure**
- Improve their understanding of how to apply **empathy** and **compassion**
- Consider the **Service Principles of FISH!**



● Creating Winning Teams - Experiential Team Building In-House Training Workshop

Mobile Team Challenge has harnessed the power of the Worlds' most respected psychometric tool, **Myers Briggs Type Indicator**, and the revolutionary best-selling Team Building book, **Patrick Lencioni's "The FIVE Dysfunctions of a Team"** to create a highly inspirational and motivational Team Working Event for your Team.

Increasing the understanding and awareness of your team's characters and personalities helps to increase their functionality and the overall efficiency of your team.

Distinct from other team building workshops, this programme explores team dynamics, team psychology, shared visions and goals and Belbin models to tap into each team's full potential.

The workshop uses Experiential Learning techniques to let participants practice their new skills as they acquire them. All course materials follows the scheme of "The 7 Habits of Highly Effective Teams," inspired by Patrick Lencioni's "The 5 Dysfunctions of a Team" and Dr. Stephen Covey's "The 7 Habits of Highly Effective People."



All delegates will receive a personal 15 page Myers Briggs Type Indicator Profile

This workshop has been specifically designed:

- To create **Team Bonding** and **Team Working**
- To create **Team Excellence** and **Team Spirit**
- To inspire and motivate individuals to **"Play as a Team"**
- To understand **the roles that people play in Teams** (Belbin) – delegates will participate in a Belbin Profiling to see their preferred role in a Team environment.
- To **strengthen relationships** within the Team
- To **build trust** within the Team Members
- To explore **"Leadership, Followership....and Conflict!"**
- To identify **"The 7 habits of highly effective teams"** (Covey)
- To **enhance honesty and respect** for each other team members.
- To **appreciate and embrace diversity** within Teams – covering **Conflict Management** and Resolution within Teams
- To **build professional rapport** within the Team
- To explore **Effective Communication** within the Team (NLP)
- To create a **Team Vision and Objectives** (Appreciative Inquiry)



- To **SOAR!** – identify individual and team **Strengths, Opportunities, Aspirations** and measurable **Results** in your Team and Business (Disney Creative Strategy)
- To learn **Breakthrough Strategic Thinking** Techniques
- To develop an **understanding of people types** (Myers Briggs) – The 1 day Workshop covers Myers Briggs Types in Group and each delegate will receive a personal MBTI profile report and (subject to team agreement and approval to share their MBTI types) will map the Teams' profiling types on a group matrix.–
- To participate in state of the art **Experiential Activities** – **make Personal and Team Development FUN!!**

● Performance under Pressure: Building Resilience and how to get Work – Life Balance right

"Stress is likely to become the most dangerous emerging risk to business in the early part of the 21st century"... so says the Association of Insurance and Risk Managers.

Tom Peters, the author known for his management books *In Search of Excellence* and *A Passion for Excellence*, says it straight out in his preface to *Thriving on Chaos*:

"The winners of tomorrow will deal proactively with chaos, will look at the chaos per se as the source of market advantage, not as a problem to be got around. Chaos and uncertainty are (will be) market opportunities; capitalizing on fleeting market anomalies will be the successful business's greatest accomplishment."

Being able to constantly achieve peak **Performance under Pressure** requires us not only to survive – but to actually **thrive** in an environment of pressing deadlines and target achievements etc.

Emotionally Intelligent: Stress Resilience and Emotional Control

Covey's 7th habit ("*Sharpen the Saw*") challenges us all to take care of ourselves and to become aware of those issues which can reduce our personal effectiveness.

Identifying the dis-stress creators and the 'early warning' signs of stress and distress is critical to our understanding as to the dangers lurking in our homes and our workplaces. Lifestyle awareness and stress management are the keys to healthy well-being and motivated individuals.

This 7th habit will identify the causes of stress and how we manage them.

The module will include a personal Bio-Rhythm Test using state of the art Pulse sensors and software which will demonstrate what things create stress in individuals and the delegates will learn some stress management techniques – the immediate effect of which will be demonstrated by the pulse sensors and bio-rhythm software screen displays.

How do Effective People ensure that they stay effective and don't become disillusioned with yet another stressful deadline?

The answer can be found in Covey's 7th habit – that of Personal Development and well-being...

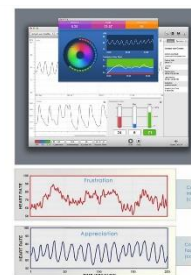
Can I REALLY control my own bio-rhythms to help diffuse DISTRESS??!

Identifying the stress creators and the 'early warning' signs of stress and distress is critical to our understanding as to the dangers lurking in our homes and our workplaces. Lifestyle awareness and stress management are the keys to healthy well-being and motivated individuals.



Delegates will be invited to participate in the HeartMath Bio-Rhythm assessment which measures their pulse via an ear-sensor and will determine the resilience of their emotions against stress.

Delegates will also learn how to increase their resilience through 3 simple techniques and the improvement will be demonstrated via a second HeartMath assessment.



emWave
Powered by **HeartMath**



emwave
personal stress reliever®

WORKSHOP OUTCOMES:

The Performance Under Pressure – Delegates will:

- Identify how to sustain **Peak Performance Under Pressure**
- Identify the **positive outcomes of efficient time management** and prioritisation techniques
- Self-Analyse the candidates Peak Performance Zone, **Stress and Distress thresholds via personal biomedical demonstration** utilising HeartMath bio-rhythm assessments.
- Learn how to **apply Emotional Intelligence in order to neutralise their dis-stressors**
- Identify how we can achieve the **“abundance mentality”** in the Workplace
- Demonstrate **how to achieve peak mental performance** from a stressful state
- Learn **how to recognise stressors and triggers**
- **Learn professional communication tools:** Transactional Analysis, NLP, Appreciative Inquiry **which reduce dis-stress**
- Enable a candidate to create a **Personal Action Plan to improve Lifestyle Inventory**
- **Clarify Life Purpose and most important values** so that a solid foundation can be built on which to base choices
- Be guided through **a re-focus exercise prioritising time and energy** onto things about which there is passion and about which the candidate would complete with ease and joy
- **Investigate the key causes of stress** and to do personal assessments of behavioural and communication styles which will increase their self-awareness of how their ‘style’ might be causing stress to others.
- Complete a **personal Stress Resilience Assessment**
- Complete a **“Wheel of Life” Assessment** and create a **Personal Balance to increase Stress Resilience**
- **Create a personal environment and “state” where constant Self Renewal sustains constant Peak Performance and High Effectiveness**

This programme offers more control of your life. In particular you will control how your work affects your overall happiness and the happiness of those who matter most to you, including your colleagues and staff and family.

During the programme you explore how you choose to manage your life and work, and the results you get from this choice. The Workshop explores the causes of and management of stress. Focusing on what really matters to you, you learn how to make decisions and create time for actions that contribute to your long term goals. You will address your own specific work-life issues practically, as you learn these skills.

As a leader you also coach others during the programme to achieve all these benefits. Each delegate will receive a personal bio-feedback on their heart / brain coherence using EmWave / Heartmath Software.

● **Change Management - Enable your team to lead through and beyond organisational change**

As our current business climate demands that businesses innovate and change in order to remain competitive, organisations must learn to cope with change and make the most of their change management processes.

This in-house workshop combines the skilled facilitation of change management with the principles of Appreciative Inquiry to deliver a process that ensures high enthusiasm, collective buy-in and action from teams and members of an organisation. Participants will learn how they can yield collaborative enquiry, strategic visioning to inspire teams and achieve a unified vision among its members.

How can organisations change at the speed of imagination?

Skilled facilitation of **Change Management** using **Appreciative Inquiry** results in high-energy collective buy-in at all levels of the organisation along with the enthusiasm, motivation, and energy to move forward quickly. Through collaborative inquiry and strategic visioning, organisations, teams, and individuals unleash the human energy and imagination necessary to spark powerful innovations and radically transform their future.

Implement the revolutionary new concept of **Breakthrough Strategic Thinking**; ... the outcome? Your organisation will experience improved motivation and morale with results that are grounded in organisational goals and current best practices.

"Equipping for Change"

"...We are living in Extraordinary Times, and Extraordinary Times require Extraordinary Measures..." so said Hamlet...

"...If you always do what you always did... you'll always get what you always got..." ...so said Einstein

Sadly the above statement is no longer true in the case of Woolworths, Saab and MFI, BHS ...etc.

The current climate dictates that we all need to do something different, and even perhaps something, "extraordinary", this year in order to maintain, and to further improve, our performance of our individuals, teams and organisations.

A The 1 Adventure

Mobile Team Challenge Ltd
Specialist in Mobile & Force Development Resources
www.mtceurope.co.uk

What makes AI different From other (positive) change methodologies?

It engages representatives from the collective whole (or the whole itself) in:

- Finding out what the organisation is already doing right (positive core)
- Maximising the potential gain (versus minimising the risk)
- Moving from fragmentation and dualistic thinking to integration and wholeness.
- Complementary to **Lean / Six Sigma** methodologies.

Could this be the end of problemsolving?

A The 1 Adventure

Mobile Team Challenge Ltd
Specialist in Mobile & Force Development Resources
www.mtceurope.co.uk

Organisations who Mobile Team Challenge have introduced to Appreciative Inquiry:

- NHS – 26 Foundation Trusts – Strategic Change
- RAF – 52 Bases in UK - Leadership
- Army – HQ Salisbury – Leadership
- Birmingham City Uni – Strategic Change
- Durham University – Strategic Change
- Uni of Worcester – Customer Service
- Over a dozen Local Authorities – Change
- Luton Borough Council – Business Efficiency
- Honda – Continuous Improvement
- Unite the Union – Negotiation Techniques
- InterSport – Negotiation & Influencing
- B&Q – Regional Management Academy
- BUPA – Continuous Improvement & Change
- 50+ HMP & YOI's – Conflict Resolution

The MTC Learning Cycle



This workshop on **"Equipping for Change"** will prepare us for the future challenges and adventures and will answer some Frequently Asked Questions... such as:-

- Why do we resist Change?
- How can we take a different approach to Change?
- How can we make ourselves more adaptable to Change?
- How can we develop a personal "Coping with Change Strategy"?
- How can we become involved in designing the "new"?
- How can we move from a "Let Go" to a "Let's Go!" position?
- How do we get to feel "more in control" through Change?
- How can we learn to embrace change and accept it?
- How can we overcome our natural resistances to Change?
- How do we build a Positive attitude through Change?
- What are the 7 habits of Highly Effective People during Change?
- How can I get a better understanding of the emotional effects of Change?
- How will I know what is expected of me during Change?

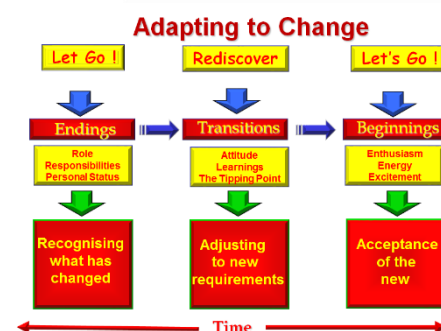


...as someone once said...

"...organisations don't change PEOPLE do..."

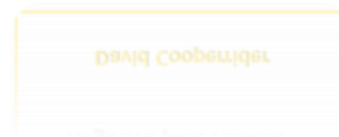
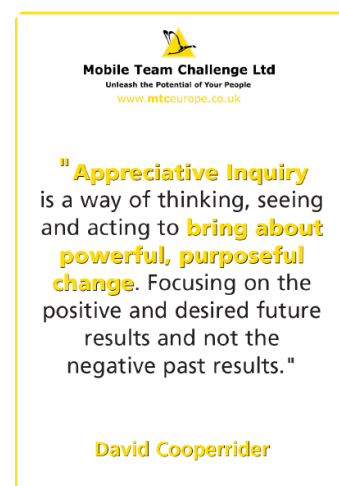
The Workshop will be interactive and will include some Group Tasks on "Change"

David Cooperrider – The Founder of Appreciative Inquiry – said.... "Appreciative Inquiry is a way of THINKING, SEEING and ACTING to bring about **powerful, purposeful, change**. Focusing on the Positive and Desired Future results and not the negative past results."



Leading Change and Strategic Planning

- **Breakthrough Strategic Thinking** Techniques
- How to move from **Current State** to **Future State**
- Visioning Days – Tools to create a **Shared Vision**
- Utilising the revolutionary **SOAR!** Concepts – identifying individual and team **Strengths, Opportunities, Aspirations** and measurable **Results**
- Featuring **Disney's Creative Strategy** – "Living the Dream"
- Implement SOAR in context
- Work from a Deep Appreciation for **Strategy** and **Strategic Planning**.
- **Unleash the Strengths** in Your Own or Client Organisations. **Discover Opportunities:** Present and Emergent.
- Create Bold Images of the **Most Preferred Future**.
- Identify **Individual and Organisation Aspirations** that Support that Future.
- Create **Innovative Strategies** for **Achieving Your Vision**.
- Define **Measurable Results**.
- **Connect with Others** Who Are Using **SOAR®**.
- **Draw from Other Organisations** Who Have Used **SOAR®** Successfully.
- Creating **High Performance Teams**



● Improve Conflict Resolution in Your Team / Organisation - Training Course on Thomas + Kilmann Types

Edward Deming, the father of quality management, has said that people can face almost any problem except the problem of people. They can work long hours, face declining business, even the loss of a job, but they can't deal with the difficult people in their lives. This workshop will help you identify some of the ways you may be contributing to these problems and give you some strategies you can adopt, at work and in your personal life as well.

Professional Facilitators and Trainers are able to engage their delegates, collaboratively, throughout their workshops by utilising some of the techniques covered in this workshop.

Conflict is one of the drivers for improved team performance. Managed well, conflict can lead to better decisions, more creative ideas and higher quality output from the team. Managed badly, it can stop teamwork and hinder individuals from achieving their personal goals

How people react to **Conflict**

Type A	Type B	Type C
Avoid personal contact	Get others to take sides	Sweaty palms
Write emails instead of talking	Shout!	Nervous Gestures
Withhold needed information	Pre-empting (Getting there first)	Closed body posture
Not return messages	Threaten	Tense facial expression
Delay giving required support	Undermine opponents reputation	Cry
Passive	Aggressive	Unintentional

CAUTION: Don't always follow your initial instinct. Your first reaction may be wrong. The "fight or flight" response is a physiological response to danger. It focuses on what's wrong in a situation - it is likely to hurt work relationships - and create more situations perceived as danger.

Turning Conflict into Collaboration: **Conflict Management**

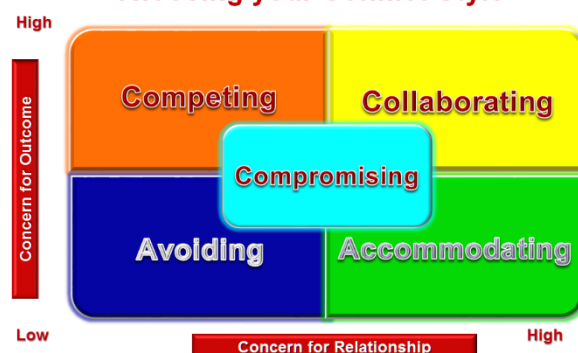
"Conflict ...to Collaboration"

This in-house training programme on conflict resolution is based on MTC's own conflict management resolution system and will help participants develop their competencies in communication, rapport building and leadership. The course will enable participants to effectively prevent, navigate and resolve conflict.

The course incorporates experiential learning methods to allow participants to practice new skills in real time, the principles of Neuro-Linguistic Programming (NLP), Emotional Intelligence and temperament assessments that support the core competences required for effective conflict resolution.

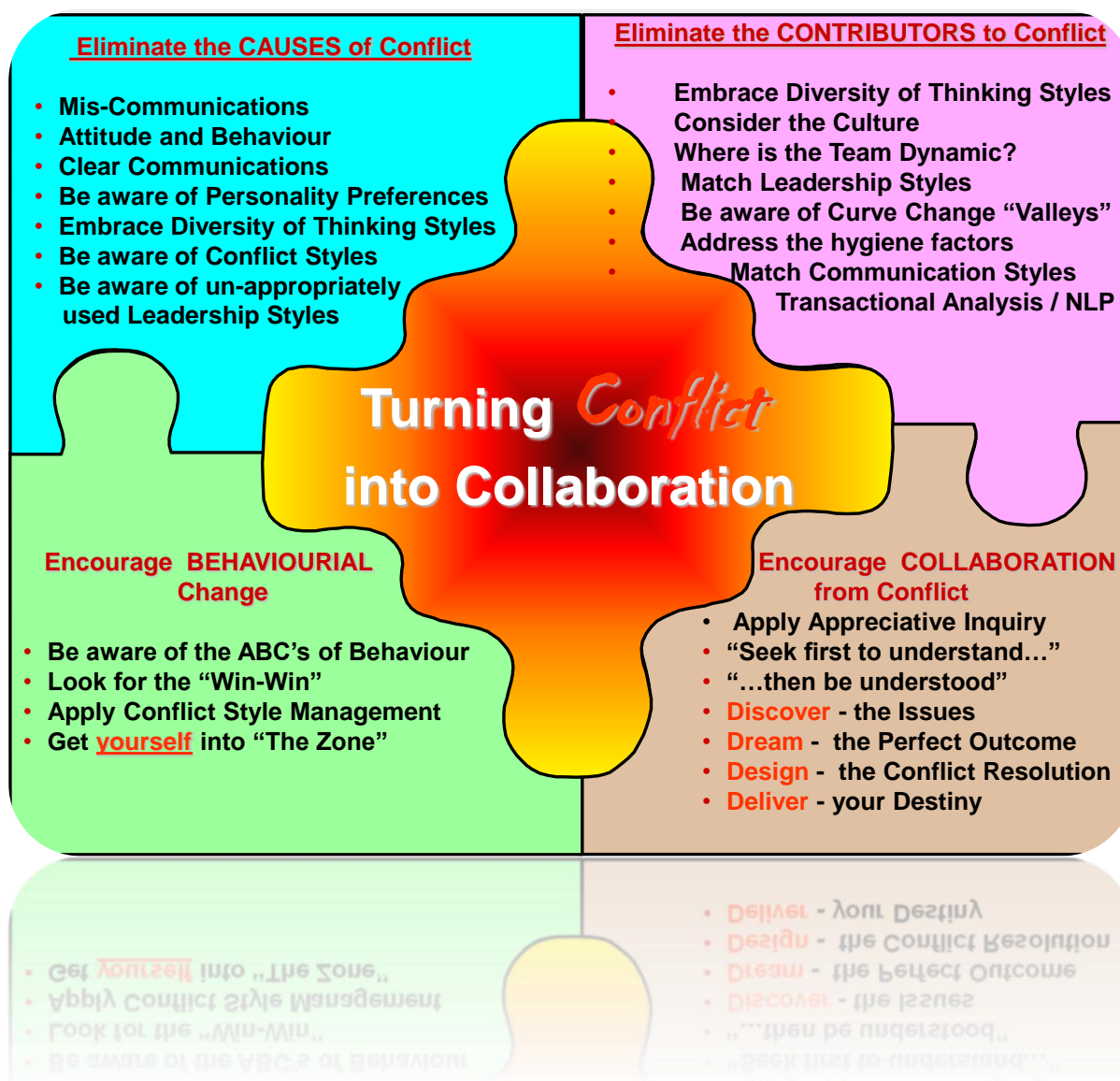


Choosing your Conflict Style



Delegates will:

- Learn and practice behavioural change triggers
- Learn the Causes and Triggers of Conflict
- Complete a personal Conflict Style psychometric profiling
- Learn how individuals address Conflict
- Learn the Emotional Intelligence response to Conflict
- Learn how to understand the 4 temperament basics
- Explore the Drama Triangle and the Causes of Conflict



Each participant will receive a personal conflict style type analysis and report, according to the Thomas + Kilmann psychometric model. With insight into their own personal traits and current abilities in conflict resolution, participants will be better prepared to improve their skills in this area and performance in conflict resolution situations.

● Creating a Culture where Innovation Thrives

Leading Innovation

Developing and Sustaining a Culture where Innovation is encouraged, and thrives.

"Innovation is dead ...and we killed it!" – is a headline from a blog currently trending in the U.S.

Are we encouraging innovation in our organisation??... Or are we "killing it!?"

This workshop will explore the key drivers of innovation as we discover the successes of blue chip companies such as Apple, 3M, Nike, and Disney who have consistently appeared in the "Top 10 Innovation Companies" for several years.

Whilst these Organisations have been accredited with the title of "Innovative" – the truth is, that it is NOT the organisations which are innovative – but the employees and cultures of these top performing companies who really earn the title "innovative". This workshop discovers the enablers which release employees to practice and demonstrate innovation within their jobs.

"If you want something new, you have to stop doing something old"
– Peter F. Drucker

This inspirational workshop will motivate delegates to apply the necessary behaviours to develop and sustain a Culture of Innovation within your Organisation and will introduce tools to create the necessary winning behaviours and habits.

The 3 Attitudes required for Creating a thriving Culture of Innovation

The workshop will explore these 3 attitudes and ingredients required to nurture a Culture of Innovation and we will also analyse the values and techniques of some the top 10 companies in the world who have been voted as the most innovative companies in 2013.

➤ Risk Taking

"It is better to have enough ideas for some of them to be wrong, than to be always right by having no ideas at all" -

....so said *Edward DeBono* – so how can we create an environment where experimentation can be encouraged and where empowerment can be liberating without fear of reprisals if those great ideas don't work?! Let's take a look behind the scenes as to how 3M encourage Risk Taking to drive their Open Innovation processes which have innovated 55,000 unique products generating \$35bn of annual sales: 50% of which comes from new products introduced in the previous 2 years. THAT'S Innovation.



As an ex Vice President of 3M Europe, delegates will receive an insight from Barry Bailey into the powerful principles which create a **Culture of Innovation**.

➤ **Focus on the Future**

"Imagination is more important than knowledge. For while knowledge defines all we currently know and understand, imagination points to all we might yet discover and create." – Albert Einstein



Some experts started it off by saying that Apple was not innovative—it didn't invent anything. It only adapted things others invented. That generated a storm of discussion about just what innovation really means. "Innovation" is not invention. That's a classic mistake people make. Innovation is creating something new of value. In the business world, that means creating something new of value that generates revenue and profits. Disruptive innovations that change the game are often business model innovations that integrate five or six or eight different types of innovation.



SO... Apple have seemingly proved that they do a great job in bringing together existing concepts and platforms to innovate the birth of a new, money spinning and customer satisfying product.

Let's see the techniques that Apple and Disney use to "Focus on the Future" and how NHS Foundation Trusts are now applying the same principles into their Trusts

➤ **Willingness to Cannibalise current successes in order to improve it**

"If it ain't broken... find a way to make it even better!!" – Thomas Edison

Edison's most hated expression was "if it ain't broken – don't fix it!" – in fact he hated the concept SO much that he banned it from his workshops. He was always convinced that there was another, even BETTER way to do the same thing. In the 1093 Patents that he filed in his life – he was always striving to make them even better.

With his continuous improvement roots firmly established, the Quality Guru William Edwards Deeming continued Edison's dream of seeking perfection in every process or product and many of the Lean / Six Sigma principles of today link back to the idea of breaking a process or product to see how you can make it even better.

This 3rd Attitude of Innovation depends totally upon the implementation of the first 2 within any organisation. How do we create the culture that encourages Future Focused Risk Taking to Cannibalise current successes

"I'm doing this because I want to do it better"

Walt Disney

Delegates will:

- Learn how to create a culture of Innovation within their Teams.
- Learn the impact of Leadership Styles: Are they encouraging or stifling innovation?
- Learn how to overcome the "Blame Culture" which kills innovation.
- Consider the 3 Attitudes required for Innovation to Thrive
- Learn the secrets of Innovation from 3M, Apple, Nike and Several Foundation Trusts
- Explore the 10 Success Factors for Innovation to Thrive
- Consider the 7 Principles to Encourage Innovation:
 - Separate Idea generation from evaluation
 - Test Assumptions – Don't Assume
 - Avoid Patterned Thinking – Shifting that Paradigm!
 - Creating New Perspectives
 - Minimise Negative Thinking
 - Applying the 3 attitudes of Innovation
 - Choosing the Correct leadership Style and Culture
- Learn how to Leverage Innovation to achieve Competitive Advantage



Format: This module will include experiential activities to uncover awareness and insight into the importance of creativity, problem solving, collaborative and solutions focussed thinking and how to create an environment and culture where trust and innovation thrive.

Negotiating and Influencing Skills in-house workshop - using psychological tactics and emotional intelligence

"I like to listen. I have learned a great deal from listening carefully. Most people never listen."

Ernest Hemingway

Effective negotiation and influencing skills among team members can bring an organisation a long way in reaching their goals. This in-house training workshop is designed and facilitated in an interactive and practical format and works to prepare participants to negotiate and influence others with more precision and greater outcomes. An emphasis is placed on the personal aspects of negotiating, and in specific, on using psychological tactics and emotional intelligence.

As participants engage in learn by doing activities, they will develop a range of practical negotiation and influencing skills and understandings, including:

- Analysing people, problems and opportunities
- When and why we can negotiate
- Analyse own communication style
- Analyse own Negotiating Style: Thomas & Kilmann
- Working with the 5 styles of negotiators
- Key influencers skills, qualities and identify circles of influence.

This a very practical and interactive course has been designed to enhance your ability to negotiate effectively and influence others to achieve results.

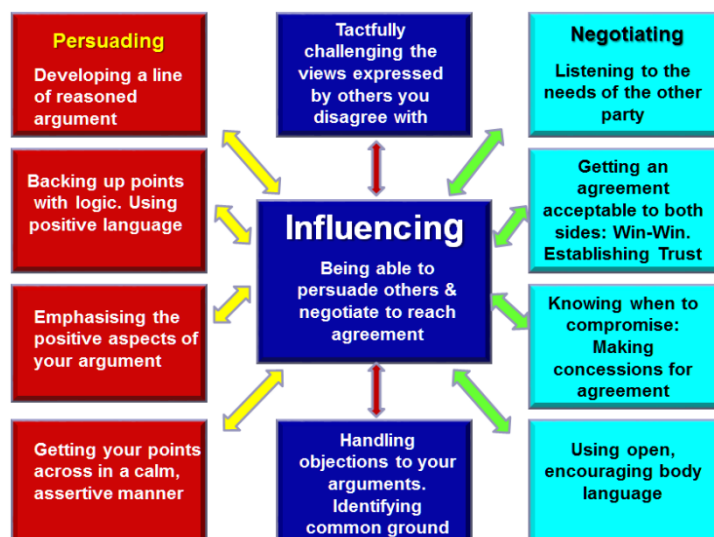
Objectives

To develop a range of practical negotiation and influencing skills to improve own and team performance

Course content

- Analysing people, problems and opportunities
- When and why we can negotiate
- Analyse own communication style
- Analyse own Conflict Style: Thomas & Kilmann
- Working with the 5 styles of negotiators
- Key influencers skills, qualities and identify circles of influence

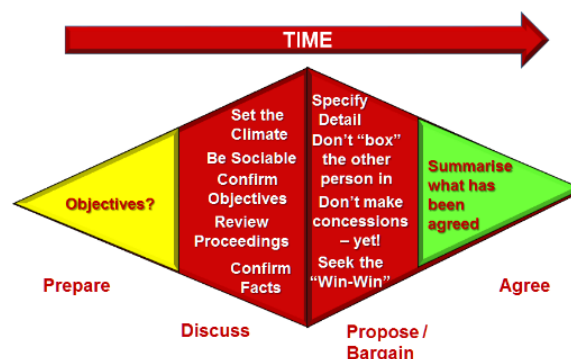
Persuading, Influencing and Negotiating



Choosing your Negotiating Style



The Negotiation Process



Negotiating: Behaviour Chains

Key stages of negotiating and influencing

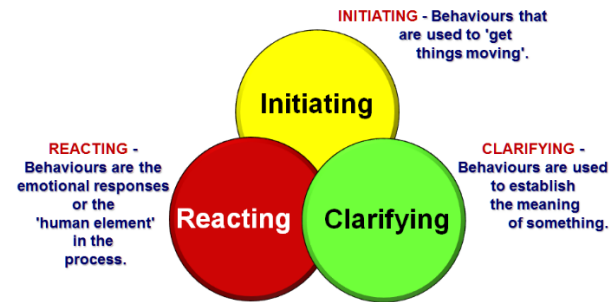
- Setting objectives
- Identify blockers and enablers
- Responding to resistance and attacks
- Types of negotiation
- Using negotiation behaviour chains
- Developing a plan of action

Communication

- First impressions, attitude, the impact of body language
- Tuning in to Emotional Intelligence Frequencies
- Awareness of personal communication style
- NLP Communication and Negotiating Techniques / Myers Briggs / DeBono
- Transactional Analysis
- Empathic Listening Concepts
- The communication dynamic
- Behaviour Management

Negotiation tools

- Inquiry Techniques – Negotiation Excellence



Negotiating Styles and Behaviours

Positional Bargaining		Principled Negotiation
Soft	Hard	
Participants are friends	Participants are adversaries	Participants are problem solvers
The goal is agreement	The goal is victory	The goal is a wise outcome reached efficiently and amicably
Make concessions to cultivate the relationship	Demand concessions as a condition of the relationship	Separate the people (the relationship) from the problem
Change your position easily	Dig in to your position	Focus on interest, not positions
Disclose your bottom line	Mislead as to your bottom line	Less focus on bottom line
Search for the single answer in the one they will accept	Search for the single answer in the one you will accept	Develop multiple options to choose from and decide later
Insist on agreement	Insist on your position	Insist on objective criteria
Try to avoid a contest of will	Try to win a contest of will	Try to reach a result based on standards independent of will
Give in to pressure	Apply pressure	Reason and to open to reasons, change views based in principles not pressure

● Selling Skills & Key Account Management

“People will buy from people they like.” Peter Drucker



They say that “sales” is the oldest profession in the world since it was Eve who “sold” the apple to Adam – and ever since, life has revolved around the commercial transaction of exchanging goods or services for money.

Over the years the sales process has evolved and various styles of selling have come and gone like a fashion. Most peoples’ concept is that to be a salesperson you have to be cunning, devious, extravert, have the “gift of the gab” and maybe... even slightly less than honest. Sadly, there are still companies who actively recruit sales people with the above characteristics, whereas, the most successful and proven way of sales professionalism is a long way from the traditional “Hard Sell” approach.



This one day workshop was designed and created by a **Fellow of the Institute of Sales and Marketing** and it not only looks at the traditional selling techniques of: **the traditional selling skills techniques** of building rapport, closing techniques, consultative selling, handling objections, key account development, ‘making marketing work’ and Customer Service Excellence, it also includes the **psychological aspects of developing emotional intelligence** to our Relationships and People Skills.

As Peter Drucker once said **“people will buy from people they like”** and the addition of E.I. skills development enables sales people to; build rapport, strong business relationships and strategic customer relationships (rather than transactional relationships) which lead to stronger customer and brand loyalty with your Clients.

Dispelling the myth of the **HARD** Sell – **The Consultative Selling Approach** to Sales. Applying Emotional Intelligence and psychology to our Key Account Development to increase Customer and Brand Loyalty.

Selling at an executive level doesn’t stop when the contract is signed. To develop the business and prevent attack from the competition, Major Accounts need nurturing. This Workshop illustrates how knowledge of various corporate cultures will give you a customer compatible approach that safeguards and maximises your account revenue.

The session explores Value Propositions, Presentation Skills. Strategic partnerships, Key Account Development, Multi-level Selling and Customer loyalty.

Key Account Plan: **Business Development**



The Consultative Selling Approach to Business Development

Account Management Workshop

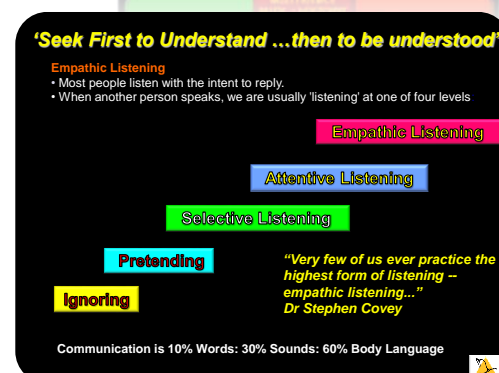
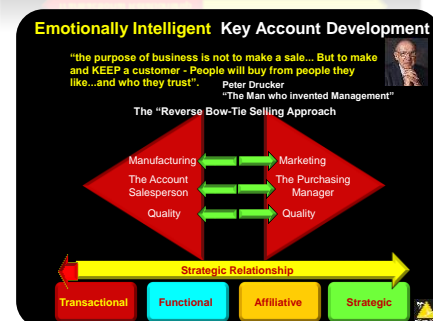
Proposed Content

- The 4 Types of Customer: **Transactional, Functional, Affiliative** and **Strategic** – How to progress through the 4 stages in order to create professional Key Account Penetration and to “earn” the status of “Strategic Supplier” through Key Account Management Techniques
- Analysing the “Sales versus Procurement” ‘Bow-Tie’ Approach
- There are 2 Aspects to Key Account Development:

People and Processes

1. People Strategies

- How do we THINK our Customers WANT to deal with us?
- Mapping out the Key Account: How to identify and manage: Gate-Keepers; Key Influencers; Decision Makers; Stake Holders – all require managing differently
- The Psychological Sell – “Don’t sell the Sausage...sell the Sizzle!!” – Features, Advantages and Benefits Selling
- Creating the Value Proposition and the Added Value and tailoring it to different contacts within the Account.
- How to Create Added Value and to achieve Premium Pricing rather than selling on Price
- Utilising Emotional Intelligence to build Relationships (People will buy from people they like)
- Applying Professional Communication Models for maximum Negotiating Advantage: Transactional Analysis, Neuro-Linguistic Programming (NLP) and Empathic Listening Techniques
- “Change your Questions – Change your Life” – asking the right questions to identify ALL of the needs and opportunities within the Account in order to provide Solution – Selling.
- Applying The Consultative Sales Approach – Strategic Account Penetration – Dispelling the myth of the Hard Sell and the traditional 99 Closing techniques!

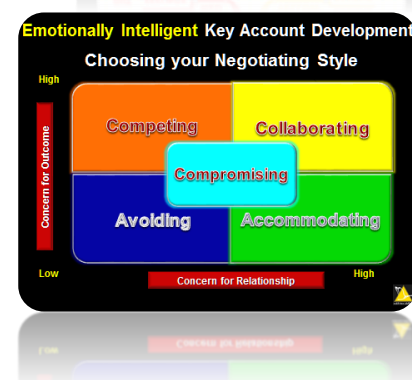
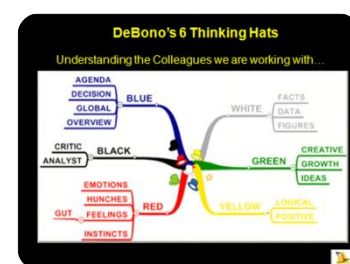


2. Processes

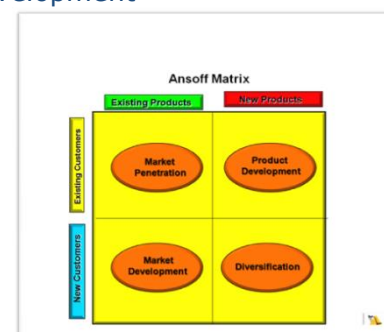
- **“Moving through the Gears – Developing an Account from Transactional to Strategic Status”** – reversing the traditional “bow-tie” approach to Client Relationships and identifying the stepping stones to earn “Preferred Supplier, Sole- Sourced, Tier One Supplier etc.” Status
- Mapping out the Key Account: - identifying potential needs, opportunities, sharing our Clients Vision and working with them to help them achieve it.
- Choosing where and when to invest in time and effort in developing Key Accounts which: provide sustainable profitable growth for our company, has a cultural fit with our company
- Prioritising our effort to maximise ROI in each Account
- Identifying which of the 5 Negotiation Styles we should use with each Key Account

Delegates will:

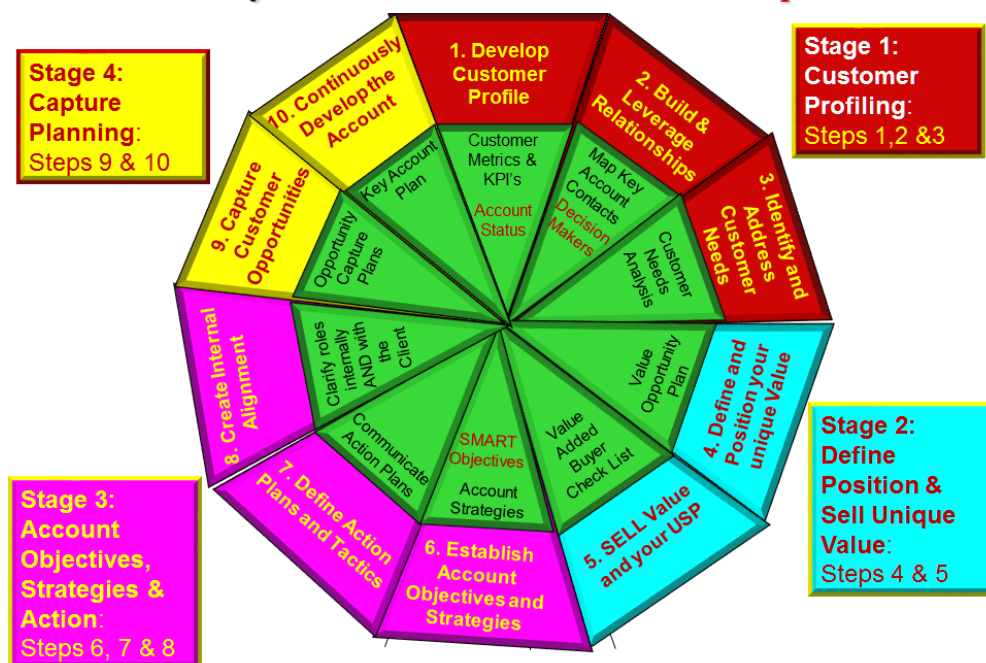
- Learn techniques to help them develop their **“Relationship Management”**
- Discover how to build strong business relationships through **highly effective tele-marketing techniques**
- Learn how to become a **Consultative Sales Executive Professional**
- Discover how emotional intelligence can **increase your Negotiation Skills** effectiveness
- Learn how to develop **Active Listening Techniques**
- **Understand the Personality of the Customer** we are selling to
- **Consider DeBono’s 6 Thinking Hats** – Recognising Personality Types and Diversity
- **Apply Emotional Intelligence** to Customer Relationships
- **Choose their Negotiation Style:** Negotiation Skills Module
- Explore the “bow-tie” approach of **Key Account Management**
- Demonstrate how to display inspirational and motivational **“Winning Behaviours and Attitudes”** to our Colleagues and fellow Staff members
- Learn how to dispel the **“Hard Sell Approach”**
- Explore the **powers of Influence** that E.I. can offer
- Introducing the **psychology of Selling**
- Complete an on-line **Emotional Intelligence Profile** prior to attending the workshop and will receive a 15-page personal report.
- Analyse their **Self Awareness** and **Self-Management** Scores
- Develop a greater understanding of all **“Self” behaviours** leading to increased professional skills.
- Develop a greater understanding of all **Intra and Inter Personal Relationships** and people “types”.
- Create a personal development plan for all **8 E.I. behaviours** against their profile
- Practice **Emotionally Intelligent Leadership** Skills



- Discover how to apply the **ABC of Behaviour Management** using E.I. techniques – Overcoming Conflict
- Develop **"Other Awareness"** – Understanding the impact that OUR style has on our Colleagues, Partners and our Clients Experience.
- Develop their **"Self-Management"** and **E.I. Behaviours**
- Explore how to make their personality, their Departments and their Organisation **"stand out from the Crowd"** by practising their E.I. behaviours daily
- **Consider The Psychology of Selling** – Advanced
- **Learn How to create Raving Fans** – The Disney Principles of Service Excellence
- **Develop Cross – Departmental Selling** and Key Account Development
- **Tune into Emotional Intelligence Frequencies** of our Clients
- **Observe First impressions**, attitude, the impact of body language
- **Use body language** to build rapport and maintain interest
- Develop tools to help them **analyse Personality Types**
- Identify which of your products you should be targeting to which Key Accounts – according to the **Ansoff Matrix**
- Consider your Company's "Moments of Truth" – **How do your Key Accounts Rate YOU?**
- **The 10 Steps of Key Account Business Development**
- Explore the **The FiSH! Principles of Key Account and Customer Service Excellence**



Key Account Plan: **Business Development**



Lean & Six Sigma Business Improvement Techniques

Lean / Six Sigma is a unified approach to achieving improved performance, which, when correctly deployed, will drive continuous improvement, or even dramatic step changes in performance, and will be a major enabler in achieving the goal of becoming an **"Outcome Focussed Organisation"**.

From integrating quick pace transformational change to maximising customer value whilst minimising waste, the Lean Continuous Improvement principles create the Winning Behaviours and Attitudes across the "people and processes" across any organisation to deliver optimised efficiencies and financial savings.

Facing the Challenge:
Delivering Better Outcomes

"We must become far more disciplined in managing project programmes with less dependency upon a few key individuals and more systematic and rigorous approach to project and programme delivery across the

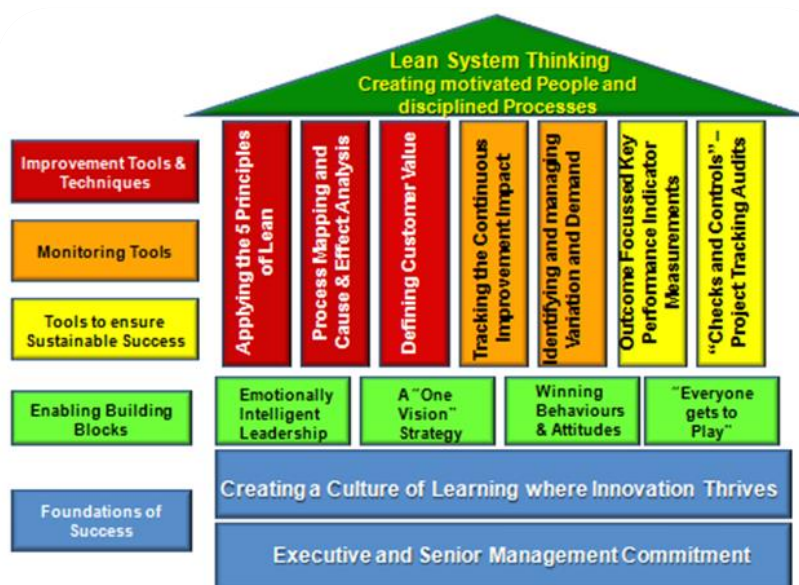
whole organisation" – is a strategic statement of intent which we hear on a daily basis from many organisations and the implementation and practice of the transforming 5 Principles of Lean and Continuous Improvement are the perfect vehicle required to achieve this desire.

In the current political and economic climate there is a focus on public services to do more for less, i.e. to be more efficient. Public Sector, local Government and NHS departments are in the process of working on the detail of how budget cuts will be implemented. An important methodology at the disposal of public sector managers is Lean, which can deliver many benefits.

The approach can be applied in many situations and is equally relevant within the private and public sectors. Many major organisations have already adopted the methodology of Lean and they are experiencing remarkable improvements as a result.

Using a rigorous data based approach, Lean encompasses an extremely wide and comprehensive toolkit as well as a structured methodology for deploying these tools, to increase customer satisfaction, drive out errors and waste, reduce cycle times, reduce costs and improve delivery.

This Graphic illustrates the key imperatives required for a successful and highly efficient implementation of Lean Thinking across the Organisations.





Attendees to this workshop will have:

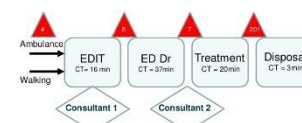
- A heightened awareness of the 5 Lean principles and how to apply them
- A deeper understanding of Continuous Improvement Concepts – KaiZen etc.
- Discovered and agreed who their Customer and Stakeholders are
- Learned how to Map their Customer Value Stream
- Learned to distinguish Value Add and Non Value Add processes
- Considered how their Customers perceive their Service
- Learned how to obtain “The Voice of the Customer”
- A greater understanding on the impacts of Change on People and Processes
- A working knowledge of and appreciation for Performance Management
- Learned how to identify the 8 Areas of Waste and how to maximise efficiency by eliminating waste.
- Discovered how to apply Solutions Focussed Thinking, De Bono’s Thinking Hats and Root Cause analyses using Ishakawa templates.
- Learned how to create benchmarks, improvement targets and how to integrate measurements.
- Learned how individuals react to Change and how to Choose their Winning Behaviours and Attitudes equipping them for Change
- Developed a greater awareness as to the importance of creating a High Performance Lean Project Team – which is Functional
- Learned how to Visualise a “Future State” by applying Appreciative Inquiry and Disney Creative Strategies to process map their journey from Current State to Future State.
- Created a greater team working awareness and benefit through the participation on the Experiential Activities throughout the Workshop
- Created a Common Language with their Support Staff when discussing Lean Projects



Redesign ED Process

9am – 9pm Takt is 12 mins

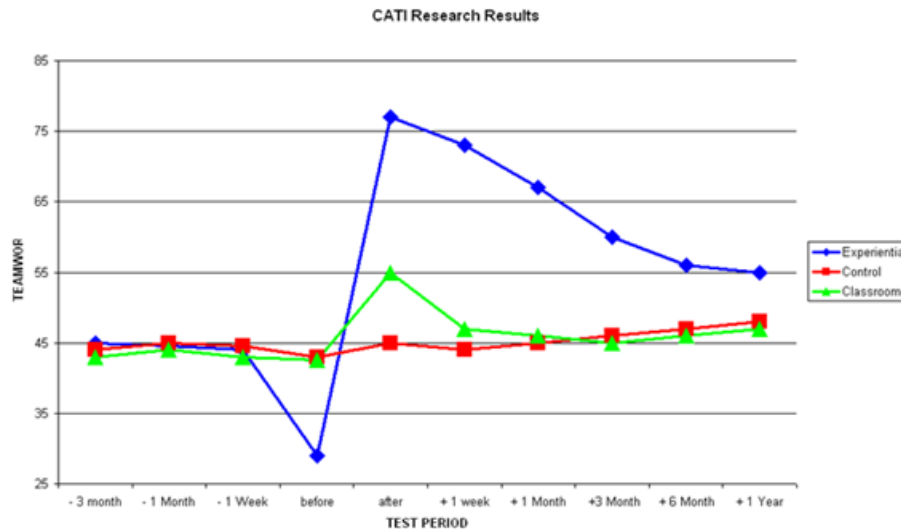
Emergency Dept Intervention Team System



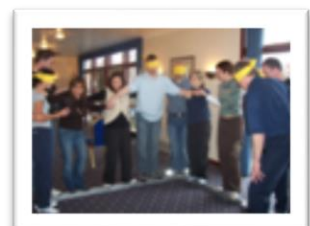
Exercise: Draw Bar Chart of Delay/ CycleTimes v Takt

Why Experiential Learning?

The graph below shows the impact and major benefits of experiential learning concepts regarding delegate retention compared to conventional classroom methods.



SOURCE: Scientific Research All research was performed by Dr. Simon Priest PhD25 Year Experiential Education Expert. Publisher of over 12 books on the subject and on the Board of Advisors for PLAYTIME Inc



Email: info@mtceurope.co.uk Telephone: +44 (0) 844 745 2120 Fax: +44 (0) 844 745 2119
 Central Office: Mobile Team Challenge Ltd, Challenge House, P.O. Box 4191, Bracknell, Berkshire RG42 9NA
 Registered Office: 3 College Yard, Lower Dagnall Street, St Albans, Hertfordshire AL3 4PA
 Company No. Cardiff 4583573 VAT Registration No. 803 2078 65
www.mtceurope.co.uk