

## StepChange Training Ltd

Volume 10 | April 2008

Welcome to our second newsletter in 2008



Some Feedback from our  
March 2008 open  
courses:

### Update from Jane

First a reminder that our standard open courses, for Presentation Expertise, Facilitation Skills and NLP, are still being offered at the promotional price of £200 a day. So please contact [jane.hooper@stepchangetraining.com](mailto:jane.hooper@stepchangetraining.com) if you would like to attend. Dates can found at the bottom of this page

*"Really enjoyed the course and I will definitely use when I next present – brilliant! Extremely relevant"*

*"This Facilitation skills course was very helpful – I will use techniques learnt"*

*"Friendly, cosy and flexible in content - clearly Jane is very experienced in NLP with lots to offer the delegates"*

*"A really interesting session and I was very glad to have attended"*

*"Very interesting, and a pleasure to meet everybody, so GOOD."*

## Leadership and Management Success

“Last year we launched a Leadership and Management development programme for the First Wessex Housing Group (FWHG). The pilot was run with a group of their 1st line managers. The programme, which is ILM endorsed, started with a one day development centre to establish each individual’s development areas and was followed by 3 separate modules all interspersed with 1:1 coaching sessions.

Throughout the programme attendees put their learning into practice on a work based project, which was assessed and verified by the ILM. We were all delighted that the group passed their assessment with flying colours and were awarded their certificates by Peter Walters their Chief Executive. Peter told them/said “This Management and Leadership programme, proved to be of real benefit to the organisation and highly motivational for the participants. The attendees spoke of their improved confidence and the newly acquired skills they could apply both in managing themselves and their teams.

For those who participated on the programme the results were perceptible and long lasting.



The recipients of the ILM Certificate with Peter Walters, Chief Executive of FWHG

From learning new behaviours through a highly interactive and demanding programme, individuals were able to make real changes leading to more effective relationships and productive work practices

The added bonus of the ILM certificate resulted in individuals, many of whom had not achieved any formal management qualification previously, growing in confidence, as well as demonstrating a greater willingness to understand and embrace change.

Those who took part in the programme also attested to the enjoyment of the whole learning experience!”

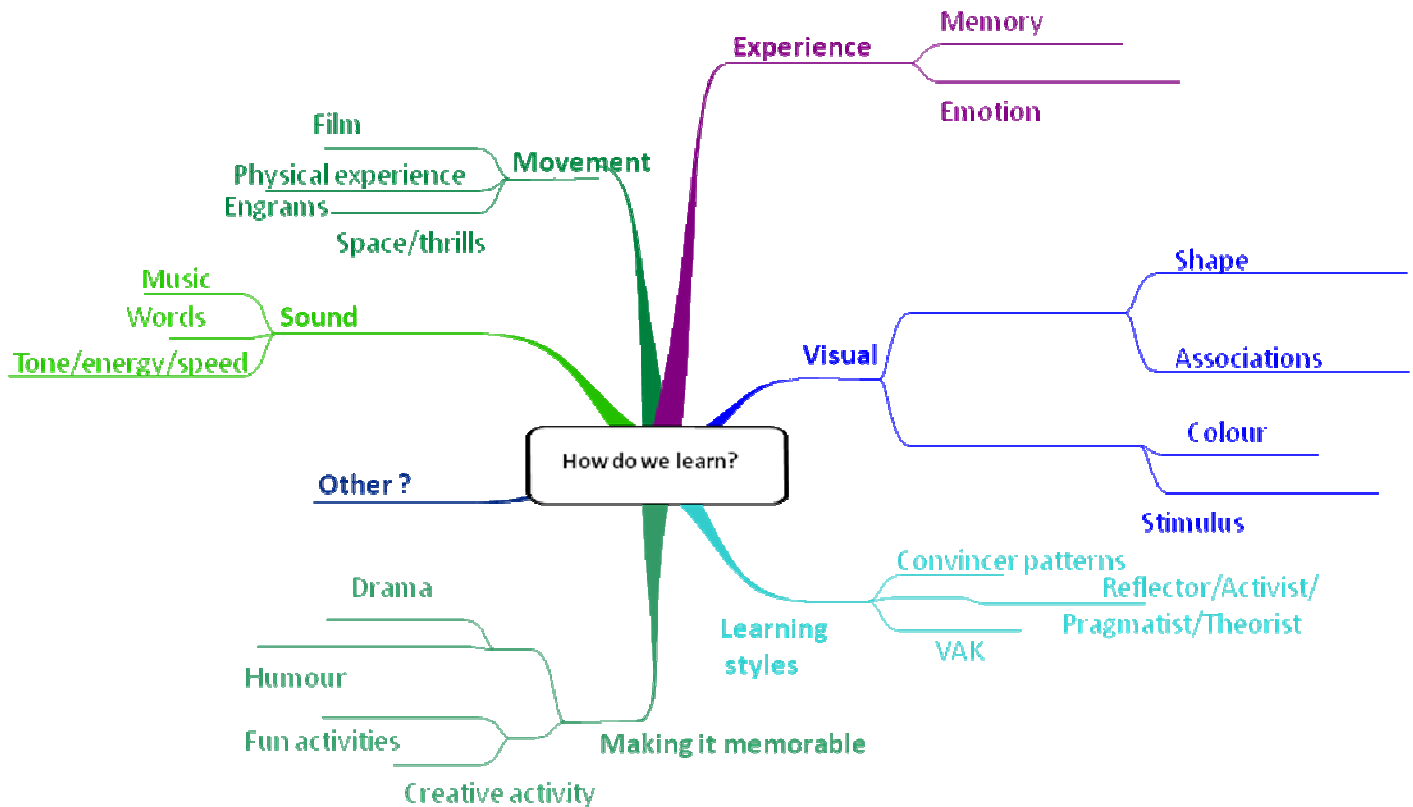
## Customer Service Training Meeting

Jane ran a session on "How People Learn". at the February meeting of the new Customer Service Training Association that is being run by Don Hales. It was run at the Dominion Theatre which was a fabulous venue and Don had a great programme lined up, Denise Aldridge talked about how they have improved customer service at all their venues and there were also sessions on Maintaining Service Standards, Transforming The Service Culture and the WOW awards.

Jane's session was highly interactive and focused on different levels of learning and how we can make learning memorable. The group were asked to teach each other a new 'skill' and then to analyse the process. It was fascinating to see, hear and feel the energy within the group at this point. There was so much going on in the room, it seemed a model of the complexity and diversity that is learning.

There was concentration, pleasure, laughter, listening, touch, repetition, pragmatism, emotional resonance, assimilation, engrams and a whole lot more! (see the mindmap below) We then linked our findings to some of the conventional learning theories and how these fitted with our experience.

*'Really useful and interesting stuff, particularly for me as a trainer. Also liked the energy generated by the activity.'*



## **Public/Open Courses**

Here are the dates for our Open Courses for 2008 all of which are being held at a venue in Central London

09 Jun 08 - 10 Jun 08 Advanced Presentation Skills Masterclass

11 Jun 08 - 12 Jun 08 Facilitation Expertise - Masterclass

13 Jun 08 - 13 Jun 08 An Introduction to NLP in Business

13 Oct 08 - 14 Oct 08 Advanced Presentation Skills Masterclass

15 Oct 08 - 16 Oct 08 Facilitation Expertise - Masterclass

17 Oct 08 - 17 Oct 08 An Introduction to NLP in Business

For a full description of these courses please visit our [website](#)

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