



MADABOUT'S ESPRESSO APPROACH

MadAbout Technique Training provides usable skills for your people - in the time it takes to attend a meeting! Our mix and match espresso sessions allow you to maximise your people's exposure to training in a practical and realistic way. You get more people through more training, returning real return on your investment.

They are practical, fast paced, high energy, intense skill-based sessions that stimulate the delegates with a variety of delivery styles from role play to video to group work... The sessions are highly interactive, with delegates answering questions, giving feedback, debating themes, working in small teams, and presenting – ensuring they're fully engaged throughout. They leave re-energised with a new skill in their toolbox that they can use back in the office immediately.

A FLAVOUR OF WHAT A MADABOUT TECHNIQUE TRAINING SESSION CONTAINS...

How to set objectives - that motivate and inspire.

Clarifying Performance Expectations - a set of key actions to conduct a productive discussion about expectations.

Giving Recognition - *Knowing the Performer* - the best way to provide positive reinforcement.

Providing Constructive Feedback - knowing when to deliver feedback - and when not to!

Correcting Performance Problems - Step by step guide on 'how to do it'.

Building a Team - understanding how teams develop and what to do at each stage of that development.

Understanding Change - the nature of change and how people react to it.

Making the customer smile - we all deal with customers, internally and externally, and it's everyone's responsibility to ensure these customers are not just satisfied, but delighted!

State Management - this session focuses on mastering yourself and developing your inner resources; it examines the mental, emotional and physical habits of an individual and how they can use these habits to manage their state.



YOU WILL NOT ACHIEVE AN R2 RESULT WITH A1 ACTIONS

YOU HAVE TO CHANGE THE WAY PEOPLE BEHAVE

BEHAVIOURAL CHANGE

So how do we go about changing the way people behave?

- We determine the results we want
- We pinpoint the behaviours that will accomplish those results
- We use measurement and feedback to determine when to give positive reinforcement for improvement

What is your RESULT? What are the behaviours people will need to engage in to deliver the result (implementation of the project)? What old habits need to go and which new habits need to be created? How will your result be measured? How will the training be reinforced?

THE MADABOUT APPROACH

The 'Mad' in MadAbout is about Making A Difference. And we adopt that approach in everything we do.

Heavily practical, highly participative interactive workshops... An engaging and participative approach with group discussion, self review, practical examples, facilitator led sessions, individual and group exercises, and real time management to deliver energising and practical workshops. The Managers will have the opportunity to discuss issues with each other and reflect on their own behaviour as well as others; the importance of these workshops as a support and networking opportunity is not overlooked.

MadAbout Standard Charge: £1,600 + VAT per day for 5 skills sessions

This includes... 1 Lead Facilitator for 1 day delivery onsite, programme design and management, provision of all training delivery equipment and material, continuous support and advice to the delegates afterwards.