

Rowan Consultancy Staff Development Services

Established in 1997, Rowan Consultancy is one of Scotland's most successful personal and organisational development specialists. We are a team of trainers, coaches and counsellors with experience in a variety of fields including education, management and caring professions.

Rowan has provided learning opportunities to hundreds of participants in the commercial, statutory and voluntary sectors for over a decade. Our certificates in coaching and counselling skills are credit-rated by Napier University. We offer the following topics and can also tailor-make programmes to suit your requirements.

1. Leadership courses

- 1.1 Effective Meetings
- 1.2 Influencing Skills
- 1.3 Managing Change
- 1.4 Mediation Skills
- 1.5 Moving into Management
- 1.6 Performance Management
- 1.7 Situational Leadership
- 1.8 Rowan Certificate in Coaching Skills

2. General courses

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| 2.1 Assertiveness and Communication | 2.9 Positive Psychology |
| 2.2 Bereavement Awareness | 2.10 Time Management |
| 2.3 Creativity | 2.11 Valuing Diversity |
| 2.4 Child Development | 2.12 Working Under Pressure |
| 2.5 Dealing with Difficult People | 2.13 Working with Anger |
| 2.6 Effective Listening | 2.14 Work-life balance |
| 2.7 Emotional Intelligence | 2.15 Certificate in Counselling Skills |
| 2.8 First Line Customer Service | |

3. Management development

- 3.1 360 degree feedback
- 3.2 Facilitated team days
- 3.3 Individual coaching programmes

To discuss how Rowan Consultancy can help your people develop, please contact Rachel Weiss, Senior Partner (rachel.weiss@rowan-consultancy.co.uk).

Rowan Consultancy Staff Development Services Learning Outcomes

1. Leadership courses

1.1 Effective Meetings

- ♦ Share good practice in chairing and participating in meetings
- ♦ Learn time-saving tips for running meetings
- ♦ Ensure that your meetings have clear objectives, which are understood by participants and achieved
- ♦ Decide whether a meeting is needed or not

1.2 Influencing Skills

- ♦ Understand the key skills of influencing using Neuro Linguistic Programming (NLP) concepts
- ♦ Gain insight into personal barriers to successful influencing and how to overcome these
- ♦ Practice new influencing skills and receive feedback

1.3 Managing Change

- ♦ Understand the impact of change in organisations and the challenges this may bring
- ♦ Increase awareness of the importance and role of communication in implementing change
- ♦ Consider how to approach implementing enforced or unpopular changes effectively

1.4 Mediation skills

- ♦ Increase your awareness around conflict: its positive and negative aspects
- ♦ Understand why conflict occurs and how to manage it
- ♦ Develop your mediation skills, identifying the underlying issues to help disputants find win-win solutions
- ♦ Learn communication skills and techniques to help resolve conflicts and interpersonal disputes effectively

1.5 Moving into Management

- ♦ Highlights the differences between being a colleague and being a manager
- ♦ Explains how to give clear feedback to your team
- ♦ Benefits of situational leadership and contingency management style

1.6 Performance Management

- ♦ Develop an understanding of the importance of managing performance and how to deliver Key Performance Indicators
- ♦ Gain insight into the principles of performance management through developing a co-active flexible style.
- ♦ Develop coaching skills to deliver performance management

1.7 Situational Leadership

- ♦ Insight into the Situational Leadership II, the Blanchard model and its benefits
- ♦ Understanding the flexibility required to apply leadership models to support and raise performance
- ♦ Apply principles of Situational Leadership to support individual development levels

1.8 Rowan Certificate in Coaching Skills

This course has been awarded 5 credits at SCQF Level 9 by Edinburgh Napier University. The 2 training days are consolidated by 3 individual coaching sessions and a final half-day training. Candidates must submit a written assignment and demonstrate practical coaching skills in order to gain the certificate. The course aims are to:

- ♦ Introduce coaching skills and models to enable participants to better support and develop their role at work and engender a coaching culture in their organisation.
- ♦ Raise awareness of key benefits and opportunities that coaching skills offer in the workplace

2. General courses

2.1 Assertiveness and Communication Skills

- ◆ Identify aggressive, assertive and passive behaviours
- ◆ Practise assertiveness techniques
- ◆ Practise responding to criticism openly and assertively
- ◆ Plan how you will act more assertively in future.

2.2 Bereavement Awareness

- ◆ The stages of grief
- ◆ What helps and how to help
- ◆ Supporting and referring on

2.3 Creativity

- ◆ Increase your self awareness
- ◆ Explore your work-life balance
- ◆ Release your natural creativity
- ◆ Promote lateral thinking – right brain rather than left brain

2.4 Child Development

- ◆ An understanding of psychological development in children
- ◆ Strategies on how to improve your relationship with pupils/clients
- ◆ The "Games" children play, which may impact negatively on you
- ◆ Examine factors which underpin children's behaviour to teachers and other authority figures

2.5 Dealing with Difficult People

- ◆ Understand what motivates difficult behaviours in colleagues, customers and clients
- ◆ illustrate how we can all be experienced as difficult
- ◆ learn and practice techniques for dealing with difficult behaviours in adults
- ◆ identify unhelpful patterns of interaction

2.6 Effective Listening

- ◆ Listening skills and non-verbal communication
- ◆ Reflecting feelings and paraphrasing
- ◆ How to convey you've understood the other

2.7 Emotional Intelligence

- ◆ Apply Daniel Golemans' theory of emotional intelligence to your workplace
- ◆ Recognise the impact of emotions, eg anger, fear and sadness, in yourself and others
- ◆ Practice techniques to harness and channel emotions

2.8 First Line Customer Service

- ♦ Identify and enhance your customer service skills
- ♦ Help you understand your customers' needs
- ♦ Support you in dealing with compliments and complaints

2.9 Positive Psychology

- ♦ An overview of the science of happiness, based on Harvard's Positive Psychology course
- ♦ Grasp the research findings on a flourishing and fulfilling life
- ♦ Apply these findings in the workplace and in your personal life

2.10 Time Management

- ♦ Planning, prioritising and why we procrastinate
- ♦ Differentiate between the important and the urgent
- ♦ Identifying your goals and how to achieve them

2.11 Valuing Diversity

Everyone has to deal with diversity. The challenge is to turn the differences between people to advantage.

- ♦ Appreciate the benefits of diversity
- ♦ Use differences to get better results and greater harmony
- ♦ Identify the key actions that will help you make a difference

2.12 Working under Pressure

- ♦ Differentiate between pressure and stress
- ♦ Learn and practice some techniques to work well under pressure
- ♦ HSE standards on stress at work

2.13 Working with Anger

- ♦ Practice skills to defuse a charged situation
- ♦ Gain knowledge, understanding and techniques for working with angry people

2.14 Work-life balance

- ♦ Use creative methods to review the balance of work, rest and play in your life
- ♦ Take time and space to reflect on changes you'd like to make
- ♦ Promote a holistic view of your own health, incorporating physical, emotional, mental and spiritual aspects

2.15 Rowan Certificate in Counselling Skills

- ♦ Four modules, awarded 40 SCQF points at Level 7
- ♦ Develop your listening skills to support others
- ♦ Validated by COSCA, www.cosca.org.uk
- ♦ Included theory, skills, personal development and ethics
- ♦ Improves relationships at home and at work

3. Management development

3.1 Team days

Rowan's experienced facilitators can help your team explore their group dynamics to improve how they function as a team by using experiential learning.

3.2 360 degree feedback

Rowan can provide collect, collate and present 360 feedback to your managers and help them turn the feedback into specific plans of action for improvement

3.3 Individual coaching programmes

For senior managers the most cost-efficient method of development is often a series of coaching sessions. The Rowan coach will help them identify their goals for improvement and set an action plan to practice between sessions.

To discuss how Rowan Consultancy can help your people develop, please contact:

Rachel Weiss, Senior Partner

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