



## BCR VIRTUAL WORKSHOP CATALOG 2021

Set out below you will find the existing Blue Consulting and Resourcing Virtual Workshop Catalog. Each of these workshops is currently available, with full supporting materials, and can be delivered as an in-company, customized event.

The catalog is planned to expand extensively during Q1 2021, so please do continue to monitor what we are offering.

### The Value in our Virtual Workshops

Our clients tell us these workshops are “best in class” virtual learning experiences- and are the most cost-effective solution they have ever found. Why are they so well received?

**BCR VIRTUAL TRAINING SOLUTIONS**

BCR Virtual Training solutions are designed and delivered to address client needs.

- Highly Relevant**  
Based around what people will need to know/do on the job, practical and pragmatic.
- Flexible and Efficient**  
Built around 4 hour modules, specifically for remote “Virtual Classroom” delivery.
- Client Specific**  
Generic content, but customized to client specific scenarios, and tailored to your needs.
- Hugely Engaging**  
Designed to be “real world focused”, delivered with client relevant “war stories”
- Application Focused**  
Learners apply skills to real life issues in exercises, and real-world examples are used

Workshops are delivered in 4 hour modules, with pre and post assignments

### Our Promise to You

We are so confident that your learner groups will see the value, we are prepared to back that up with two promises:

- 1) We will beat any competitor pricing on a per learning-hour basis
- 2) If Level 1 feedback does not achieve a minimum of 90% satisfaction on any workshop- we will refund the costs



## Customized Workshops

All of our workshops can easily be customized to incorporate client relevant examples and scenarios. But we can do so much more than customize our existing catalogue, we can create virtual learning experiences for ANY learning need you may have.

Whether you are rolling out a new tool, making a process change, onboarding new people, whatever your need, we will work with you to design develop a workshop, on any topic of your choice, at NO COST- providing you have a learner group large enough to justify 4 deliveries at minimum (approximately 50/60 learners). The content is up to you.

We will work with you to define and confirm your need and, if it is “generic” content to be covered, then our researchers and Instructional Designers will create a solution to address your needs. If it is company specific (i.e. a new process or tool) then we will work with your Subject Matter Experts, to create a very specific solution which can be branded and delivered as a bespoke solution.

Contact us at BCR to find out more.

## Course Content

Our existing catalogue of virtual workshops covers a broad range of content areas, but is broadly organized into 7 core clusters:

- 1) Critical Thinking Skills (CTS) Cluster
- 2) Influence Skills (IS) Cluster
- 3) Management and Supervisor Skills (MSS) Cluster
- 4) Virtual Working (VW) Cluster
- 5) Consulting Skills (CS) Cluster
- 6) Communication and Presentation Skills (CPS) Cluster
- 7) Learning and Development (LD) Cluster



## CRITICAL THINKING SKILLS CLUSTER

### CTS 1: Critical Thinking Skills- Using Rational Logic

#### Overview



Today, it's becoming part of everyone's job to effectively solve problems and make decisions- and that demands critical thinking skills of the highest order. In the fast-paced world where we are bombarded by information and data, making choices or providing recommendations is soon to be part of everyone's job.

Analytical abilities and decision-making skills are foundational critical thinking skills that break complex problems into manageable

components, and decisions down into their logical, constituent elements. This encourages systematic and rational thinking, even when under pressure.

This workshop introduces learners to the basic thinking techniques that successfully process information and provides an overview of how to apply rational logic to solve problems and make business decisions. These essential analytical thinking and decision-making skills are the foundation of basic management.

#### Targeted Results

As a result of the learning solution, you will:

- Think more systematically and rationally about problems and decisions you face
- Develop greater clarity around possible solutions to a problem
- Arrive at the root cause more efficiently and more effectively
- Make more effective decisions, based on objective reasoning and logic
- Avoid emotion reactions that can influence your best thinking
- Communicate more easily the rationale and logic used in solving problems and arriving at decisions

#### Target Learner Groups

- Anyone who has to make choices or make recommendations as part of their daily work.
- New managers/supervisors
- Those who lead people who make decisions and recommendations



## CTS 2: Problem Solving Skills- Getting to the Root Cause of a Problem

### Overview

In many roles today, finding the true causes of problems is the primary activity. This workshop is targeted at people whose role is essentially about problem solving (help desks, maintenance, trouble-shooters etc.). Understanding what has caused a problem, through the use of systematic analysis provides us with a repeatable way to gather and analyze information about a problem, to ensure we are addressing the right cause.

The workshop is designed to help individuals gather and process information quickly. Asking the right questions, in the right way, to identify what the root cause really is often made more difficult by the sheer volume of facts and data available. This workshop helps you sift through the facts to find and process the key information.



### Targeted Results

As a result of the learning solution, you will:

- Think more systematically and rationally about problems you encounter
- Ask better questions to obtain more relevant information
- Organize information more effectively
- Develop more clarity around possible solutions
- Identify the root causes of problems more quickly
- Avoid emotional triggers that can influence your best thinking
- Reduce the time spent in investigating irrelevant information

### Target Learners

- Anyone whose role involves problem solving
- People who manage teams of problem solvers
- IT support, Help Desks, Performance Analysis, Managers, Supervisors, Maintenance, Technical Support



## CTS 3: Decision Making: Making the RIGHT Choice

### Overview



Making choices can be difficult, whether it is a purchasing decision, the choice between different courses of action or even recruitment choices. We need to have a clear process for structuring and communicating our decision making methods.

An experienced BCR facilitator will walk you through a systematic decision-making process for making a rational choice, avoiding the biases and assumptions that can so often undermine good decision making.

Using case studies and practical exercises, you will learn new ways to make choices and select options. You will learn to think your way through systematic decision making so that you consistently make the RIGHT choice when faced with a range of alternatives.

### Targeted Results

As a result of the learning solution, you will:

- Avoid making assumptions and being led by biases, when faced with making a choice
- Make more effective decisions, based on objective reasoning and rational logic
- Avoid emotion reactions that can influence your best thinking
- Communicate more easily the rationale and logic used in making decisions and recommendations

### Target Learners

- People who routinely have to make decisions or recommend options as part of the daily work
- Managers, supervisors, individual contributors, HR professionals, hiring managers



## CTS 4: Strategic Problem Solving Workshop

### Overview



At more senior levels, people often have to find solutions to mission critical problems and make strategic decisions which will impact the organization. Finding the real cause of a business issue is key to making the right strategic recommendations, and so this workshop focuses on a proven method for deconstructing strategic problem solving.

Using case studies and practical exercises, you will learn the essence of strategic thinking, learn to think your way through a range of hypotheses to arrive at the true cause of a business issue and to pave the way to making strategic decisions which will impact the organization.

The workshop approach used is an established method, made famous in large consulting firm for hypotheses-based problem solving.

### Targeted Results

As a result of the learning solution, you will:

- Better gather information about a strategic issue
- Learn to deconstruct problems and decisions
- Test your hypotheses quickly and rigorously
- Facilitate group thinking to get the core of a problem through a structured approach
- Control reactive fixes to problems even in an uncertain business environment
- Communicate and present your rationales and recommendations more succinctly
- Know when to focus effort on further analysis, even if resources and information are limited

### Target Learners

- More senior players who are working on strategically important problems
- Managers and above



## CTS 5: Strategic Decision-Making Workshop

### Overview



Strategic Decision Making is the second workshop in the strategic problems solving series. Once the root cause of a strategic problem has been identified, only then can you generate options for how to respond. An experienced facilitator will walk you through the strategic decision making process for constructing a solution you can feel confident recommending to significantly reduce or eliminate the root cause.

Using case studies and practical exercises, you will learn new ways to generate innovative solutions. You will learn to think your way through hypothesis-based decision making and develop an evaluation plan to measure impact.

The approach shown is an established method, made famous in large consulting firm for hypotheses-based problem solving and decision making.

### Targeted Results

As a result of the learning solution, you will:

Control reactive fixes to problems even in an uncertain business environment

- Better gather information about a strategic issue
- Describe contributing factors and the likelihood a proposed fix will impact the root cause

Generate new ideas and evaluate future scenarios

- Communicate and present your rationales and recommendations more succinctly
- Know when to focus effort on further analysis, even if resources and information are limited

### Target Learners

- More senior players who are working on strategically important problems
- Managers and above



## INFLUENCE SKILLS CLUSTER

### IS 1: Influence Skills

#### Overview

Influencing others requires an understanding of the psychology of what truly prompts others to say “yes” or “no”.

This workshop explores these psychological factors, plus how this knowledge may be used to achieve mutually desirable outcomes.

You will learn how to build your influence by applying these principles to any number of business interactions, from managing, mentoring and negotiating in both verbal communications and written documentation.



Examples provided will demonstrate how these skills can be applied in practice and real scenarios.

#### Targeted Results

As a result of the learning solution, you will:

Gain a better understanding of your current influence environment

- Measure your current influence skills
- Map your influence environment

Have a basic understanding of the psychology behind the principles of persuasion

- Know how to achieve a positive first impression
- Describe the two paths of persuasion through the conscious and subconscious mind
- Discover what prompts people to say yes or no

Be able to select, customize, and apply the principle of persuasion to different situations

- Use the Pre-Persuasion Checklist to determine the best approach for you
- Apply the principles of persuasion on the job

#### Target Learners

- Anybody who is required to manage, often without authority
- Managers, Team Leads, Project Managers, Supervisors, Process Owners



## IS 2: Negotiation Skills: Reaching Agreement of Your Terms

### Overview



This hands-on workshop, with lots of examples, gives you a step-by-step guide to effective negotiation.

You will learn how to first identify the issue, to understand the argument from the other party's perspective, to generate alternative potential solutions and then determine a solution that benefits both parties- where all parties depend on each other to achieve their goals.

Rather than focusing on conflict, we focus on how to establish win-win agreements to create value for both negotiating parties.

### Targeted Results

As a result of the learning solution, you will:

- Understand the Six Stages of Negotiation
- Know when—and when not—to negotiate
- Reach win-win agreements more frequently
- Develop an effective plan and strategy for any negotiation
- Know what behavior to expect and to adopt at each stage of the negotiation
- Adjust your negotiation style to achieve desired results

### Target Learners

- Anybody who is required to facilitate agreements
- People who are working on strategically important negotiations
- Managers, Purchasing professionals , Team Leads



## MANAGEMENT AND SUPERVISORY SKILLS CLUSTER

### MSS 1: Bridging the Generational Gap

#### Overview



Workplace clashes between generations are increasing in frequency. This course is a must for supervisors, managers and coaches. Learn what is meant by the terms, Gen X, Gen Y, Millennial, Baby Boomer and how the life experiences of these generations have changed the way they typically function in the workplace.

Learn the five essential changes leaders must make to better manage millennials in the workforce and the skills they need to build to keep millennials and Gen X/Y engaged. Learn also how to derive advantage from generational differences.

But also recognize that making these generational assumptions can sometimes lead to disaster. At the end of the day, people are people, with their own unique characteristics, each bringing their own personal story, their values and drives to work- and understanding an individual's "onliness", the unique characteristics that define them, may be best way to manage people.

#### Targeted Results

As a result of the learning solution, you will:

- Define the strengths and opportunities of each generation
- Understand how to leverage the differences in generational outlooks and expectations
- Develop the five essential skills for positively engaging different generations in the workforce
- Understand the importance of "onliness" - people's unique defining characteristics

#### Target Learners

- Anybody who is working alongside colleagues from different generations
- Project team members, Project Managers, Managers, Supervisors, Team Leads



## MSS 2: Building Competencies for the Future

### Overview



As technological advances change the nature of work and even the nature of organizations, job roles too are changing rapidly. Furthermore, companies move highly skilled employees quickly into lateral moves or advancements as a way of leveraging and retaining their human capital investments.

Employees today must build competencies that allow them to flex with changes to their job, their organization and its culture. This course is for anyone in a rapidly changing work environment.

Learn the competencies to thrive within changing organizations that are being constantly drawn into a changing future. Understand the ways in which jobs are changing universally and within your company and why this detrimentally impacts traditional competency models. Then add the competencies to your repertoire and support employees to do the same.

### Targeted Results

As a result of the learning solution, you will:

- Analyse your company's changing environment and determine the requisite competencies for yourself and your employees.
- Discover the future and the competencies necessary to thrive within it.
- Master the seven core competencies for the future (in any job role)

### Target Learners

- Anybody who expects to be in the workplace 10 years from now.



## MSS 3: Collaboration- Getting Results from Collaborative Work

### Overview

This course gives you an action plan to be an adaptive individual contributor who encourages greater collaboration on any team. Creating clarity, vision and building mutual trust within a team and a collaboration with other departments will ensure that you foster an environment that operates as an open and united group, so that you can inspire optimal performance up, down and across the organization.



### Targeted Results

As a result of the learning solution, you will:

- Adapt your own style to a collaborative management style.
- Become more effective by enabling each team member to share ideas and generate solutions.
- Remove roadblocks that prevent people from working together.
- Enhance team creativity and involvement.
- Differentiate yourself and become more influential in your organization.
- Help increase employee satisfaction, retention and engagement.
- Develop a mindset that can increase your collaboration skills.
- Provide greater opportunities for others to own and implement their ideas.
- Reduce performance issues by increasing employee involvement and leadership skills.

### Target Learners

This course is designed for individual contributors or managers who want to inspire greater involvement, creativity and knowledge sharing in their teams.



## MSS 4: People Styles-Adapting Your Personal Style to Get Results

### Overview



Everyone has preferred ways of acting and interacting with others. Some people work quickly, others more slowly. Some respond better to data and others to stories or personal experiences.

BCR's People Style training helps you understand your own preferences and those of others. Most importantly it teaches you how to recognize the behavior of others and create strong, productive relationships with anyone, by changing your own style to accommodate the needs of others.

Participants will learn how to recognize behavioral and communication preferences and adjust their own behaviors to create productive working relationships with individuals of all People Styles.

### Targeted Results

As a result of the learning solution, you will:

- Discover your own People Style.
- Determine the People Style of others.
- Use that information to moderate your behavior and make that person more comfortable, allowing you to resolve conflict.
- Adapt your own People Style to achieve effective results

### Target Learners

- Anybody who is required to work with others, in teams.
- Managers, Team Leads, Project Managers, Sole Contributors, Supervisors, Process Owners



## MSS 5: Mastering the Matrix

### Overview



Everyone working within matrixed environments is an employee of the structure. Matrices can thrive or fail based on the skills of the individual employees. This course is intended for employees who for often have accountability to more than one leader. (including both individual contributor and managers).

Learn the key components every employee needs to thrive in a Matrix environment. Using case studies, videos and practical exercises, you will learn the

three key elements that shift employees from failing or surviving to thriving. You'll reflect and practice your way through these key skills and end up excited for the challenge of the Matrix

### Targeted Results

As a result of the learning solution, you will:

- Empathize with the corporate need to evolve into matrixed structures.
- Recognize the personal advantages and challenges of the matrix.
- Discover effective ways get things accomplished in the matrix.
- Develop the methods to take control of the matrix and make it work for you.
- Master the essential elements to thrive in the matrix.
- Help increase employee satisfaction, retention and engagement
- Develop the right mindset to increase your collaboration skills
- Differentiate yourself and become more influential in your organization

### Target Learners

Anybody who is required to work within a matrix structure



## MSS 6: Managing Conflict

### Overview



If you are going to be a good role model and lead by example, you will have to get comfortable with confronting conflict. But it is important to understand that there is a difference between confronting a conflict and being directly engaged in it. Rather than confronting another person, it is better to think about “confronting” the issue itself, and, by doing this, you become more conscious of your choices and much more effective.

When thinking about the more constructive and positive view of confrontation, you will also find it useful to identify and come to terms with the various forms of avoidance you may be using.

Learn and master the three key skills essential to resolving conflict constructively and bring these key skills into the workplace and shift your abilities with new habits.

### Targeted Results

As a result of the workshop, you will:

- Manage conflict situations more proactively
- Handle conflict more confidently
- Increase your effectiveness in managing conflict
- Leverage potential conflict situations as opportunities for conversations that actually enhance work relationships
- Build increased trust and credibility with colleagues and team members
- Gain confidence in holding difficult conversations calmly and assertively

### Target Learners

This workshop is aimed at managers and individuals who have to resolve conflicts, and those who typically have a reluctance to do so, largely based on fear or trepidation.

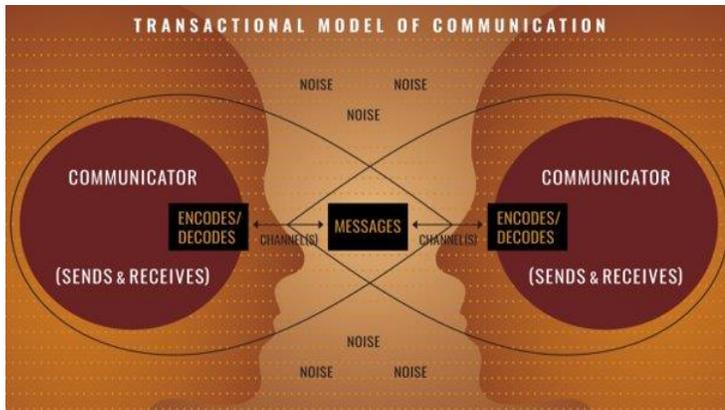
Managers, Supervisors, Project Managers, Process Owners, Sole Contributors



## COMMUNICATION AND PRESENTATION SKILLS CLUSTER

### CPS 1: Verbal Communication- Getting Your Message Across

#### Overview



People who need to make their point very clearly, and often very quickly, tend to follow a simple and easy to follow approach to getting their message across.

Whether you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change, the workshop shows how to use an OPEN© approach to communication.

Projecting confidence, credibility and trustworthiness requires specific tools and strategies. It doesn't matter whether you are communicating one-to-one, with a small group or team, or even making announcements to larger groups, the basic communication practices remain the same.

#### Targeted Results

As a result of the learning solution, you will:

- Get your message across more effectively
- Make credible, authentic presentations, versus artificial sounding pitches
- Better analyse your audiences and situations and plan your communication message
- Be better able to frame your message to specific audiences
- Apply the OPEN© approach with confidence
- Establish credibility and trust in your messaging
- Exhibit a strong sense of self-confidence with your peers, direct reports and managers

#### Target Learners

People for whom communication is key: whether one-to-one, small teams or even larger group presentations



## CPS 2: Written Communication- Making Your Point In Writing

### Overview



Effective business writing conveys that you have a strong grasp of the issue you are communicating. This practical course is full of in-class exercises and offers immediate feedback to help you quickly develop this crucial skill.

Learn a simple process for crafting a clear and concise message and get hands-on practice writing for the results you want—in the correct tone—and with complete clarity and precision.

### Targeted Results

As a result of the learning solution, you will:

- Structure your report writing more logically
- Write clear, concise, and well-structured documents that get real results
- Plan effective communications, using a proven method
- Write more impactful emails
- Persuade resistant readers to act on your recommendations

### Target Learners

People who routinely have to produce written communication as part of their work



## CPS 3: Presentation Skills- Making First Class Group Presentations

### Overview

Making presentation to groups of people can be an individual's worst nightmare.



But there is a simple way of ensuring that your presentation is well organized, convincing, engaging and yet natural. People who need to make their point very clearly, and often very quickly, tend to follow a simple and easy to follow approach to getting their message across. Whether you need to communicate a new idea to senior managers, influence your colleagues to support your proposal or inspire direct reports to make a change, the workshop shows how to use an OPEN© approach to communication.

Communicating with confidence, credibility and trustworthiness requires specific tools and strategies.

### Targeted Results

As a result of the learning solution, you will:

- Organize presentation structures more effectively
- Make credible, authentic presentations, versus artificial sounding pitches
- Convey your communication messages with passion
- Establish credibility and trust in your messaging
- Engage listeners in your presentations
- Present in a more natural and confident way

### Target Learners

People who have to make small or large group presentations or communications



## CPS 4: Meeting Facilitation Skills- Achieving Results through Facilitation

### Overview

It's becoming a crucial skill for managers across the organisation to underpin facilitation processes. Also, it's a useful addition to the skill set for anyone leading focus groups, research, and for those who want to work with their teams in a different way. Learn how to design and manage facilitation processes that will ensure successful outcomes and gain the commitment of all those involved.

The facilitator role demands exceptional interpersonal skills, keen observation, insight and tact. Like a conductor, you must bring out the best in individual players and orchestrate successful group efforts.



This workshop provides an overview of the core skill of facilitation. maximum practice, group interaction and feedback as you explore your role as a facilitator in a variety of group situations.

### Targeted Results

As a result of the learning solution, you will:

- Understand the role of the facilitator
- Make your facilitated meetings more productive
- Spark and enhance critical synergy and creative energy
- Address the challenges of having multiple roles—leader, manager and facilitator
- Build consensus, handle conflict and keep meetings on track
- Confront disruptive behaviors more effectively
- Direct meetings that reduce frustration and produce results
- Keep content, process and structure on track to produce positive outcomes

### Target Learners

Anybody who is routinely asked to host conference calls or run meetings



## CONSULTING SKILLS CLUSTER

### CS 1: Internal Consulting Skills- Become a True Business Partner

#### Overview



Individuals who act as internal consultants face challenges very different to external consultants.

Because you work for the same organization, you sometimes lack the perceived status or authority to deliver value. You can sometimes be seen as a “necessary ‘evil’” versus a truly valued business partner. In this short workshop, we look at how to position yourself credibly and how to win the respect of internal clients.

Being able to establish the right working relationship with internal clients, and setting the right expectations is key to the internal consulting relationship. In this short seminar we look at how to position yourself as a consultant when you are a “known entity” and cannot draw on the “mysterious credential” card.

#### Targeted Results

As a result of the learning solution, you will:

- Understand the key challenges associated with “internal” consulting
- Establish better working relationships with your internal clients
- Set better expectations with your client about roles
- Plan better interventions with your internal client
- Be seen as a valued business partner, versus merely a “pair of hands”

#### Target Learners

Internal consultants who work for centralized groups, providing service to lines of business  
HR, IT, L&D, Finance, Audit, D&A, Risk & Compliance professionals



## VIRTUAL WORKING CLUSTER

### VW 1: Virtual Teamwork- Getting the Best From a Virtual Team

#### Overview



Managing individuals who are geographically remote and not co-located can be challenging. Remote working has become the norm in the current crisis and our experience is that most managers don't appreciate the difference in the ways to manage remote employees. As our workplaces are now linked virtually through technology, to get results, the leader of a virtual team must approach employees very differently from the way they manage co-located teams.

Perhaps the biggest challenge most people have in remote management is the fact that they can't see people working and so managing to deliverables from a distance becomes a huge challenge. Our workshop provides some practical advice on how to establish trust and how to ensure virtual team members flourish in this environment.

Learners will also explore ways to foster effective collaboration remotely and how to communicate within an effective virtual team.

#### Targeted Results

As a result of the learning solution, you will:

- Appreciate the challenges associated with leading virtual teams
- Develop a set of robust tools, models and methods to drive performance in a virtual team
- Develop trust and see the benefits of trusting relationships in a virtual team
- Establish a sense of community within a virtual team
- Leverage technology more creatively to communicate more effectively with remote employees
- Empower your virtual team to better performance
- Establish effective virtual team management strategies to foster collaboration in a virtual team
- Learn to trust people, and to use technology tools to manage deliverables

#### Target Learners

People who are leading virtual teams



## VW 2: Virtual Teamwork- Keeping a Virtual Team Connected



### Overview

The success of many virtual teams depends upon their ability to collaborate and communicate with each other effectively. All too often it goes wrong, leaving some individuals feeling isolated and the whole team become less effective in attaining their goals. Because virtual team members often rely on email, chat, telephone calls, tele/web conferences to keep in touch, how effectively they do this makes a big difference to the results they achieve.

This informative, and practical workshop provides participants with a benchmark for best practice in virtual communication and collaboration. Learners will explore when to use which communication medium to achieve the best result in day-to-day communication. They will learn how to leverage technology to manage work deliverables, and to track/record status in a virtual team.

Learners will also discover how to ensure they get the most out of virtual team meetings by assertively putting their views across and making sure their contributions are discussed. Participants will leave with increased confidence in their ability to communicate effectively in a virtual environment and to work effectively without face-to-face contact.

### . Targeted Results

As a result of the workshop, you will:

- Know which medium of communication to choose to get the best results in a virtual setting
- Leverage technology effectively and run and participate in better web meetings
- Understand how day-to-day virtual team communication can go wrong and how to avoid it
- Recognize how to avoid making assumptions that lead to misunderstandings within a virtual team
- Know how to get the most from a virtual team meeting and how to prepare to add value (customized to client's tools- SKYPE, Webex, Zoom etc)
- Leverage technology to manage work products more effectively (ASANA etc)
- Develop a set of robust tools, models and methods to connect more effectively within a virtual situation (customized to client tools- ASANA, Trello, Slack etc.)

### Target Learners

People who are being asked to work as part of a virtual or remote team



## VW 3: Virtual Teamwork- Finding My Place in a Virtual Team

### Overview



Remote working has become the default mode of working in the current crisis, and our experience is that most individuals don't fully appreciate the difference in the ways to function effectively as a remote employee.

Remote workers need to understand how to establish a healthy work/life balance, amid the challenge of handling the distractions of kids, dogs, laundry along with not knowing when to stop working. They need to adopt different mindsets and ways of working so that they can

communicate and collaborate with team members and leaders who are not physically present. This workshop helps individuals plan the way they can best function as virtual team member

As a member of a virtual team, you're ironically often more visible than you might be in person, and, because effective communications, trust and a strong virtual presence need to be quickly established when working with other team members, you need to be able to adapt quickly. If you can do this, you'll stand out as a valued contributor in a virtual team. If not, you risk standing out as a non-contributor.

This workshop therefore covers how to set yourself up for success in a virtual work environment, how to establish your virtual presence and how to communicate effectively in a virtual realm, building strong virtual team relationships, and collaborating with others successfully.

### Targeted Results

As a result of the learning solution, you will:

- Identify the differences, challenges and benefits associated with working remotely
- Recognize that value is demonstrated differently in virtual vs. onsite work environments
- Understand the characteristics of an effective virtual team member (What Great Looks Like for a virtual team player)
- Understand the importance of establishing effective work routines, while establishing a healthy work/life balance
- Know how to make valued contributions to your virtual team's objectives
- Build stronger relationships with your virtual team members and leader
- Leverage technology effectively to communicate more effectively with remote colleague

### Target Learners

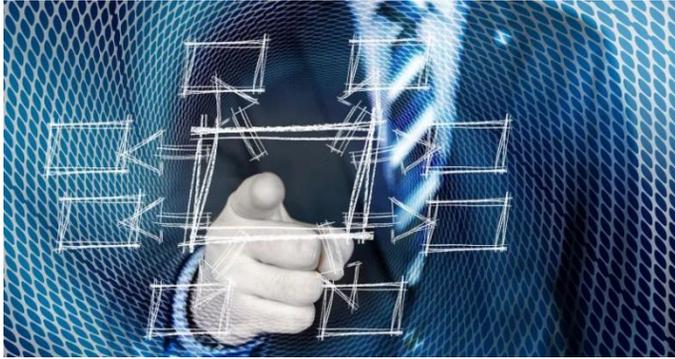
People who are being asked to work as part of a virtual or remote team



## LEARNING AND DEVELOPMENT SKILLS CLUSTER

### LD 1: Learning Needs Analysis

#### Overview



A Learning Needs Analysis (LNA) is the name given to the data gathering and analysis exercise that takes place at the beginning of the learning cycle. A common mistake by inexperienced L&D folk is to spend too little time on the needs analysis phase.

The LNA should be performed when any kind of performance issue is identified. In some instances, the problem can potentially be resolved through means other than training (e.g. a process change) because many problems are caused by other

organizational issues. Only when the problem is caused by a lack of knowledge, skills or attitudes, should we leverage a learning solution to address the need. The Learning Needs Analysis is a process in which the gap between the actual and the desired knowledge, skills, and attitudes) in a job are identified and an outline learning solution is defined.

In this workshop you will gain an insight into the tools and techniques used by L&D professionals to define learning needs

#### Targeted Results

As a result of the workshop, you will be able to:

- Plan an effective Learning Needs Analysis
- Master the best practice data gathering techniques used in a LNA
- Conduct a LNA to address a performance problem
- Define learning needs and distinguish them from other factors contributing to performance issues
- Present your findings in a compelling way, to explain the learning needs
- Create High Level Design of a proposed learning solution

#### Target Learners

- L&D professionals
- Anyone charged with developing a learning solution to address a performance problem



## LD 2: Basic Learning Facilitation Skills: Bringing Training To Life

### Overview



The Learning and Development field is changing quickly, which makes training for trainers crucial.

New methodologies. New discoveries about the way adults learn. Changing expectations from learners—and from your own company. This workshop gives you the practical platform skills and confidence you need to succeed. We put the latest trends and techniques at your fingertips.

Whether you've been training for a while or never stepped onto a platform before, this training for trainers workshop will show you how to become a facilitator of learning, not just a presenter. You will learn how important it is to treat learners as adults and how to master simple techniques to ensure your learning facilitation achieves its goals.

You'll build confidence, engage your audience from the beginning and leave your learners praising your training abilities.

### Targeted Results

At the end of the workshop, participants will be able to:

- Explain how adults learn
- Describe the essential differences between Didactic teaching and Learning Facilitation
- Set up, Monitor and (crucially) Debrief learning activities
- Formulate and ask effective questions which will create discussion
- Describe a series of best practices which are specifically important in virtual facilitation
- Create effective Facilitator Notes to aid in virtual facilitation
- Be able to facilitate better discussion and debriefs virtually

### Target Learners

People who facilitate training workshops.

New Trainers, experienced trainers who are being asked to deliver materials that depend on facilitated learning versus “teaching” people



## LD 3: Instructional Design Fundamentals: Design for Engagement

### Overview



Individuals who are new to instructional design, and people who have been asked to create learning solutions with little or no previous experience often begin to create materials without understanding the basic principles of instructional design.

So often we see materials created without any professional instructional design, and this workshop seeks to lay the foundations of best practices so that people can acquire a basic understanding of what “great looks like” in terms of process and approach.

This workshop simultaneously overviews the instructional design process and highlights the basic building blocks of course design. Participants will understand how to determine the most appropriate learning solution, the most effective ways to design and create the solution and some fundamental instructional design principles.

### Targeted Results

As a result of the workshop, you will be able to:

- Explain the basics of a learning needs assessment
- Explain the process steps for designing effective learning
- Design more effective learning solutions
- Create better learning engagement in the materials you design

### Target Learners

People who design and develop training workshops.

New Instructional Designers, experienced Instructional Designers who are being asked to design materials that depend on facilitated learning versus “teaching” people



## LD 4: Virtual Facilitation Skills

### Overview



This workshop focuses on the two key challenges facing a Virtual Facilitator—namely how to adapt existing classroom materials for virtual delivery, and how to foster engagement through the use of technology tools.

Participants will learn how important it is to provide enhanced learner engagement opportunities and how to come across professionally and impressively in a virtual environment

### Targeted Results

As a result of the workshop, you will be able to:

- Explain the key differences between classroom and virtual learning experiences
- Modify materials so as to increase learner engagement
- Leverage technology to increase learner engagement
- Present yourself professionally and confidently in a virtual setting
- Set up, monitor and debrief virtual learning activities
- Prepare effectively for virtual delivery

### Target Learners

Facilitators who are transitioning from classroom to virtual delivery need to master a whole new skill set.



## LD 5: Virtual Design: Transform Your Face-to-face to Virtual Delivery

### Overview

This workshop focuses on the pitfalls associated with migrating traditional classroom learning into a virtual learning environment.

Participants will learn how important it is to provide enhanced learner engagement opportunities in the design of virtual learning.

We will look at ways to rapidly migrate existing courses, leveraging some key design principles to increase engagement and the use of technology to ensure a meaningful learning experience



### Targeted Results

As a result of the workshop, you will be able to:

- Prepare effectively for a migration of traditional training to virtual delivery
- Quickly adapt existing courseware for virtual delivery
- Provide virtual facilitators with tools and techniques to maximize learner engagement
- Leverage technology tools within the virtual workshop for maximum impact
- Design impactful virtual learning experiences

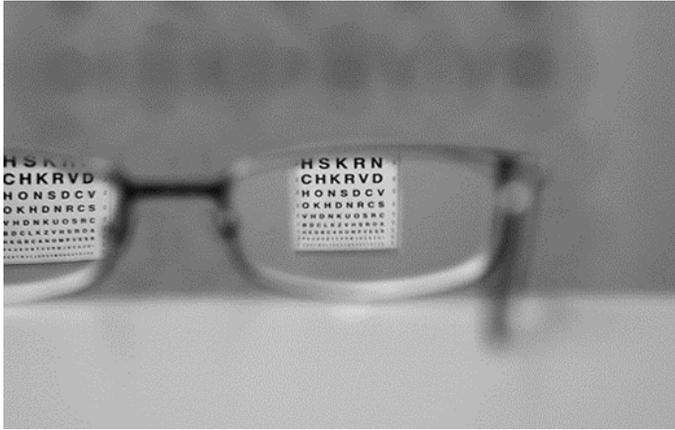
### Target Learners

- L&D professionals who need to quickly migrate materials for virtual delivery
- Instructional Designers who are designing virtual learning experiences



## LD 6: Defining “What Great Looks Like”

### Overview



So often we see organizations investing in training when in reality, the solution they need probably lies elsewhere.

Many times, simply setting out clear expectations for a job role can be hugely influential in helping improve performance of people in a given role.

This workshop focuses on the importance of being able to explain expectations as a means of changing behaviour. The WGLL (What Great Looks Like) is BCRs proven method for describing and explaining what is required of someone in a job role.

By developing a clear definition of what is expected, and clarifying the things an incumbent needs to Believe, Know and Do, we have shown how performance can be dramatically improved.

### Targeted Results

As a result of the workshop, you will be able to:

- Explain the value of the WGLL as a way to improve performance
- Follow the BCR process for creating a WGLL
- Create meaningful Believe, Know and Do Statements
- Communicate the importance of WGLL and explain to managers and incumbents a process for implementing WGLL
- Use WGLL to support a training implementation

### Target Learners

- Anyone who need to quickly improve the performance of a group or team
- L&D professionals who need to support a training implementation or to demonstrate the impact of a learning solution