

## Course Overviews & Example Objectives

Making the Link would work in partnership with clients to deliver on the following objectives;

- Develop a common understanding of organisational change and agree methods for future management. Evaluate the impact of any project.
- Develop the Team to full potential as positive change agents
- Developing ways of connecting and understanding stakeholders more deeply through Customer Experience Journey Mapping and sharing best practice.
- Skill and Competency development in key areas to enable self delivery of future improvement projects. To utilise a live project and blended learning and online diagnostic tools to ensure effectiveness and join up elements of training.

### Benefits

- ✓ Reduce long term costs of external support as participants learn underlying skills that will help them understand, promote and manage change.
- ✓ Increased employee engagement and productivity from an empowered team that takes ownership and responsibility for delivering future change.
- ✓ Utilise internal skills and knowledge to identify possible improvements in effectiveness and future improvements.
- ✓ To make full use of the data available to identify future possibilities for improvement.

Making the link provide e-Coaching that enables participants to get advice, updates or more information on the subject or project direct from the facilitator or lead consultant. Pre-course work and preparation and interim assignments based on action plans helps participants get the most from the programmes. We make the link to live projects and encourage, support and advise throughout.

MTL provide a dedicated Project Manager/ Lead consultant to manage the training project and provide a point of contact as well as an administrative and logistical contact. Our associates are all successful freelance facilitators chosen for their attitude, ability and experience in delivering positive change projects.



## Course overviews

**Online Effectiveness questionnaire.** Each member of the Team would be invited by email to complete an online Emotional Intelligence diagnostic. It takes around 30 minutes to complete. Email details of each participant will be required. The report format is a PDF and each participant will receive their individual report by email.



**Change Management: People, Processes and Systems.** As a result of attending participants will be able to; Build an effective high performing team, apply aspects of The Human Elements® of inclusion, control and openness. Assess risks and benefits, adapt your communication style, remove barriers to communication by



identifying and developing your Individual and Team Effectiveness.



**Leading Change.** As a result of attending participants will be able to; Create compelling visions, adapt their communication style, identify appropriate strategies, set clear objectives and lead positive change, apply aspects of The Human Element®.



**Customer Journey Mapping.** As a result of attending participants will be able to; Develop a qualitative customer journey map focussing on emotional insights, use outcomes from existing data. This experiential workshop empowers participants to engage with the process and take ownership of planned improvements.

**Customer Journey Mapping- Phase Two.** As a result of attending participants will be able to; Develop best practice in mapping the customer journey and measure against agreed key performance indicators. Review of live projects and action planning.

**Developing Service Level Audits.** A one day course aimed at understanding audit types their functions, appropriate model selection, consultation process, and administration. Understanding when to negotiate and what is the ideal position for both parties.



**Data Analysis Level 1.** As a result of attending participants will be able to; Apply effective data analysis models, understand and apply appropriate sampling techniques, understand seasonality and relating data to context.

**Data Analysis Level 2.** Identify work based projects for whole team then split into two groups for different levels of analysis using the projects as medium for understanding this process. Theoretical input and tools will be put to use on projects.



**Facilitation Skills.** As a result of attending participants will be able to; Understand and apply techniques to facilitate workshops and meetings more effectively. Develop rapport and sustainable business relationships using emotional intelligence and aspects of The Human Element®.

**Effective Interpersonal skills.** Using the results from the online diagnostic, participants develop a personal action plan to improve Individual Effectiveness against 16 Criteria for effective human behaviour. There will be an exploration of different communication styles and methods, barriers to communication and using listening, coaching and facilitation skills to promote and champion change.



## Case Studies

Working in Association with Couravel Ltd, MTL was involved in the early scoping meetings with the Senior Directors, and co-delivered a series of one day workshops on Advocacy skills and Stakeholder engagement with Regional Directors of Natural England. The project helped cement the strategic change in organisation structure and helped employees understand and communicate policy formation. The day was engaging, inspiring and fun for participants and included bespoke challenges, team tasks, and included a full range of delivery media including specially filmed footage from key stakeholders.



Developing Advocacy skills and Emotional Intelligence- this one day programme was designed following research meetings, and based on the challenges faced by volunteers who help and support young families. A highly engaging day- the training is based on applying Emotional Intelligence, developing positive advocacy and developing self confidence.



## M MORRISONS

In this capacity MTL have been working as an associate with BAP Management Development in delivering a management and team development project for new stores opening in the UK. The project is ongoing, and consists of a 2 day management and team development programme where new and existing employees face a number of challenges effectively highlighting issues that arise during new store opening. The event fosters the spirit of engagement and delivers improved team and departmental performance during a difficult and challenging time for the staff. The programme is highly experiential and involves a number of outdoor team challenges, and has consistently received positive feedback.

Getting the best out of people in a sustainable way. The Human Element® and a new generation of instruments called the Elements of Human Awareness are Making the Link's secret to delivering positive change and individual, team and organizational development projects.



Through improving inclusion, control and openness the link to improved productivity and ownership is unparalleled and unprecedented. Building on the work of Will Schutz PhD and in association with JCA (Occupational Psychologists) Ltd. Ideal for organizations wanting more than just training, where improved results are required. Being emotionally intelligent is characterised by a combination of skills, attitudes and habits that distinguish superior performance from run-of-the-mill performance both in life as a whole and at work.