

Seminars / Interventions 2021



SESSION OUTLINES

PAGES 3 - 7

ABOUT

PAGES 8 - 10

Seminars / Interventions 2021

LEARNING & DEVELOPMENT IN-HOUSE SOLUTIONS

Sample of Customers/Clients

LGIU
Local Government Information
Unit

EMC
East Midlands Councils

**Guildford Borough
Council**

**Derbyshire County
Council**

LGA
Local Government Association

Donkintex

Daventry District Council

Session Outlines:

3-4

Intrapersonal Skills

Session Outlines:

5-7

Interpersonal Skills

About:

8-10

Why Choose

Jacqueline Mansell

Values & Promise to You

1 Resilience

Intrapersonal Skills



About:

Resilience: A Choice for Everyday Living

For all of us life can sometimes be a real struggle. Day to day life can present numerous challenges requiring the maintenance of high levels of energy and performance. In addition, ordinary life demands courage, as all of us are faced with disappointment, change, grief, illness etc.

Resilience is about maintaining a sense of wellbeing and being mentally strong while effectively meeting different demands and performing to the best. Therefore, the aim of this seminar is to drive the negatives out of the way through the facilitation of effective support and by providing an opportunity to share experience so enabling participants to maintain purpose, motivation, values, and focus.

This practical and interactive seminar/course carefully examines personal resilience and provides a valuable opportunity for reflection, discussion, and the benefit of gaining increased understanding by sharing of experience. The content is designed to support individuals before reaching the point of personal distress, before experiencing presenteeism at work or experiencing sickness absence and instead support individuals to develop understanding of their own and others behaviour while developing strategies to maintain personal wellbeing.

Designed for:

This seminar/course is designed for individuals of all backgrounds to participate in a supportive environment which allows the development of self-knowledge and boosts personal morale.

Participants should be better able to:

- Maintain a sense of wellbeing, energy and performance.
- Recognise circumstances that undermine resilience and the effects upon the person.
- Consider risks & threats causing psychological distress.
- Recognise personal stress & how to strengthen resilience.
- Interacting with others and recognise the effects of behaviours.
- Use appropriate behaviour when dealing with others to improve & strengthen relationships.
- Recognise situations which may cause personal difficulty.
- Identify strategies to strengthen personal resilience.

2 | Time Management

Intrapersonal Skills



About:

Time Management & Effective Coping Skills

For many of us in an ever-changing world we are faced with increasing demands while being expected to maintain high levels of effectiveness and efficiency. Given these factors it is important to maximise the time available and this can be achieved through heightened self-awareness and the use of high-level skills.

This short interactive seminar/course is suitable for managing pressure at all levels, whether at work, at home or delivering results for others. The seminar/course will explore different approaches and techniques to manage oneself, goals and situations and make the best use of time.

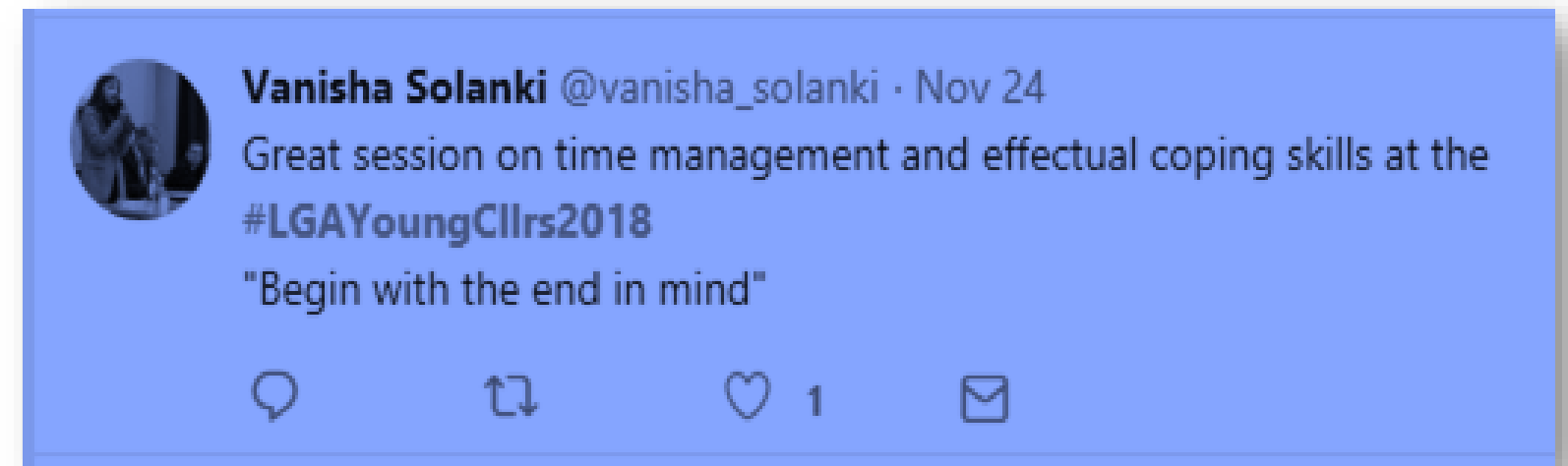
Designed for:

The seminar is designed for individuals to participate in a supportive environment. This seminar will be of value to anybody regardless of position or role.

Participants should be better able to:

- Recognise the difference between simply coping and effective coping skills

- Identify personal effectiveness in managing time
- List those things that waste time
- Identify ways to save time
- Plan goals and organise activities
- Make the best use of time management techniques and approaches to suit individual needs



3 Influencing

Interpersonal Skills

About:

Influencing Skills

In a world where people can be distrustful of those who hold power and where people are becoming accustomed to challenging officialdom, holding a position of influence does not automatically confer authority, control, or action.

In addition, working relationships with others in an equal position of power are crucial in achieving results. Therefore, this seminar has been designed to develop knowledge, skill and understanding of the art and methods of influencing and persuading others in order to gain cooperation, support, and commitment..

By the end the seminar participants will have heightened awareness and increased ability in communicating and achieving successful outcomes while retaining the respect and trust of others

Designed for:

The seminar is designed for individuals to participate in a supportive environment. This seminar will be of value to anybody regardless of position or role.

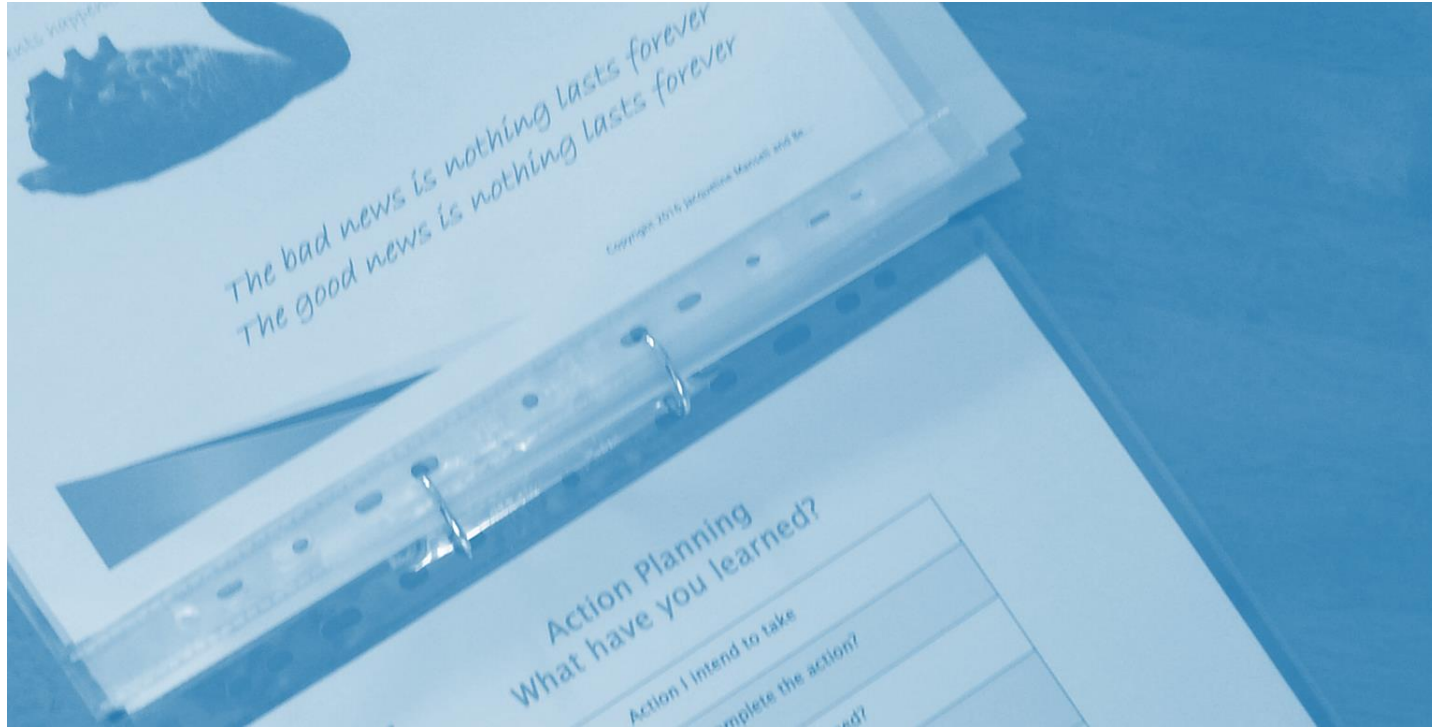
Participants should be better able to:

- Define ethical influencing skills.
- Describe the interplay between the use of power, persuasion and influencing skills.
- Recognise underpinning elements intrinsic to the effective use of power and influence.
- Use methods for enhancing positive personal influence.



4 Dealing with Difficult People

Intrapersonal Skills



About:

Dealing with Difficult People

Many roles demand high levels of interpersonal and communication skills at all levels and with a diverse range of people. For example:

- Customers and stakeholders
- Staff members
- With the general public

- Responsibilities held with representative bodies, networks, boards, and national groups.

In being effective and a positive force it is necessary to deal appropriately with people and the behaviours that they display. It is important to respond rather than react to difficult people and challenging situations. Equally, it is important for personal mental wellbeing to develop a sense of self-awareness and understanding of the influences upon how people think and interact.

This short interactive seminar/course will heighten awareness, increase confidence and understanding in dealing with difficult people and support the development of skills and techniques to apply across different situations.

During the seminar/course appropriate tools and exercises will be used to develop understanding and interpersonal skills while enjoying the opportunity to discuss, contribute and build upon shared experiences.

Designed for:

This seminar/course is designed for individuals of all backgrounds to participate in a supportive environment.

This is an intensive but interactive session with plenty of opportunity for discussion, exploring concepts, swapping ideas, obtaining advice, and sharing the experiences of each other.

Participants should be better able to:

- Identify types of difficult behaviour.
- Identify those factors that contribute to difficult behaviour.
- Adapt personal response to dealing with difficult people.
- Recognise and apply different approaches to dealing with difficult people.

5 Having Difficult Conversations & Giving Bad News

Intrapersonal Skills



Designed for:

This short half-day seminar/course is designed for individuals to participate in a supportive environment.

Participants should be better able to:

- Effectively prepare to have difficult conversations and deliver bad news.

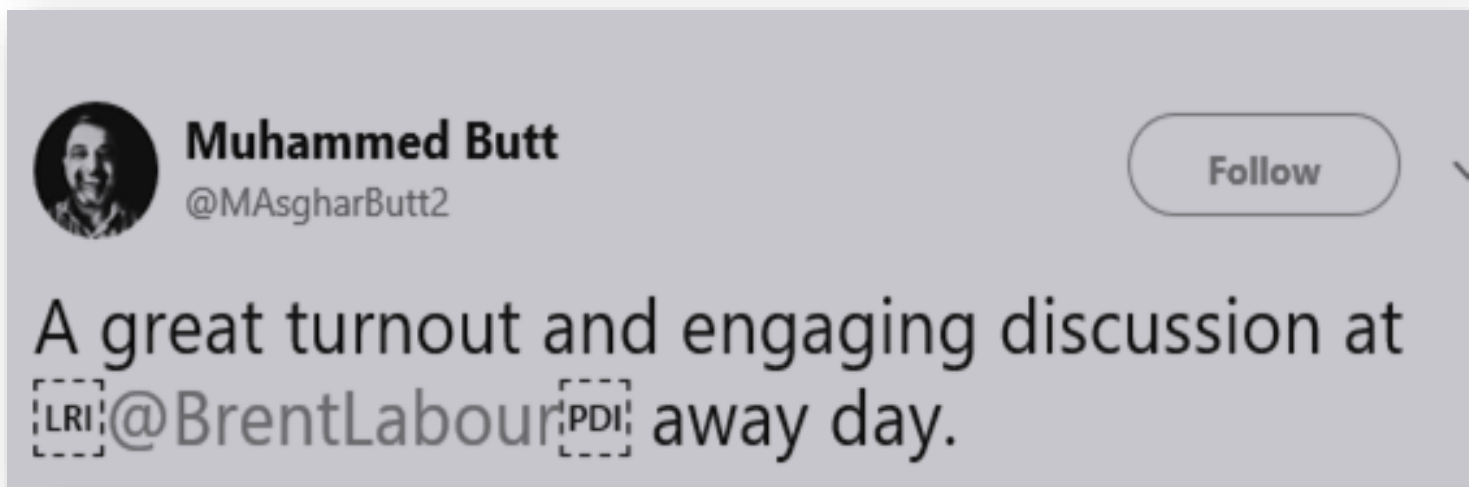
- Recognise the best ways to communicate with people.
- Identify the knowledge, skills, and approach to deliver bad news professionally.
- Cope with the response to difficult conversations and bad news
- Work towards positive outcomes for all parties and move forward.

About:

Having Difficult Conversations & Giving Bad News

For all of us life can sometimes demand courage and present challenges when faced with difficult decisions and changing circumstances: Therefore, there are occasions when having difficult conversations and giving bad news are unavoidable. Whether in a one-to-one situation or organisational wide, being the bearer of such news is when ability and character is truly tested. Therefore, this half day programme will heighten awareness of personal resilience and enhance approach and skills in meeting the needs of communities, organisations and individuals when having difficult conversations and delivering bad news.





8 | Why choose...

Jacqueline Mansell

In 2012 the business was created under the trading name Be...

The purpose was and continues to be the delivery of quality learning and development dedicated to supporting the development of confident and effective people and organisations. To be the best they can be ...

Seminars and interventions are built upon a foundation of extensive organisational and business experience combined with academic study and continuous professional development. This powerful blend means that learning is grounded in reality, relevant, engaging and creates a shared experience.

In-house delivery means that seminars, consultancy, and interventions have emphasis and content styled to your needs and bespoke solutions are designed and developed to meet your particular requirements. In-house solutions also provided the practical advantages of minimising your time and costs.

Fees, terms, and conditions are clear, realistically presented and highly competitive so creating a business relationship founded on trust and understanding.

Delivery across the UK and with an international touch. Solutions have been delivered across sectors and for international organisations.

“

Jacqueline possesses first class presentation skills, the sort that make a positive difference to her learners.

Head of Human Resources
(Retired)

”

9 | About Jacqueline Mansell

Founder

Jacqueline Mansell . CPsychol. FSET and Chartered FCIPD

Jacqueline is a Chartered Psychologist and elected member of the Political Section of the British Psychological Society. She has worked as a professional personal development, management, training management facilitator and trainer with over 20 years' experience in these disciplines. In addition, Jacqueline has provided team/group development and bespoke interventions. She has a strong track record working in the field of learning and development where for many years her position involved setting strategy and policy, workforce planning and designing development programmes.

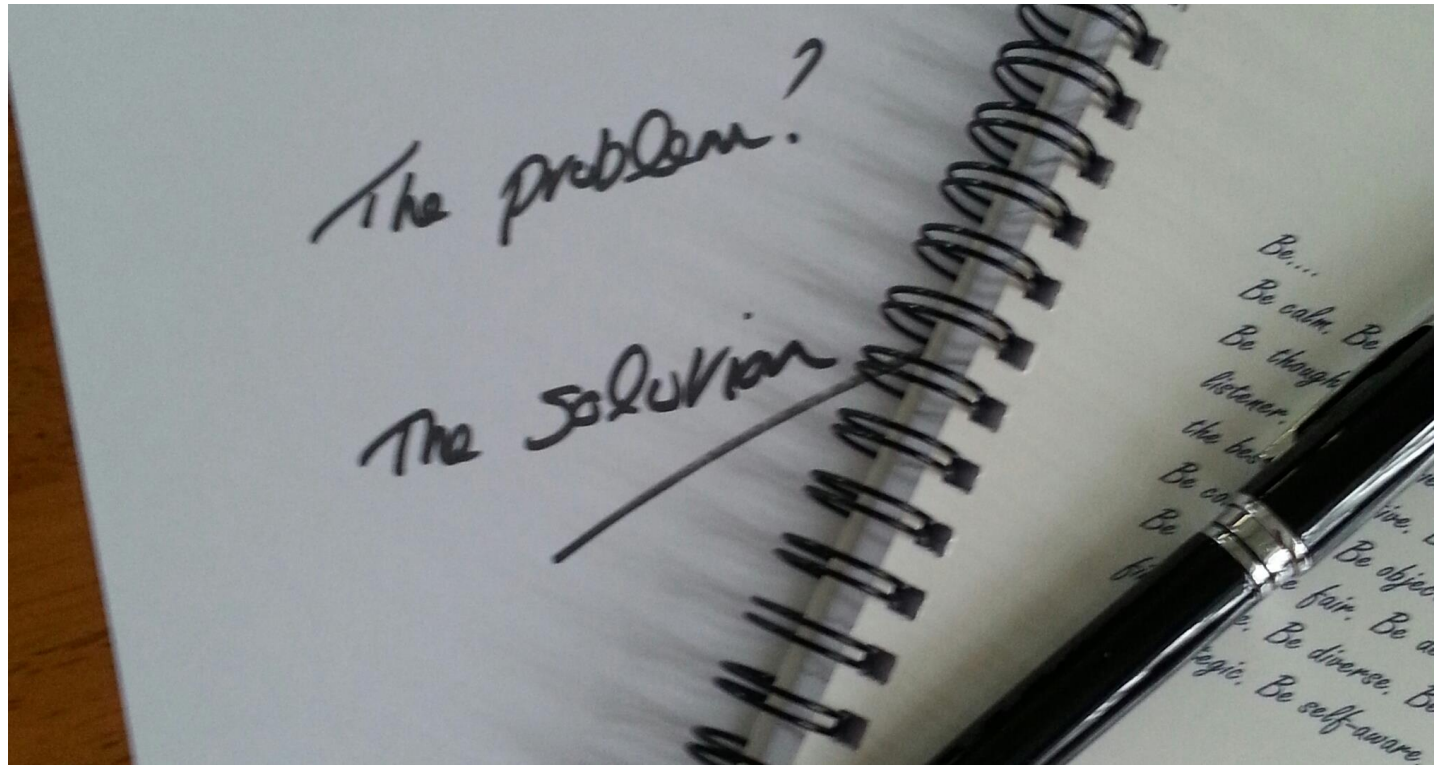
Professionalism and excellence are assured under Codes of Conduct. Membership of the Chartered Institute of Personnel and Development, the Society for Education and Training and the British Psychological Society so you can be confident that interactions and service are delivered with integrity.



Chartered Institute of Personnel
and Development



The
British
Psychological
Society



Values & Promise to You

Learning and development represent an investment both in time and resources. Therefore, everything that is carried out for you is delivered with the purpose of supporting both individuals and organisations to be confident, effective, and productive. Making a positive contribution to society and future proofing for you.

Her personable approach enables her to work effectively with people at all levels of an organisation and she is held in high regard by all those with whom she has contact.

Dr S.H.Mills

Values & Promise. To -

Be honest, fair and accurate and prevent unrealistic expectations.

Treat people with respect, dignity and courtesy.

Contribute to the achievement of results within the context of the environment.

Maintain high standards of competence through continuous professional development.

Learning and development should:

Have a lasting positive impact.

Be empowering and support self-determination, while recognising personal and other circumstances.

Encourage reflection.

Be delivered in a physical and psychologically safe and comfortable environment.

AND Learners should be supported in appropriately applying knowledge, skills and different approaches.



*‘A specialist in
organisational development
and training with a
background in the public
sector. The Compact
recommends Jacqui’.*

Derbyshire Public Service
Compact