

## Brief introduction to Skills with People

### Who is it for?

The Skills with People course is for managers and professional people who've reached a point in their career where the skills that have served them well so far are no longer enough. They now need to be more successful at things like handling difficult conversations and meetings, influencing people, winning people's cooperation, getting the best out of people, handling conflict, giving firm leadership. For this they need to develop additional skills – the skills this course has a great reputation for teaching.

### More than a three-day course

It isn't just a three-day course. It's much more.



Four private and confidential telephone one-to-one coaching sessions provide an unusual amount of added support. They're spread over six months with time between them for practising your new skills. The preparatory stage has *two* 1 hour one-to-one sessions. Then there's a three-day training course, maximum group size six. The follow-up stage has *two more* one-to-one sessions. The total price is £1800 plus VAT. It includes lunch and refreshments during the 3-day course but not your overnight costs.

The first phone session is *free* – and exploratory. It's to help you decide whether the course is for you. If not, your only cost will have been the time and cost of the phone call. Provided you can find a quiet, private room the phone is a very good medium for this kind of coaching because it enables you to concentrate without distraction on what you say, the way you say it, and your effect on the people you're dealing with.

We speak with your manager by phone *twice* – first about your training need and later about your progress. But we treat in strict confidence everything you say to us and everything that takes place while you're with us. We make no reports about you to your organisation. When we talk to your manager it's to *ask* about you, not to *tell*.

### Why are there so many one-to-one sessions?

It's because we aim not only to give you *new skills* but also to help you lay aside *old habits* – old patterns of thought and speech – which can undermine new skills. They've been reinforced by a lifetime of practice and will be deeply ingrained. So laying them aside involves not only becoming *aware* of them but also *replacing* them. It's a very personal process, and everyone's different. It can be challenging, but if we don't help you do it you're likely to revert under pressure back at work.

### What's the course about?

It's about your behaviour, in other words, what you say, the way you say it, and its effect on others. This can also be expressed in other ways: find out exactly what you're doing that switches others *on* - and *off*; make small, subtle changes in your approach that'll change the way others respond; understand others better and be better understood *by* them; get the balance right between being pre-occupied with your *own* thoughts and paying attention to *another's* - switch nimbly from one to the other; create an atmosphere of mutual respect, understanding and trust; connect well with people - create meetings of minds; be open-minded and help others be open-minded too; apply the “golden rule” about treating others as you'd like to be treated; become more conscious of all the above, in other words, be more aware what's going on beneath the surface of your conversations and meetings.

### Is it a “remedial” course?

If you have a communication *problem* you could think of the programme as “remedial”. Some participants do, but most don't. They fall into three broad groups roughly in the proportions given below:

- very successful people who, perhaps because they're preparing themselves for a different or more demanding role, want to enhance their already pretty well developed skills (about 35%),
- those who because they're not always using the most effective approaches with people are not always as successful as they could be (about 40%),
- those who've discovered there's a serious problem with how they sometimes interact with people (about 25%).

Whichever group you're in, if you're interested but not yet sure about it the free initial telephone session will help you make up your mind.

