

Developing
your people
and **your**
business



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Developing your people and your business

The 21st century workplace can be a challenging place. With the constant flow of emails and endless rounds of meetings, it can be a struggle to manage ever-increasing workloads while maintaining some semblance of life outside work. All this, while finding the time to focus, be creative, solve problems, think strategically and develop others.

All too often our own development slides down the list of priorities. At WorkLifePsych, we believe that development is a must, regardless of role or seniority.

WorkLifePsych is a team of occupational psychologists who support individuals, teams and organisations to develop their **effectiveness, productivity** and **wellbeing**. We call this 'whole-person development' and see these three areas as core to individual and in turn, organisational success.

Whole-person development

Our ethos is to develop people from a **whole-person perspective**, acknowledging that they have lives outside the workplace, multiple roles within their lives, and strengths and development areas across all these areas. It's pointless to ignore who we are outside of work when we're trying to be our very best when at work.

As such, we approach development from three complementary perspectives:



Given the multiple and sometimes competing demands we face in the modern workplace, we help professionals become **productive** – that is, ensuring our limited resources are focused on the most important tasks at the right time.

When it comes to **professional effectiveness**, we eschew any reference to 'soft skills'. We focus on the skills that allow professionals to leverage their technical skills and experience and work with greater impact, influence and success.

Finally, effectiveness and productivity are both undermined when our wellbeing is threatened by workload, pressure and the unhelpful coping habits we've picked up over the years. Our focus on **wellbeing** emphasises positive and sustainable change that represents an investment in future success.

Our ethos

Personalised and practical

Regardless of whether it's a series of coaching sessions, a two-day training course or a year-long structured development programme, we believe in the importance of personalised development. This means ensuring all our clients have an experience that emphasises what they, as an individual professional, can take away and put into practice immediately, taking account of their role, their skills and their personality.

Inclusive

We believe that organisations should be offering high-quality development for all, not just the arbitrary few. We subscribe to a broad, inclusive definition of 'talent' and believe that quality, challenging and relevant development is as important for the newly-arrived graduate trainee as it is for the C-suite executive.

Evidence-based

The workplace is a veritable breeding ground for fads and fashions when it comes to learning and development. We empathise, but also emphasise the application of the science of psychology. By using evidence-based methods, we avoid falling into the trap of fashions that have no demonstrable impact.

Coaching

Coaching is a highly bespoke, intensive one-to-one development experience. Coach, coachee and business sponsor work together to identify goals and desired outcomes. The coach provides ongoing supportive accountability, while the coachee explores their motivation, their habits and thinking patterns and engages in experimentation. Trying new ways of doing things and learning from this experience.

Our coaches have worked with clients across a broad range of issues, including: self-confidence, adjusting to new roles, dealing with challenging relationships, preparing for retirement, managing stress and health coaching, to improve their general wellbeing.

“

I cannot emphasise how much Richard's impact was productive for my professional and personal life. He helped and motivated me to work more on myself, gave me perspective on my role as a leader and as an individual.

”

Alvaro Duarte, Head of Studio, King

Training

We define training as a structured learning environment, created for a group who have shared learning and development needs. Our training courses have been developed to echo our core goals of improving productivity, wellbeing and effectiveness at work.

Our approach to training

We emphasise making the best use of the time we have together. We understand that attending a training course can feel like a sacrifice – while work is piling up back at your desk. We want to ensure you leave each course with a set of practical and actionable insights. All our courses are infused with effective psychological perspectives and acknowledge the realities of working life.

Our courses are gathered under four high level themes:

- * **Productivity**
- * **Professional effectiveness**
- * **Wellbeing**
- * **Workplace coaching skills**

Our emphasis is on combining our experience of the work environment with our expertise as practitioner psychologists, to give delegates a learning experience that is relevant, challenging and practical.

If operational demands make it more difficult to attend a one or two-day course, or if your organisation is interested in a very introductory course on a topic, we also offer 60-minute, bite-sized learning experiences. These 60-minute '101' sessions provide an interactive introduction to a topic, and provide delegates with a skill or tool to implement immediately.

Training

Productivity

If there's one thing most of us can agree on at work, it's that there always seems to be too much to do! With modern communications technology we seldom get a quiet moment to think, reflect or plan. Notifications and other demands on our attention come at us from a range of sources, so that we constantly feel busy.

'Busy' isn't helpful and it's not healthy. Our productivity workshops focus on moving professionals from feeling overwhelmed to focusing on the right priorities, at the right time. Productivity is all about balancing our limited resources: time, energy and attention.

These workshops give delegates a different and more sustainable perspective on managing their workload - prioritising, securing focus, dealing with distractions and effectively delegating to others.

Our **productivity** courses

- * Delegation Skills
- * Proactive and Productive
- * Flexible Working

Training

Professional effectiveness

One phrase we don't like or use at WorkLifePsych is 'soft skills'. We think it underplays the value such skills can bring to the workplace and suggests that they are somehow 'optional', or less important than 'hard', technical skills.

Rather, we see these skills as augmenting a professional's existing experience and technical ability. Our own experience as people development professionals has demonstrated that these are the kind of skills our delegates wish they'd learnt much earlier in their careers – and not through trial and error!

So, there's nothing 'soft' about these professional effectiveness skills – they represent valuable additional tools for any professional's workplace toolkit.

We help delegates improve their communication, manage difficult workplace relationships, and effectively convince important stakeholders. All of which are key to being effective in the modern work environment.

Our **professional effectiveness** courses

- * Facilitation Skills
- * Managing Relationships
- * Managing Emotions
- * Interview Skills
- * Assessor Skills
- * Developing Others
- * Difficult Conversations
- * Presentation Skills
- * Influencing & Negotiating

Training

Wellbeing

It's difficult to be an effective or productive employee if you're unwell. You may feel like you're lacking energy to keep going or that you're overwhelmed by what life throws at you – at home and at work. It may be that the pressure means that you're losing your temper or constantly feeling tense. Or that you simply wish you weren't sitting up in bed reading emails late into the evening.

It's not surprising. Work depletes our limited resources and we need space and time to replenish these psychological and physical resources. We need time to relax, sleep and recover from work.

But we also need to think about our thinking – which plays a major role in how we respond to challenges and setbacks. And to consider how useful our habits are when it comes to working hours, juggling responsibilities and coping

with pressure. Simply working harder isn't always the answer.

Our wellbeing workshops equip delegates with a practical and actionable perspective on how to improve their wellbeing – inside and out of work – in a simple, accessible and holistic way.

Our wellbeing courses

- * Develop Your Resilience
- * Psychological Flexibility
- * Stress Management
- * Work-Life Integration

Training

Workplace coaching skills

As expert coaches, we know what makes for a good coaching experience. We also know that managers and HR practitioners can be excellent coaches, provided they receive good quality training. At WorkLifePsych, we have trained dozens of professionals to use coaching skills in their own workplaces, professionalise their approach as an in-house coach, and reduce reliance on external coaches for day-to-day development activities.

Our **workplace coaching skills** courses

- * Introduction to Workplace Coaching
- * Advanced Workplace Coaching
- * Workplace Coaching Masterclasses

1. Introduction to Workplace Coaching

This highly interactive two-day introduction to workplace coaching is perfect for managers and HR professionals.

No prior experience is needed. We start with the fundamentals of coaching, differentiating it from other forms of helping, covering the key attributes of effective coaches and simple approaches for introducing coaching at work.

Delegates will leave with the skills they need to have effective, impactful and ethical coaching conversations at work.

Training

2. Advanced Workplace Coaching

For delegates who have completed introductory coaching skills training, this two-day course provides coaches with additional, more advanced tools and techniques.

The emphasis is on addressing self-limiting beliefs, which can hold us back and prevent us from making helpful changes in our lives. Common 'thinking errors' and behavioural traps will be explored, along with the tools coaches can use to structure effective coaching conversations.

Delegates will leave with a fresh perspective on workplace coaching and a new set of approaches to take with coachees.

3. Workplace Coaching Masterclasses

For coaches with more experience at work and who want to learn more about specific topics, we have created a series of expert masterclasses.

These workshops take an experiential and in-depth look at a single focus or coaching phenomenon, providing coaches with valuable CPD and expertise to tackle some of the more 'knotty' problems their coachees present with. These include stress, procrastination, productivity and resilience.

Training

What you can expect from our training

- * A senior and experienced facilitator
- * A facilitator who is passionate about the topic
- * High quality training materials for you to use again later
- * A course that challenges, but also develops
- * An enjoyable learning session

“

The WorkLifePsych team...supported us with the drafting of a policy, selection criteria for external coaches and with the delivery of a number of workshops and supervision sessions for our internal coaches.

The workshops have been really well received with delegates highly enthused and leaving the sessions qualified to deliver high calibre coaching to colleagues within the organisation. The courses have been delivered by engaging facilitators and have been packed full of really useful tools and information. The feedback from all delegates has been positive.

I would have no hesitation in recommending Richard and WorkLifePsych to any organisation looking to embed or enhance a coaching culture.

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Amanda Capon, Group HR Projects, Spirax Sarco Engineering

Training

Our training at a glance

Theme	Courses	Bite-size learning
Productivity <i>"Getting the right things done"</i>	<ul style="list-style-type: none"> * Proactive & Productive * Delegation Skills * Flexible Working 	<ul style="list-style-type: none"> • Productivity 101 • Task Management 101 • Email 101 • Delegation 101
Professional effectiveness <i>"Improving my performance"</i>	<ul style="list-style-type: none"> * Managing Relationships * Difficult Conversations * Developing Others * Facilitation Skills * Managing Emotions * Interview Skills * Assessor Skills * Presentation Skills * Influencing & Negotiating 	<ul style="list-style-type: none"> • Coaching 101 • Delegation 101 • Feedback 101 • Relationships 101 • Emotions 101
Wellbeing <i>"Feeling better at work"</i>	<ul style="list-style-type: none"> * Psychological Flexibility * Develop Your Resilience * Stress Management * Work-Life Integration 	<ul style="list-style-type: none"> • Mindfulness 101 • Resilience 101 • Psychological Flexibility 101 • Stress Management 101
Workplace coaching skills <i>"Create a coaching culture"</i>	<ul style="list-style-type: none"> * Introduction to Workplace Coaching * Advanced Workplace Coaching * Workplace Coaching Masterclasses 	<ul style="list-style-type: none"> • Coaching 101

Development

A development programme represents the opportunity for a community or cohort within an organisation to come together and jumpstart their development in a collaborative and structured way.

We create bespoke, structured development programmes for clients, lasting anything from six to eighteen months. Programmes typically combine interactive workshops, self-directed learning and one-to-one coaching. Echoing our ethos of high quality development for all,

we have created and facilitated development programmes for graduates, middle managers and aspiring leaders and entire leadership teams.

Given their bespoke nature, there is no one magic formula or off-the-shelf recipe for these programmes. But they typically cover themes to leverage delegates' core capabilities, aligned against organisational strategy and an underpinning thematic framework. This results in a joined-up, relevant and actionable development experience.

“*WorkLifePsych have helped us successfully design from scratch a leadership programme which has been deployed across the Group which is now in its fourth year of delivery. It has been received extremely well, resulting in delegates making measurable change in their approach to leadership in their role and deployment into their teams.*”

Tammy Lillie, Head of Learning & Talent, Spirax Sarco Engineering

What makes us different?

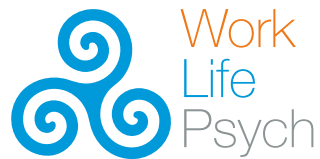
We appreciate that the learning and development space is a busy and crowded one. It can be difficult to find a provider that actually follows through on what they promise.

So, what makes us any different?

- * We're a team of senior, experienced and accredited practitioner psychologists.
- * We combine our extensive experience, our appreciation for the many challenges employees and organisations face, and our expertise as psychologists to create relevant and robust learning and development solutions.
- * We've worked with airlines, engineers, telecoms specialists, games designers, data scientists...the list goes on.
- * We focus on and specialise in development because it's our passion.
- * We love what we do and we think it shows.

Get in touch

The start of any project is a conversation about your development requirements. You can reach us at:



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