360

Personal Development Toolkit

techniques

tools

workshops





Ally Dawkins
Director of 360 Training

“Personal development isn’t just a nice-to-have, it’s a must-have.”

By investing in an organisational commitment to personal development you are giving your people the skills and mindset to help them navigate the twists and turns of life – both professionally and personally. They will feel better equipped to step up and grasp exciting opportunities, roll with the punches and embrace change.

Here at 360 we believe we all have untapped potential within us. A commitment to personal development requires helping your people to build an understanding of who they are and the impact they are currently making.

It’s then about identifying where they are doing a great job, allowing them to amplify and stretch their skills. It’s also about paying attention to those things that need adjusting or fixing to become the best version of themselves.

Personal development is like a compass in this modern world, guiding you through the exciting, sometimes challenging, journey of life. It’s not a one-size fits-all endeavour – it’s about crafting a unique path that suits the individual. So go ahead, invest in yourself and your team, and enjoy the adventure of personal growth.

Ally

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The personal development skillset

Introducing the four competencies that will drive peak performance across your organisation.

Mindset

How you approach opportunities and challenges will define your personal development journey. Do you believe you are in the driving seat and can influence your own success? Or do you believe the universe has already laid out its plans for you?

Go deeper on page 6

Managing yourself

Self-awareness and self-management are like the dynamic duo of personal development. They're a partnership, much like Batman and Robin. Self-awareness helps you understand who you are and the impact you make in the world, while self-management equips you with the tools to harness that knowledge and navigate the changes you want to make.

Explore more on page 8

Working with others

Hybrid working has changed the dynamics of professional relationships. We need to work harder at connection, communication, coordination, creativity and culture when the team is dispersed. Strong relationships can still be formed remotely – they just require adaptable, flexible mindsets and a willingness to invest in social and professional generosity.

Get the lowdown on page 10

Navigating challenges

Keep yourself on track and handle workplace challenges and potholes confidently and effectively. Building clear channels of communication with your team mates can prevent misunderstandings and ensure everyone is on the same page.

Head to page 13

Tools & techniques

Your path to personal development



get started



1

continues

Put yourself in the driving seat by setting career goals and tracking your progress. Follow these steps on your personal development journey.

Self-awareness

Have you ever reflected on where you are and where you want to be? How much time do you spend considering your motivations, articulating your ambitions and identifying your interests? By investing time in self-reflection you can paint a picture of your strengths and areas that need a little sprucing up. After this self-reflection exercise, you will be in a much stronger position to identify what your personal development goals should look like. Try using the following three tools to build that picture...

1 Reflection exercises

Hold up a metaphorical mirror and answer the following questions.

- Am I where I want to be?
- What motivates me?
- What am I good at?
- What do I want to be better at?
- How would I like my career to progress?
- What opportunities would I like access to?

2 Feedback from others

The easiest way to get a balanced snapshot of your strengths and weaknesses and how you appear to others is to ask them – and not just one, but as many as can spare the time.

- What am I known for?
- What am I good at?
- Where could I improve?
- Where could I make more impact?

3 Psychometric profiling

Often used by recruiters to select top candidates, this rigorous way of analysing your personality is a useful tool for the self-aware too.



2

Goal setting

Avoid the vague or wishy-washy when setting your goals. Try to be exact about the targets you set yourself and your expected outcome. Apply the SMART acronym when setting your coordinates to success: ensure your goals are Specific, Measurable, Attainable, Relevant and Time-Bound.

Some examples of SMART goals

- **Build my confidence in negotiation so I can take a lead role in supplier relationships from June 2024**
- **Improve my mentoring skills so I can act as an official mentor to the next recruit on our team**
- **Develop skills in x, so I can take the lead role explaining that functionality in stakeholder meetings by April 2024**

Consider: What will be different after you have achieved your goal? What will you now be able to do? What impact will this development have – on you and on the business?

3

Supporting activities

Give some thought to the opportunities you will find around you to support the achievement of your personal development goals. Make the most of tools such as the 70-20-10 model of learning, which prioritise learning on the job and picking colleagues' brains over top-down classroom-based learning.

Set a timeline for your achievements to track your progress and trawl your work setting for learning opportunities.

Questions to ask yourself:

- **What can I do to support the achievement of my goals?**
- **What opportunities do I have around me?**
- **What new opportunities can I create?**

4

Tracking progress

Map your journey so you can hold yourself accountable and evaluate your learning. Take regular progress pitstops and review your activities to see if they have had the impact you hoped for.

Questions to ask yourself:

- **What impact has the activity had?**
- **What is working?**
- **What might need to be revisited?**
- **Is there something else I could be trying?**



5

Reviewing goals

You are responsible for ensuring your development goals have been achieved. A good time for reflection is straight after achieving a goal.

Questions to ask yourself:

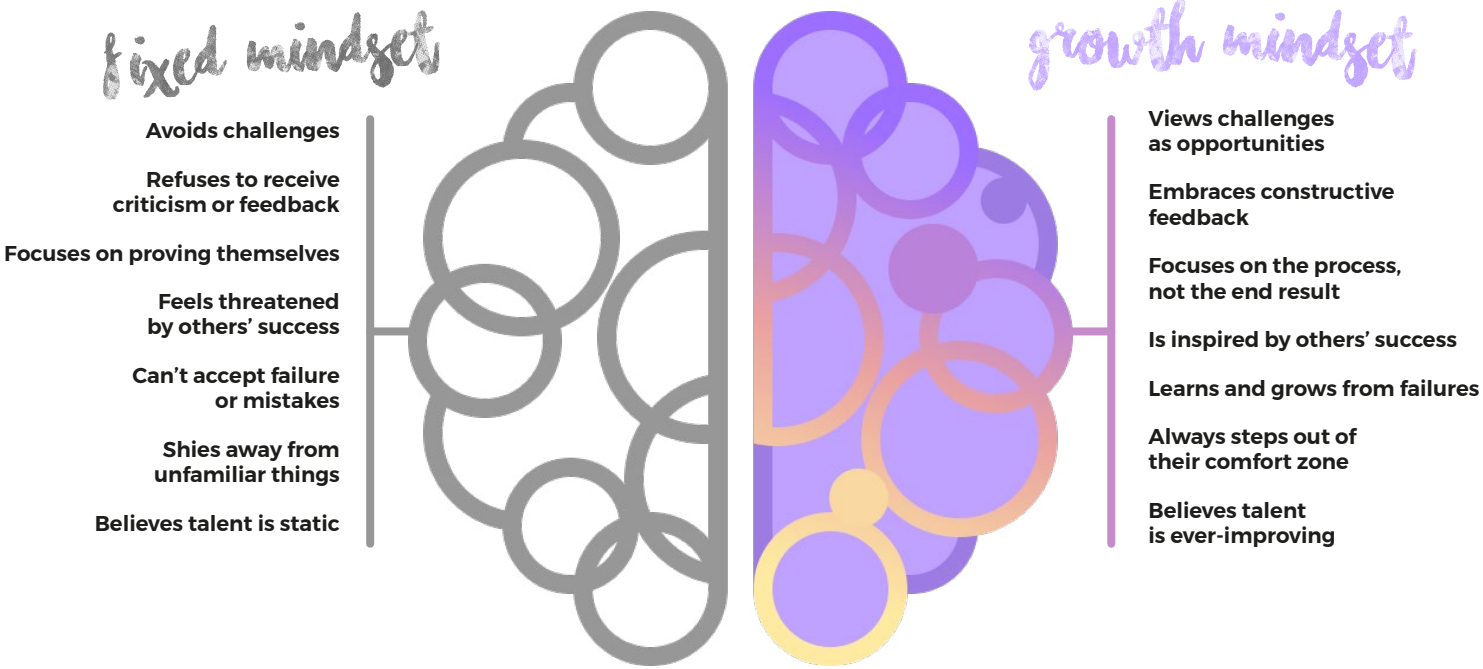
- **Were my goals specific enough?**
- **Was I as proactive as I could be in identifying my goals?**
- **Did I achieve what I wanted to achieve?**
- **What have I learned about myself?**
- **What's next for my own development?**

Mindset | Tools & techniques

Get the mindset to move the dial

How you approach opportunities and challenges gives you a clue to the type of mindset you have, and your mindset is the cornerstone to your personal development journey.

Do you believe you are in the driving seat and can influence your own success? Or do you believe the universe has already laid out its plans for you?



Which mindset are you?

Is your personality carved in stone? And if so, does that mean your career path is already mapped out? If you are not born for success, maybe it's best to just keep your head beneath the office parapet, avoid challenges and put in the bare minimum of effort. What a waste!

Those who adopt this fatalistic view of life have a 'fixed' mindset, a term popularised by Carol Dweck, a US professor of psychology. In contrast, she described those with a 'growth' mindset: they think that personality and achievement are not fixed, but something you can develop.

With the Fixed Mindset, you can give up easily, see effort as fruitless and feel threatened by others' success. After all, it just proves to you that talent is innate and can't be learned. But with a Growth Mindset, you persist in the face of setbacks, see effort as the key to overcoming problems and are inspired by others' success. After all, failure does not define you and can even be a springboard to future triumphs.

A Growth Mindset enables you to see the value in acquiring new skills and actively striving for improvement. It builds resilience, fuels your motivation and fosters a healthy self-esteem. Even better, those with a Growth Mindset motivate those around them to pursue personal development as well.

Techniques for change

So how can those with Fixed Mindsets take practical steps towards loosening the inhibitions that are holding them back? The best way is by mirroring the habits of those with Growth Mindsets. They reach their full potential because they are not frightened of failure, or what others think of them. Their crucial strength is freedom: freedom to change their lives and the lives of others. So to emulate their success, adopt their behaviours: be curious, step out of your comfort zone – and allow yourself to fail.

The rewards are worth it. Your mindset is the foundation on which all personal development is built. It shapes your attitude, actions and ultimately your outcomes. Nurturing it is a powerful step toward becoming the best version of yourself.

Put this into action

Start with self-awareness. Recognise your Fixed Mindset beliefs. Shift your language to include 'yet'. Embrace challenges as growth opportunities. Learn from criticism, celebrate effort, foster curiosity – and stay resilient.

Mindset workshops

The Growth Mindset

"A good reminder of how to think outside the box when we feel stuck in our beliefs."

A workshop for anyone who wants to ensure they continue to grow and develop.

There are two different belief systems or mindsets that we hold about our abilities and attributes, each of which can have a profound impact on the way we live our life. Understand the difference between a Fixed Mindset and a Growth Mindset to help you succeed in your goals.

What we cover

- Distinguish between a Growth and a Fixed Mindset
- Discover how the Growth Mindset will support your development
- Understand the factors that can contribute to a Fixed Mindset
- Explore self-talk and its role in shaping your mindset, looking out for potholes
- Use the Growth Mindset to help you map out your development objectives
- Cultivate a Growth Mindset when demotivated

Owning Your Development

"Lots of good ideas and practical tips that I can put into place straight away."

A workshop for anyone who wants to take control and shape their future career.

It's time to put yourself in the driving seat and to map out what comes next in your personal development. We will show you the steps you need to take to be proactive in shaping your own development path.

What we cover

- Identify the mindset that powers personal development
- Get into the driving seat of your own development, turning development ambitions into objectives
- The personal development diagnostic: Where am I now? Where do I want to be? What do I want to achieve and why? What's important to me?
- Recognise different types of development: amplify, stretch, master, progress, promote
- Harness everyday learning opportunities such as the 70-20-10 development model

The Momentum Mindset

"It was interesting to explore the challenges and discover how to gain the best outcomes."

A workshop for anyone who wants to feel empowered to overcome challenging workplace situations.

Have you ever stopped to consider the reasons why progress stalls, and what steps you can take to get things back on track? We will give you the tools you need to stimulate debate, facilitate difficult conversations, remove barriers and blockages, encourage innovation and solve problems proactively.

What we cover

- Explore the beliefs that power the Momentum Mindset and identify the benefits it will bring
- Learn how to build and promote psychological safety in the workplace, and understand the role it plays in maintaining momentum
- Identify what creates organisational drag, explore your current reality and discover what might stop you achieving your goals and objectives
- Find your voice – take a proactive approach to innovation and problem solving

Want to talk to us about booking or tailoring workshops? **Get in touch**

It all starts with you

Why are self-management and self-awareness so important for personal development? Because they are the superpowers of personal development, helping you understand the impact you are making and the changes you want to make.

self-awareness

Know your strengths and weaknesses: imagine you're a superhero trying to save a city in crisis. Self-awareness is like having a detailed map of your superpowers and vulnerabilities. You can leverage your strengths to the fullest and take precautions where you're weak.

How can you identify your strengths? What are your areas for improvement? There's only so much we can learn about ourselves without consulting others. But feedback from others can sometimes be a bruising experience. So stay open-minded and see feedback as guidance, as an investment in you.

Self-awareness can also help you understand how your actions and behaviours impact others. So not only are you learning how to be the best version of yourself, you are also learning how to be a better collegue.



self-management

Self-management requires creating a roadmap to achieve your goals. You need to set priorities, break tasks into manageable steps and stay disciplined. Let's say your goal is to get fit – self-management ensures you stick to your workout and diet plan. The same approach would apply to getting a promotion or completing a project.

Stay motivated: Superheroes face constant stress, and so do we in our daily lives. Self-management techniques such as mindfulness, time management and self-care can help soothe stress. This, in turn, enhances your ability to handle challenging situations without being overwhelmed.

So, in essence, self-awareness helps you understand who you are and the impact you make in the world, while self-management equips you with the tools to make the most of that knowledge.

Just like Batman needs both his vigilance and his gadgets to succeed, personal development requires a balanced combination of these two superpowers to help you become the best version of yourself.

Put this into action

Your self-awareness journey begins by embracing feedback. Be open-minded, and use it to recognise strengths and weaknesses and set yourself goals. Self-awareness works in partnership with self-management, which involves self-discipline to follow through and achieve those goals to succeed in personal growth.

Managing Yourself workshops

Your Personal Impact Toolkit

"I enjoyed being able to assess my current behaviour and learn what I can change."

A workshop for anyone who wants to invest in the impact they make at work.

Are you getting noticed for the right reasons? What impression have you built around the organisation? Taking time out to focus on building your personal impact can bring many professional benefits.

What we cover

- Understand what we mean by personal impact and the opportunities you have to build a personal brand
- Reflect on the impact you currently make
- Discover the value of a flexible approach to communication
- Find out how to recognise key differences and how to adapt your style to different working preferences
- Learn how to project confidence and respect in stretching situations
- Understand the role for emotional intelligence in helping you maintain a positive impact

Your Personal Effectiveness Toolkit

"Really practical and easily implemented tips on how to be more efficient."

A workshop for anyone who wants to improve their personal effectiveness.

How effective are you when you're at work? How do you get the balance right between being proactive and reactive? What threatens to get in the way of personal success?

What we cover

- Develop self-awareness and build an understanding of your personal behavioural footprint
- Identify and manage self-sabotaging behaviours
- Define your measures of success – your purpose, your goals and your key results
- Discover the foundations of effective project management
- Explore a variety of tools to keep your performance on track, recognising the rogue behaviours of others
- Recognise the role that assertiveness plays in maintaining your personal effectiveness

Your Empowerment Toolkit

"It was good to embrace the fear and learn how to do things differently."

A workshop for anyone who knows they'd feel more confident and productive at work if they could be more assertive.

By building assertiveness skills, you'll become more comfortable expressing your views and opinions in a transparent and inclusive way. We'll explore what assertiveness looks, feels and sounds like, giving you practical pointers on verbal and non-verbal techniques.

What we cover

- Understand the difference between passive, aggressive, passive-aggressive and assertive behaviours
- Discover what assertive behaviour looks and sounds like
- Identify where being assertive could bring benefits
- Model assertiveness through effective language, body language, facial expressions and your voice
- Remain assertive even when faced with resistance, dissonance or push back

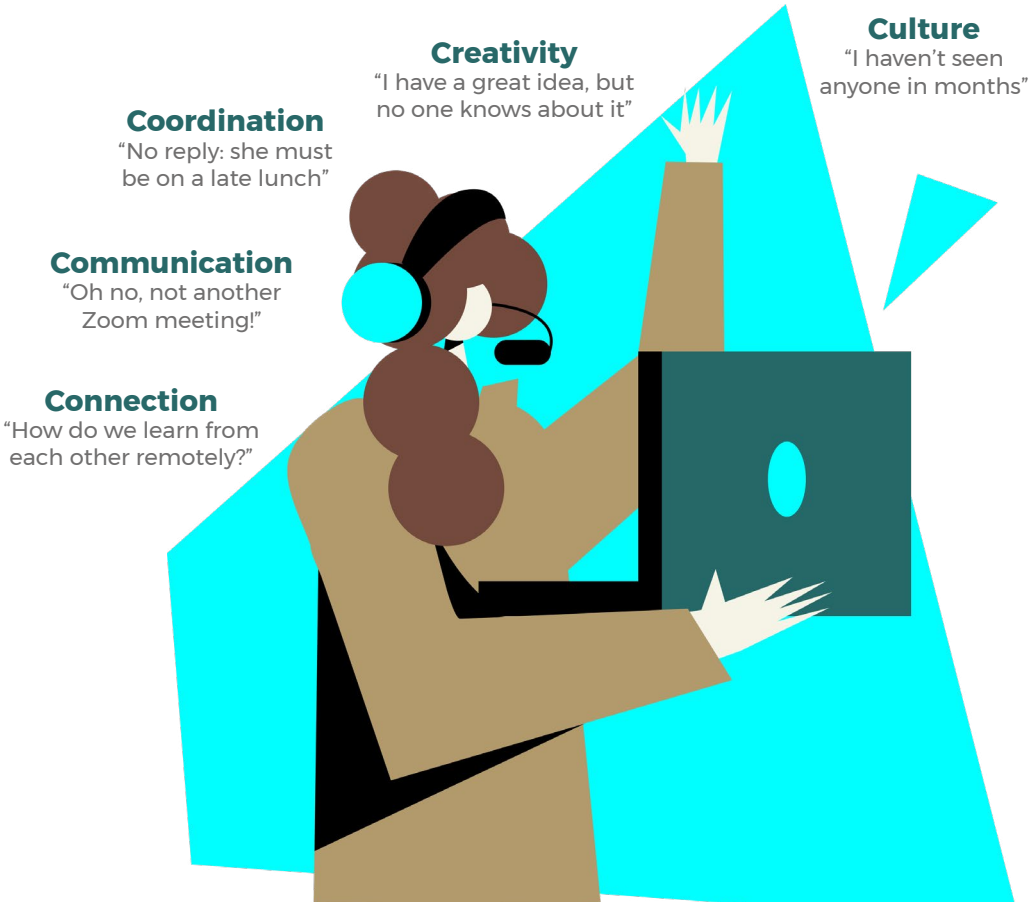
Want to talk to us about booking or tailoring workshops? **Get in touch**

Working With Others | Tools & techniques

Hybrid happiness

How do we build and maintain effective working relationships when our team mates are working from home?

HYBRID WORKING: *five challenges*



An invisible team?

In our experience, most organisations tell us there are five challenges to hybrid/ remote working, all based on the most glaring difference from the old ways of working, before 2020: connection, communication, coordination, creativity and culture (see graphic, left).

Hybrid working has reimagined the workplace and how we relate to our co-workers. But without water coolers and weekly catch-ups over coffee, there are new challenges when connecting with our team mates. We must all work a lot harder to maintain strong professional relationships and invest heavily in our interpersonal skills to ensure an inclusive and collaborative team culture.

Redrawing the Psychological Contract

When people are working from home the psychological contract becomes more important than ever. That is an explicit statement of the promises and expectations that drive working relationships. How do we redraw the contract for hybrid workers? By looking at two of its core elements: social and professional generosity.

> Social generosity

The key to enable better collaboration and a happy, hard-working team is to create extra connection points, moments of formal and not-so-formal interactions to bring people together and build the all important social bonds that keep the wheels turning.

We show our social generosity by making people feel comfortable and included, and giving our work relationships resonance. In the hybrid world of work, we have to be a lot more explicit and organised in creating these connection points. Social generosity might now mean building in time for ice-breakers in Zoom meetings, setting up regular social events, or establishing mentor networks.

> Professional generosity

We show our professional generosity by taking the time to learn about the roles of others, by doing what we say we will, by helping others to fulfil their responsibilities and achieve their goals. We pay attention to siloed or selfish thinking, keeping an awareness at all times of how the work we do impacts on others and how we can support others in their roles.

A new dynamic

Hybrid working has changed the dynamics of professional relationships. We also need to pay particular attention to the role that tech can play in supporting or impeding those relationships. For example, virtual meetings often fail because of unstable connections, poor interaction or an unclear objective. If frustration has set in, ask your colleagues to think about what you are really trying to achieve and reinvent your online meetings.

Strong relationships can happen remotely – they just require adaptable, flexible mindsets and a willingness to invest in and embrace the virtual meeting.

Put this into action

In the hybrid workplace, we need to work harder at communication and collaboration. Develop ways to increase connection points amongst team members and promote a culture of social and professional generosity.

Working With Others workshops

Building Effective Working Relationships

"It was useful to reflect on the way we work and how we can work more effectively."

A workshop for anyone who wants to enhance their working relationship with others.

Establishing and maintaining effective working relationships is an important part of organisational success, from working well as a team to engaging with external stakeholders.

What we cover

- Develop your understanding of the responsibilities we all have in building and maintaining healthy working relationships
- Understand how social and professional generosity will define your working relationships
- Invest upfront in your relationships – the role for relationship credit
- Explore 5 different types of relationship challenge we face and how to overcome them
- Build your emotional intelligence toolkit and understand how to navigate difficult situations
- Experiment with a range of techniques to help you defuse challenging behaviours

Your Emotional Intelligence Toolkit

"I will be able to communicate more effectively with these frameworks."

Suitable for the intern, chief executive or anything in between, this workshop will increase your emotional intelligence and show you the way to even greater success.

Emotional intelligence (EQ) is recognised as a key factor influencing high performance at work. But what is it, and how can it be developed?

What we cover

- Explore the meaning of 'emotional intelligence'
- Discover how your EQ can be applied to drive and support organisational performance
- Identify the competencies associated with high levels of EQ
- Demonstrate improved self-awareness and self-regulation, understanding your behavioural wake
- Use your EQ to build performance
- Learn how to apply your EQ in challenging workplace situations, using a variety of techniques

Influencing, Persuading & Negotiating

"I'm now clear about the differences between influencing, persuading and negotiating."

A workshop for anyone whose role involves convincing and influencing others.

Have you ever reflected on how much your working day is affected by your ability to influence, persuade and negotiate with others?

What we cover

- Explore the core differences between influencing, persuading and negotiating
- Understand the importance of preparation and objective-setting for a successful outcome
- Discover the resistance staircase and the importance of maintaining relationship rapport
- Learn how to make your case in a way that builds buy-in and engagement from those around you
- Find out how to handle resistance and pressure, and learn how to use 'rapport repair' if necessary
- Explore opening positions and learn how to bring about movement for a win-win settlement

Workshops continued >>

>> Working With Others workshops (Continued)

Your Managing Up Toolkit

"Although the course content was challenging it was both useful and helpful."

A workshop for employees who want to build a healthy working relationship with their seniors in the workplace.

Building effective working relationships with those above you is seen as a critical workplace competency.
In this highly practical workshop, we explore how to take a proactive approach to building and managing your relationship with your manager as well as other senior stakeholders across the organisation.

What we cover

- Explore your current working relationships, What's working well? What might need some attention?
- Clarify what's expected of you, your objectives, your priorities and your deliverables
- Identify how to update others on your progress, providing insights and recommendations
- Learn how to maintain momentum through your influencing skills
- Demonstrate the Growth Mindset when problem solving or operating in your stretch zone
- Giving and receiving feedback to keep performance on track

Giving And Receiving Feedback

"I can now see it's important to be prepared before giving feedback to get the best outcome."

A workshop for those responsible for giving feedback to others and also those who would like some practical tools and tips for receiving feedback.

The strongest teams are committed to building a culture where the giving and receiving of feedback is seen as the norm. A culture where high levels of psychological safety protect the manager/team member relationship.

What we cover

- Understand the role for psychological safety in a feedback conversation
- Find out how to create psychological safety in a way that reinforces the manager/team member psychological contract
- Learn how to prepare for and structure feedback conversations
- Discover how to find the right language, project the right tone, and the role for non-verbal conversation
- Anticipate and be prepared for the 'knee-jerk' reaction to feedback
- Explore strategies for when the conversation becomes challenging

Making Hybrid Working Work

"Useful to share experiences, refocus and think about better communication styles."

A workshop for anyone who wants to master working both from the office and remotely.

Hybrid working has brought far-reaching benefits, but also key challenges. In this solutions-focused workshop we will explore what it takes to be a part of a high-performing remote and/or hybrid team.

What we cover

- Understand the foundations of empowerment – opportunity, autonomy and accountability
- Establish purpose and key results: what impact do you and your team want to have?
- Explore the role for supportive autonomy in supporting quality, quantity and direction of outcomes
- Stay connected to your team with regular check-ins
- Find out how to steer growth and improvement with everyday coaching conversations
- Understand the role for feedback, course correction and difficult conversations

Want to talk to us about booking or tailoring workshops? **Get in touch**

Navigating Challenges | Tools & techniques

Up to the interpersonal challenge?

No one relishes confrontation, so what's the secret to navigating disagreements and averting conflict to keep a happy and productive workforce?

Tackling disagreements

Difficult conversations with our peers are inevitable. But don't consider these friction points as a confrontation to be avoided at all costs. A positive or Growth Mindset sees challenges as opportunities. Disagreement is often simply the outcome of diverse viewpoints, and if those viewpoints are shared, it should actually be a benefit, both to self-development and the business as a whole.

What to do: Reframe difficult conversations as just honest conversations, When handled effectively, they can be important pivot points to improve peer-to-peer relationships.

Fear of confrontation

Many people feel sick at the thought of confrontation. But avoiding open communication can inflame problems with co-workers, especially when emails – often composed in anger – lack the finesse of a face-to-face conversation. Conflicts can fester without co-workers interacting. So grasp the nettle.

What to do: Don't delay: organise a meeting in-person so you can establish an important baseline of rapport. Ensure you are prepared: going into a difficult conversation can lead to a heightened emotional state. Keep your cool, adopt a positive mindset and focus on finding solutions, not on being right or assigning blame.

continues

Increased reliance on email

The physical distance forced on us by hybrid working can lead to miscommunication. The lack of social cues can bring challenges with rapport and understanding. We used to be able to give a co-worker a tap on the shoulder for a quick resolution to a problem. No more.

Now we sit there, quietly irritated, when an email or chat message sent two hours ago still hasn't had a response. Are they ignoring me? Are they even working today? Or perhaps we find the snippy tone of their eventual response irritating.

What to do: Be mindful of your tone, and consider the context and timing of your email. Always ask yourself: 'Would a phone call work better?' And better still: 'How about a Zoom call?'

Up to the interpersonal challenge? Continued

Digital dominance

Virtual meetings are more tiring than in-person meetings because attendees need to work harder to interpret non-verbal cues and use amplified gestures to ensure they are understood. These kind of meetings can make energy levels drop, and attendees can get stressed or bored – and tune out.

What to do: Be proactive in using digital tools effectively. Consider the role for reactions and emoticons to signal engagement. Use chat to give real-time feedback. If you are the facilitator, draw people into the conversation as often as possible. Recognise and reward contribution.

Lack of preparation

If you are having a disagreement at work, you may need to have a difficult sit-down conversation. Don't make the mistake of going in underprepared. Apart from showing a lack of respect to the other person, you may lose sight of your goals and wind up in an unhelpful circular argument.

What to do: Take the time to jot down talking points, goals and desired outcomes in advance: but make it feel organic, not like a shopping list. Anticipate responses, so you engage your brain before your mouth in case the meeting is testy. And remember to listen to the other point of view. Staying polite and confident will foster a collaborative, constructive conversation.

Resolving conflict

Despite your best efforts, conflict can linger and cannot always be resolved in one meeting. Open up the issue to multiple meetings, and ensure you document everything to allow you to see multiple perspectives. Everyone has an interest in resolving the problem, so keep that in mind. And recognise that everyone is navigating the challenges of work differently. Tolerance, flexibility and empathy go a long way.

What to do: Nip in the bud those chances for disagreements to occur. Build clear channels of communication with your team mates to prevent misunderstandings and ensure everyone is on the same page. Ask your manager to schedule regular check-ins to provide a stage for open and honest discussion with all team members. Practise active listening by summarising what the other person is saying and clarifying it to prevent misunderstanding down the road. And bond with your team by attending social events and bring strays back into the fold.

Cultural differences

Culturally diverse teams achieve great things: creative solutions blossom when businesses draw on a talent pool of alternative viewpoints, values, trends and traditions. But beware: people can draw up their cultural drawbridges when misunderstandings occur, and an 'us and them' attitude can take root.

What to do: Be culturally sensitive and aware of potential differences in communication styles, non-verbal cues and norms. Ensure cultural differences are understood, accepted and celebrated by other team members.

Put this into action

Reframe 'difficult' conversations as honest ones. Prepare what you want to say and be clear about the outcomes you want to achieve. Be aware of your tone and body language and be ready to listen and explore solutions.

Navigating Challenges workshops

Adapting To Change

"Lots of food for thought and tips I'm taking away with me."

A workshop for anyone looking for strategies to manage change effectively and build their personal resilience toolkit.

Who hasn't had to adapt to some element of change over recent times? Staying focused and motivated can be difficult. This workshop will help you reflect on the challenges you and others experience through periods of change and will explore how to develop personal strategies to help ease some of those challenges.

What we cover

- Understand the different stages of the change process and why change can be challenging
- Explore how different people react to change
- Work through the process of change and understand the six stages of concern
- Identify strategies to cope with change effectively
- Adapt your change mindset – the role for the internal locus of control and positive self-talk

Your Wellbeing & Resilience Toolkit

"The tips will save me some of the stresses I have day to day."

A workshop for anyone looking for tools to help them navigate the challenges of the workplace.

In this highly interactive workshop, we'll explore some of the steps you can take to both protect and invest in your personal wellbeing and resilience. We will show you how to stay engaged and committed during tough and challenging times, including how to maintain a positive mindset even when the resilience tank is running low.

What we cover

- Explore the foundations of wellbeing and your physical, emotional and mental health
- Discover the five key factors to keep your resilience tank topped up
- Understand the importance of fostering an internal locus of control
- Learn about the role for self-awareness, self-management and self-care
- Find out what happens when the resilience tank is depleted, recognising your non-helpful behaviours

Managing Difficult Conversations

"I now have more understanding of how to frame tough conversations."

This workshop is suitable for anyone who wants to improve their working relationship with others.

There are many difficult conversations you will need to master as a people manager. In this workshop, we show you how to deal with difficult issues while at the same protecting and maintaining healthy working relationships. We explore the skills and frameworks necessary to help you prepare for and manage conversations when they become challenging.

What we cover

- Identify the difficult conversations we can expect to have
- Find out how to turn a difficult conversation into an opportunity to strengthen a relationship
- Prepare for a conversation with a clear plan for a positive outcome
- Create a sense of collaboration during the conversation that stimulates engagement
- Discover your conversation toolkit

Want to talk to us about booking or tailoring workshops? **Get in touch**

Tailored learning? We've got you!

Are you looking for something more tailored to help support you with an organisational initiative? Whether you are looking for a one-off workshop to make an in-company event zing or planning a more structured programme to support organisational change, 360 have got you covered. Here's how we can help...

Step 1
Getting to know you



360 will build a thorough understanding of your development objectives by exploring the strategic and cultural context that sits around your planned development programme.

Step 2
Shaping content to your needs



Providing experiences that resonate: We build and shape relevant, targeted content that reflects your learner's everyday workplace experiences.

Step 3
Blended learning



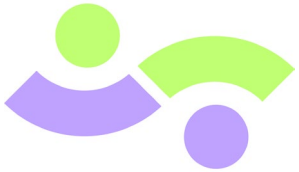
A highly experiential and interactive approach that combines practical, engaging workshops with a variety of optional support initiatives. These include action learning, coaching and sustainable content in the form of magazines and videos.

Step 4
Driving personal accountability



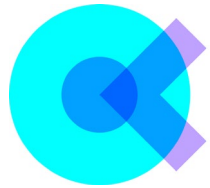
Embedding of skills and ongoing support: Pre- and post-workshop, we encourage delegates to share objectives and outcomes with their managers. These personal action plans encourage learners to commit to their own ongoing development.

Step 5
Measuring your success



Evaluating and monitoring action plans: We work with you to design and develop ways of measuring the impact the programme has delivered for your organisation.

Step 6
Staying connected



Bringing learning back into the workplace: We support the transfer of learning back into the workplace with regular feedback and review meetings, both during and at the end of your programme.

360



Let's get the conversation started

Ready?

Speak to us, drop us a line or request a callback:

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