

the insp!ration group



**Your Success is
Our Success**



Training
Coaching
Small Business Solutions

Originally formed in 2005, The Inspiration Group set out to bring together talented, lively, forward-thinking trainers with similar views and ideas about learning and development. It was always important that everyone working with us must hold the opinion that learning needs to be practical as well as based in sound theory but most of all - must be fun!

We work with a range of business from multi-national corporate to small local enterprise. No challenge is too big or too small.

One of our fondest ambitions though is to bring the same level of learning and development to employees in smaller business as we do to those in the corporate environment. To offer *all* managers and teams the opportunity to experience those same fabulous lightbulb moments when things suddenly start making sense. To help develop confident, competent people who can build successful local business as well as worldwide. People in companies like our own.

We look forward to working with you.

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Our Philosophy

Any learning and development activity should be designed to meet the needs and objectives of both the learner and the business. It is not enough that the learner enjoys the activity it must also provide the business with a return on investment.

Development activities should appeal to a whole range of learning styles, employ innovative and practical techniques to solve complex business problems, and should always have an element of fun.

Learning should reflect authentic business situations, allowing participants to acquire practical skills that apply to their work and your business.

“ How would you describe your learning experience with The Inspiration Group?

I have participated in several learning events with The Inspiration Group and have enjoyed all of them. It has provided me with many experiences and tools to improve my skills of being a manager and how better to work with the teams I now manage.

”

Successful and productive learning and development is our number one priority and so we will always strive for the highest quality learning experience we can deliver regardless of budget.

Success is measured by the number of ‘lightbulb moments’ our delegates experience and the changes we see and hear about in the way they do their jobs.

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Our Approach

Step 1 Establish requirements

We are always telling our delegates the importance of establishing clear objectives, so that's where we begin. We'll spend as much time as necessary to get a really clear understanding of the results you want to achieve. Typically, this includes spending some time in your business observing the operation, talking to you, talking to the team, maybe even talking to some of your customers.

Step 2 Propose solutions

Within 14 days we will provide you with a proposal outlining the options that we consider appropriate for your specific needs. Between us, we have plenty of sound, practical, experience to draw on. So we'll only propose solutions that are based in practical, proven theory and technique and offer the very best value whilst maintaining the highest quality.

Step 3 Deliver solutions

Our learning and development solutions reflect authentic business situations, allowing participants to acquire practical skills that apply to their everyday work. They are also fun and interactive, no matter how dry the subject matter.



Individual training workshops
Development programmes consisting of several workshops
Coaching for performance improvement

Step 4 Support and follow up

Transferring skills to the workplace is a big challenge. To create permanent and effective change, we'll work with you to design follow-up activities and projects that reinforce learning and change behaviours.

Personal Development Plans
Follow-up Coaching Sessions
Training for managers and supervisors in debriefing,

Step 5 Evaluate results

We are passionate about ensuring that everything we deliver is of the highest quality and that the desired results are achieved.

Experience tells us that the key to this is not just implementation but also detailed evaluation. All our workshops and coaching are reviewed by attendees, the organisation and the facilitators.



Training Evaluation Questionnaires
Self Assessment Tools
Post Activity Test Papers
Mystery Shopper' Analysis
6 month Implementation Assessments

Whether it's an individual workshop or a development programme, you decide what you want, how you want it, and when you want it delivered; we do the rest.

'Off the shelf' Standard workshops taken from our extensive library.

'Tailored to you' Our standard workshops are a starting point, then customised to suit your individual requirements.

'Totally bespoke' We work with you to create a totally unique curriculum to fit the exact needs of your business and knowledge levels of your team.

Bespoke or off the shelf you can be sure that every Inspiration Group workshop is designed to the very highest standards and to meet the needs of all learners by catering to a variety of learning styles. To do this, our workshops include:

Practical simulations
Individual exercises
Group exercises
Personal reflection time
Questionnaires
Comprehensive course notes

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Our Training

Management / Supervisory Development

Effective Motivation
Performance Management
Developing People
Effective Communication
Problem-Solving and Decision Making
Practical Time Management
Recruitment and Selection
Influencing with Assertiveness
Leadership Skills
Coaching for Managers
Effective Meetings
Managing Change
Train the Trainer
Presentation Skills
Building Better Management Skills
Developing Team Leader Skills
Becoming a Better Leader

Personal Development

Increasing Self-awareness
Managing conflict
Communicating Assertively
Planning and organisation
Problem-solving



Customer Service

Sales and standards
Handling difficult situations
Communication for Customer Service Staff
Negotiation skills

Coaching is a positive, practical, action-driven process that enables you to identify and achieve your ambitions.

It is not a 'quick fix', but an opportunity to learn to think differently and take control in a balanced and measured way. It is a process that enables a person to move forward, particularly if they are feeling stuck or unsure of the next steps. It is therefore particularly valuable before, during or following a period of change.

The coaching we provide is delivered by professionals who have extensive experience in coaching and the business world.

Just some of the areas we provide coaching in are:

- Development of technical or 'soft' skills
- Development of leadership and/or management approach
- Dealing with change
- Boosting confidence and assertiveness.
- Re-discovering personal, team and company direction and motivation

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Our Coaching

Executive leadership Coaching

Coaching at this level provides busy executives with a safe and confidential environment in which they can share their particular challenges and concerns that can't be discussed or shared with peers. It also replaces the more usual training and development activities, such as workshops, that executives rarely get the opportunity to enjoy due to the demands on them and that aren't always appropriate.

Performance Improvement Coaching

This approach recognises that individuals can always find within them the opportunity to perform even better. Coaching focuses individuals on how to make the most of their abilities, enhancing existing behaviours and developing new ones, to bring about greater success.

Managing Life-Work Balance

Despite, or in spite, of advances in technology and the fact we now operate in a global marketplace, it is becoming harder and harder to separate work and personal life. A lack of balance in either aspect of an individual's life will tend to spill over and affect the other. Through coaching, we encourage individuals to take stock of their current situation with a view to bringing greater balance and improved performance.



First 100 Day's

Over 40% of managers fail within 18 months of starting a new role and often this failure can be traced back to the effectiveness of their actions and decisions within the first 90-100 days. Our coaches can help individuals deal with the potential obstacles encountered to make better and more considered decisions and potentially preventing or limiting the cost of failure.

Coaching For Change Management

Estimates vary but it is fair to say that over 60% of change initiatives fail to deliver against expectation. Often the underlying causes are due to insufficient attention to the 'people' side of change. We have extensive experience of change management, from both sides of the process. Our coaches provide a focused environment where you can consider and develop the most effective strategies for managing people through the process of change, thereby optimising the likelihood of success.



“Given the chance I would definitely take part in further courses being run by the Inspiration Group.”

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It is hard for smaller businesses to afford most learning and development activities in terms of either time or money. Because of this training is often not seen as a priority particularly in a tough economic climate.

You may have caught yourself saying or thinking one of the following:

‘Public courses are beyond our budget’

‘There is nothing suitable running in our area’

‘The team is too small to lose someone for more than a few hours at a time’

‘An in-house course is just too costly’

‘I haven’t got much time because I have so much to do’

At the Inspiration Group, we are very aware that small businesses need an alternative to the traditional training course but still delivering the same quality of learning.

We have designed a variety of learning and development activities that are delivered in a local venue to a group of delegates coming from a variety of businesses in the same local area.

Our Small Business Solutions

Series of Half Day Workshops

We offer two programmes of this type one for managers and the other for team leaders (supervisors). Facilitated by one of our experienced tutors, the sessions are based around practical exercises followed by lively discussion to extract key learning points and related directly back to the delegate’s workplace and current challenges.

Building Better Management Skills 6 half days over 16 weeks when amongst other things delegates learn how to:

- * Adapt their leadership style to fit the situation
- * Create long-term goals and objectives
- * Use delegation and task allocation effectively
- * Use feedback to improve team performance
- * Deal more effectively with resistance to change
- * Use a range of creative problem-solving techniques

Developing Team Leader Skills 5 half days over 12 weeks, when amongst other things delegates learn how to:

- * Motivate themselves and the team to meet targets
- * Communicate more effectively
- * Use influencing skills with colleagues and customers
- * Prioritise their own workload and that of their team in order to achieve the goals of the business

Knuggets of Knowledge

Sometimes even half a day away from work just doesn’t seem possible. That was why we came up with our **Knugget sessions**. 90 minutes, over either breakfast or lunch at a local venue, focussing on a specific topic or technique. These sessions are fast-paced and to the point. It is a case of grab a plate, sit down, listen to the tutor and ask some questions at the end. By the time the 90 minutes is complete you have had something to sustain both your mind and body and are ready to get back to work. Or you could spend a little time networking.

For managers and team leads

Giving feedback
Dealing with conflict
Understanding change
Setting goals that inspire
Writing better objectives
Dealing with time thieves
Creative idea generation

For everyone else

Setting personal goals
Building personal confidence
Handling customer complaints
Communicating assertively

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In 2009, The Inspiration Group became a limited company with Ruth Newnham as Managing Director.

Working with a group of independent trainers as associates enables us to offer the flexibility of bringing in experts when we need them but keeping our overheads low. That means we can offer truly exceptional value for money whilst maintaining the highest quality learning and development solutions.

Our Team



Ruth is the driving force behind The inspiration Group, working closely with clients to ensure delivery runs smoothly and that results always exceed expectations.

An HR Professional with over 25 years' experience, particularly in the quality hospitality and leisure sector, specialising in all aspects of Learning and Development.

Training, Facilitation, Coaching, 360-degree Feedback, Training Needs Analysis

Liz is a passionate Learning and Development specialist with over ten years experience in delivering high-quality solutions including working for a FTSE 100. Liz is experienced at designing, delivering and assessing Leadership and Management programmes.

Training, Facilitation, Coaching



Angela is a senior Learning and Development professional with International experience.



With an extensive track record in getting results through the design and delivery of strategy, project management, business improvement and people development projects.

Training, Facilitation, Coaching

Nick has a wealth of practical experience in retail operations. As a Management Trainee with Debenhams, he developed his passion for retail. Subsequently working as Head of Retail Operations in a luxury retail business.

He is supremely passionate about all things 'Customer Service' and 'Practical Management'.

Training, Facilitation, Coaching, 360-degree Feedback



“The training has been a very rich cross cultural experience. It was a great pleasure to meet Ruth, she is an inspiring trainer and a wonderful person.”



For more information on any of the services we provide, or to organise a no obligation call or meeting to discuss how we might be able to help you just get in touch.

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