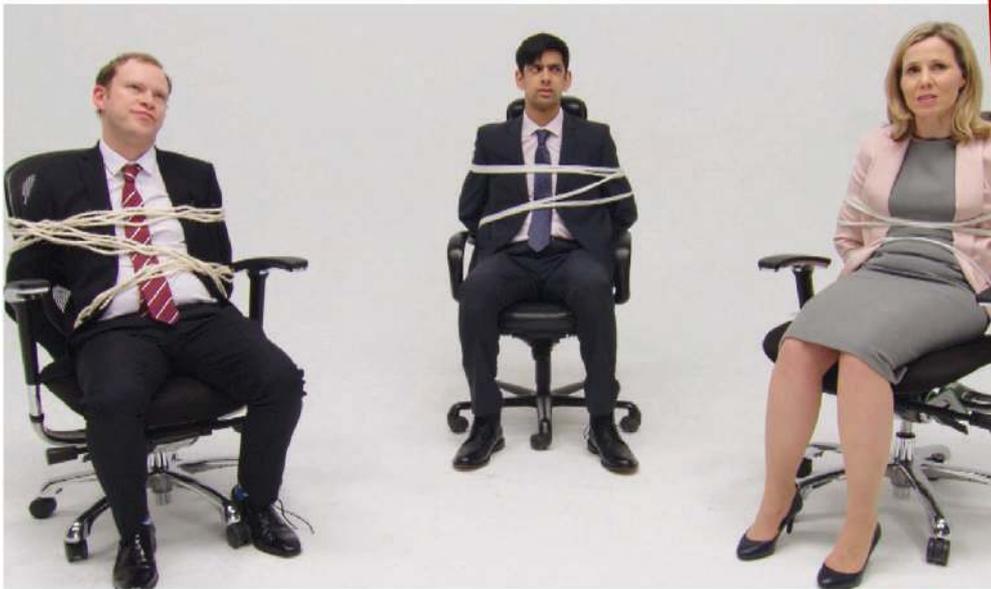


CREATIVITY AND INNOVATION



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

Leadership Collection

Leadership is an activity not a position.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

This course will help leaders encourage creativity and foster innovation in their organisation.

KEY INSIGHTS

- **Brainstorms** - Give your team time to think, before you meet. Create a safe space for sharing, and don't allow ideas to be shot down. Look for opportunities to combine ideas and create new and better ones.
- **Fostering Innovation** - When fostering a culture of innovation, reward employees for taking ownership of their own problems and coming up with solutions.
- **Unleashing Your Creativity** - Let your subconscious go to work - time pressure stifles creativity, which needs an incubation period. Be ready for ideas to flow at any time - always have a recording device or pen and paper with you, including during the night.

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WHO AND WHY

For any manager looking to take the next step and learn the more strategic aspects of leading a team.

CRISIS MANAGEMENT



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

Leadership Collection

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ABOUT THIS COURSE

The way we respond in emergencies can be the difference between a set-back and a crisis. This course will help you put a plan in place for when things go wrong.

KEY INSIGHTS

- **Act Swiftly** - Act swiftly. Take prompt action to stop the problem getting worse, and take responsibility for dealing with the problem.
- **Communicate Fully** - Communicate fully in a crisis. Know who you need to contact. Keep your team, customers and suppliers informed if they will be affected.

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WHO AND WHY

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EMOTIONAL INTELLIGENCE



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

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ABOUT THIS COURSE

Emotional Intelligence is the ability to identify and manage your own emotions and the emotions of others. This course will help people in leadership positions become more emotionally intelligent.

KEY INSIGHTS

- **Empathy** - Consider how others are likely to react emotionally before you act. Recognise why and modify what you do accordingly.
- **Self-Awareness** - Be conscious of the impact that your emotional impulses have on your behaviour. Become more aware of your personal moods, emotions and drives and what causes them.
- **Self-Regulation** - Recognise the effect your moods are having on others. Try to control disruptive impulses, perhaps by counting to ten or breathing slowly.

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ABOUT THIS COURSE

This course is about putting ethics into practice.

KEY INSIGHTS

- **How You Behave Matters** - How you behave matters. Your team will judge their workplace as ethical or not based on the way that you behave. Don't compromise ethics for the sake of pressing business goals. Weigh up your options daily and choose the most ethical course of action.
- **The Only Way is Ethics** - Ethics are for everyday. Talk frequently about ethical values. Explain how these apply to the work of your team, and explain that being ethical means doing the right thing, even when you're not required to.

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WHO AND WHY

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EVERYDAY LEARNING



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, Hungarian, Italian, Spanish

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ABOUT THIS COURSE

This course will help leaders manage the learning and development of their staff.

KEY INSIGHTS

- **Everyone's a Teacher and Everyone's a Learner** - Encourage your team to share their expertise. Be open to reverse mentoring, and identify good potential partners for mentoring... encourage them to establish clear goals and expectations.
- **Learn From Every Success and Difficulty** - Encourage debriefs after every success. Mistakes are fine, as long as you learn from them.
- **Make Formal Learning Work** - Only schedule a formal course when it represents the best way to address the learning need. Don't use them to abdicate your responsibility for staff development.

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FIRST AMONG EQUALS



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, Italian, Spanish

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ABOUT THIS COURSE

There are three steps you should take to inspire your teams: give them confidence in the value of their specific role in the team, confidence in their value as individuals and confidence in their value as part of a team.

KEY INSIGHTS

This video tells the story of George, who is given the role of team leader. With the help of Harry and his team at the local pub, George learns that being in charge means involving the team and using their skills, experience and initiative.

Suitable for all managers and team leaders – this engaging video presents clear and memorable messages to help inspire everyone involved.

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WHO AND WHY

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ABOUT THIS COURSE

JAMIE'S KITCHEN: FIFTEEN LESSONS ON LEADERSHIP



AT A GLANCE:

Course length: 40-60 mins

Video length: 24 mins

Languages: English, Chinese, Italian, Spanish

Leadership Collection

Leadership is an activity not a position.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

'I've gone from being the boy next door to being the bloke with the weight of the world on his shoulders.'

KEY INSIGHTS

Jamie Oliver's passion and vision transformed a bunch of unemployed kids into an efficient, organised team, capable of running a first-class London restaurant, Fifteen.

This programme demonstrates that leadership is an activity and not a position. Anyone taking on a leadership role can learn a lot from watching Jamie in action.

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WHO AND WHY

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ABOUT THIS COURSE

JAMIE'S KITCHEN: FIFTEEN LESSONS ON TEAMWORK



AT A GLANCE:

Course length: 40-60 mins

Video length: 26 mins

Languages: English, Chinese, Italian, Spanish

Leadership Collection

Leadership is an activity not a position.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

"For me tonight was a very powerful night really. Because there was no one to catch them, they concentrated so hard. I think today they came together really well as a team." Jamie Oliver's passion and vision transformed a bunch of unemployed kids into an efficient, organised team, capable of running a first-class London restaurant, Fifteen.

KEY INSIGHTS

This energetic programme follows Jamie's young trainee chefs as they move through the four stages of team development - forming, storming, norming and performing - to come together as an effective unit.

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WHO AND WHY

For any manager looking to take the next step and learn the more strategic aspects of leading a team.

LEADERSHIP SINS



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

Leadership Collection

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What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

Exhibiting any of the classic leadership sins is a sure fire way to alienate your team and lose motivation.

KEY INSIGHTS

- **Avoiding Conflict** - A good leader is not afraid of conflict.
- **Being Loved** - A good leader is not desperate to be loved, so be prepared to make decisions that provide the best solution to a problem.
- **Control Freakery** - A good leader cannot be a control freak.
- **Dithering** - A good leader is not a ditherer - make a quick decision when the situation demands it.
- **The Importance of Small Talk** - A good leader can do small talk.
- **Vanity** - A good leader is not vain.

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PASS IT ON



AT A GLANCE:

Course length: 40-60 mins

Video length: 25 mins

Languages: English, Chinese, Italian, Spanish

Leadership Collection

Leadership is an activity not a position.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

Written by Armando Iannucci (The Thick Of It and I'm Alan Partridge), this humorous programme uses clear messaging and practical, believable examples of how to get coaching right (and wrong).

KEY INSIGHTS

Featuring Rob Brydon it demonstrates how effective coaching can facilitate individual development and become personally rewarding for the coach too.

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WHO AND WHY

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PRACTICAL LEADERSHIP



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, Hungarian, Italian, Spanish

Leadership Collection

Leadership is an activity not a position.

What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

This course offers practical leadership skills for those who lead and manage teams.

KEY INSIGHTS

- **Deal With Problems** - Be prepared to deal with problems. When the chips are down, it's you, the leader, who has to deal with the situation.
- **Have a Clear Vision** - Have a clear vision. Recognise that if you don't know where you're going, you're likely to end up somewhere else.
- **Show Them How It's Done** - Show them how it's done. You need to model the behaviour you want others to adopt.
- **Show You Believe** - Show you believe in your team. Look out for actions that deserve praise and be quick to do it.

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WHO AND WHY

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TEAM DECISION MAKING



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, French, Hungarian, Italian, Spanish

Leadership Collection

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What's included?

- Bite-size videos
- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

This programme will take you through the vital stages of the team decision-making process.

KEY INSIGHTS

- **Avoid the Ego Barrier** - Avoid the ego barrier to decision making. Don't take it all upon yourself. Your ego could be a big obstacle to team thinking.
- **Imagine the Best and Worst Possible Outcomes** - Once you have developed a sharply focussed question and given yourself choices, you need to assess your options. Imagine the future and the best, and worst, case outcomes.
- **One Question, Several Possible Answers** - When you're making team decisions, first develop a sharply focussed question. Then give yourself choices. Be flexible, avoiding rigor mentis – a rigid mind.

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TEAM DEVELOPMENT



AT A GLANCE:

Course length: 15-20 mins

Video length: 2-3 mins

Languages: English, Chinese, Hungarian, Italian, Spanish

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- Interactive exercises
- Knowledge checks
- Course leader guide
- Series infographic

ABOUT THIS COURSE

This course will help leaders develop strong, confident teams who need little direction to perform well.

KEY INSIGHTS

- **Forming and Storming** - When forming a team, take a strong role in directing them. Establish objectives and responsibilities, and build good relationships. Storming will mean you must resolve conflicts, provide support and remain firm in the face of challenges.
- **Norming and Performing** - In the Norming stage, take a step back and help team members to take further responsibility. Share controversial views and address difficult issues. During the Performing stage, give the team space to make decisions for themselves. Recognise contributions and award credit where due.

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