

# Sustainable people development



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## People are your greatest asset

### Your challenge

Your people strategy aims to help your managers and teams be **the best** they can be.



You want them to **love their work** and keep working for you.

You want to attract **great talent** and keep that talent in the building.

You want to discover the **untapped talent** you already have and use those people to help move your organization forward.

You know **people are a finite and precious resource**. You need to keep them, develop them and use all the knowledge and skill they can contribute.

### How?

One thing you can do is practice **people sustainability**.

Get it right and you can attract and keep the talent you need. You can improve **engagement and performance**.

Some companies are already **failing**. Employees are leaving, customer base is falling and managers feel burned out.

**You** do not want to fail. **We can help you succeed.**

At CLS, we partner with you to deliver:

- ✓ Practical **training** for teams and managers
- ✓ Learning to **change** the way people work
- ✓ Immediate impact with **measurable results**
- ✓ All training **tailored** to your specific challenges

Our training is tried and tested. We only use **international subject experts**. All our trainers are expert at training **and** expert in their own field.

Everything we do is **tailored** to your needs. If something isn't exactly what you want, don't worry. We will change it to fit your reality, precisely.

At CLS we build personal **relationships with our clients**. Your training, coaching, and facilitated solutions are designed to deliver the **solutions** you need.

How can we **help you on your journey?**

## Workshops & Courses to Support your People Strategy

Our **courses and workshops** can be delivered as they stand or tailored to fit your unique organizational needs. We have a range of **psychometrics and measures** which can be used to help managers to better understand their team, themselves and to assess impact of learning.

 <h3>Coaching skills for managers</h3>	<h3>Management tools</h3> 
<p>Developing a high performance team is not easy. Helping people to think through the issues, then make the right decision and is a significant step towards achieving that.</p> <p>Coaching skills for managers is a practical course to help managers:</p> <ul style="list-style-type: none"> <li>✓ Learn questioning skills to help people develop</li> <li>✓ Improve listening skills to uncover the real issues</li> <li>✓ Develop a style which can work for every member of the team</li> </ul>	<p>Our practical skills development for managers is tailored to first line or middle level management groups. We build on existing capabilities to help managers increase skill and confidence.</p> <p>Coaching skills for managers is a practical course to help managers:</p> <ul style="list-style-type: none"> <li>✓ Practical change management tools for team performance</li> <li>✓ Understanding and working with everyone's style</li> <li>✓ Encouraging autonomy and engagement for team performance</li> </ul>



*I am now coaching my team to be actively involved and take ownership.*

*There is value in the tools provided. They make you think about yourself and your style.*

 <h3 style="text-align: center;">Survey for psychological safety</h3>	<h3 style="text-align: center;">Well being for teams</h3> 
<p>Psychological safety is the number 1 factor in team performance. Whether your team is hybrid, remote or face to face, team safety has a genuine impact.</p> <p>Survey one or more teams to measure safety, anonymously:</p> <ul style="list-style-type: none"> <li>✓ Workshop to facilitate discussion about current safety in each team</li> <li>✓ Tools to make simple changes for lasting impact</li> <li>✓ Ways to measure, monitor and maintain safety standards</li> </ul>	<p>No matter how supportive your manager or team, everyone has times of stress. Well being techniques support your teams and increase resilience.</p> <p>Using creative, engaging techniques these group sessions explore:</p> <ul style="list-style-type: none"> <li>✓ Practical tools for well-being at work and home</li> <li>✓ Team tools to support one another within the team</li> <li>✓ Developing practical approaches to managing the changes you experience</li> </ul>

 <h3 style="text-align: center;">Virtual retreat for teams</h3>	<h3 style="text-align: center;">Distributed leadership</h3> 
<p>Over 3 half day sessions, your teams will work in a virtual, online setting and use engaging, participative tools and exercises.</p> <p>Games and group work will enable each team to:</p> <ul style="list-style-type: none"> <li>✓ Review and celebrate achievements</li> <li>✓ Examine current situation and reality</li> <li>✓ Develop a plan to achieve strategic goals</li> </ul>	<p>No manager can do everything. Distributed leadership builds skills, autonomy, engagement and performance.</p> <p>Develop your team to:</p> <ul style="list-style-type: none"> <li>✓ Recognize when they can take responsibility</li> <li>✓ Improve problem solving and communication skills</li> <li>✓ Create opportunity to delight customers and colleagues</li> </ul>



*I can now redistribute workload to play to each agent's strengths, to achieve high performance*

 <h3>Training internal trainers &amp; facilitators</h3>	<h3>Inclusion for Teams &amp; Trainers</h3> 
<p>Train your trainers to facilitate learning in a virtual and hybrid environment. Achieve highly engaging learning, with clear design.</p> <p>Your internal trainers will reach high standards in:</p> <ul style="list-style-type: none"> <li>✓ Training delivery which is consistent and thorough</li> <li>✓ Confidence and skills in a range of training environments</li> <li>✓ Practise their learning and skills on the course</li> <li>✓ Delivering training which is engaging and experiential</li> </ul>	<p>You can't become an expert on every aspect of inclusion. You <i>can</i> develop your approach to enable participation.</p> <p>Using discussion, simulation, and engaging exercises, you will:</p> <ul style="list-style-type: none"> <li>✓ Learn how to set a style which actively enables inclusion</li> <li>✓ Create energy and engagement at work</li> <li>✓ Improve team performance</li> <li>✓ Create an environment where everyone is positive about meetings and training</li> </ul>

 <h3>Develop teams across function and culture</h3>	<h3>Virtual team challenge</h3> 
<p>We all think and work differently. Whether you work in different countries, departments or cultures, mistakes happen.</p> <p>Practical team building tools help your people:</p> <ul style="list-style-type: none"> <li>✓ Find ways for everyone to be heard, understood and participate.</li> <li>✓ Practise working together to improve work and relationships</li> <li>✓ Understand each other's challenges and find ways to collaborate on solving them</li> </ul>	<p>This is a highly practical, creative, innovative way of enabling teams to find new solutions and business ideas.</p> <p>A series of workshops and off line activities are used to:</p> <ul style="list-style-type: none"> <li>✓ Develop team working and collaboration using action learning, peer support and mentoring</li> <li>✓ Develop communication &amp; presentation skills</li> <li>✓ Give senior managers fully costed improvement projects to review for business development</li> </ul>

*This closeness with colleagues makes it possible to support and learn from one another*



## About our team

**CLS** has been delivering training, facilitation and coaching to change people and behaviour **since 2007**. We have a small core team and a large team of delivery experts, based around the world, working in many languages and cultures.



We believe in the **personal touch**. You will have **one single point of contact** for all your needs. Whatever you want to discuss, that person is there for you.

We believe in **building relationships**, so we genuinely understand your culture, your future ambitions and your needs. Whatever it is you want to achieve, **we will support you**.

If you have a complex range of delivery across teams, countries and languages, we can take care of all the details. We do that for our largest clients.

If you want to build in **evaluation to measure the impact of learning**, we can do that as standard. If you need a partner who can move fast, we can do that, too. Some of our most successful programmes have gone from conversation to delivery of a pilot in just a few weeks.



Our learning is very **practical**. It builds on the skills and experience of the people in the room, gives them opportunity to practise their skills in session and it is **exciting and engaging**. Online training is just as engaging as face-to-face; we design specifically for the platform you need us to deliver in.

All our learning is delivered by **subject experts**. Not only are they expert at learning, but they are also expert in a range of business areas. They understand your world because they work in it. Our people are qualified, experienced in international and global business, they are authors and linguists, accredited coaches and multi-cultural specialists.

**Everything starts with a conversation. To see if we are the right people to partner with you, do get in touch.**



*The work of the trainers is imperative for making this programme a success. Your contribution, especially this year, with all the challenges we have encountered, has been immensely appreciated.*

## Let's talk

For a conversation about your current reality and what you may wish to change, do get in touch. How can we **help** you?



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