

Your Global Partner for Meaningful Learning Experiences

Through our learning and development
solutions,
we help people and organizations
thrive.



A Complaint Is A Gift

This is a very effective, highly sought after customer service training programme about turning customer complaints into business opportunities; regaining the trust of unhappy customers and keeping them as customers.

Do you know how many customers you lost last quarter? Do you know why? Do you know if complaints were handled satisfactorily? Do you know what you'll need to do to retain your existing customers and to attract more customers?

A Complaint Is a Gift is not only a practical "how-to" customer service programme that takes participants into the world of customer relationships, but also provokes and inspires changes in related thinking, attitudes and habits.



How You Benefit:

- Handle and process complaints more effectively from all your customers
- Change attitudes towards complaints and reduce stress levels
- Learn to listen and receive criticism professionally and not take it personally
- Practice key skills for handling complaints superbly
- Recognise the importance of dealing with emotions when handling complaints



Who Should Attend:

Everyone with customer contact either face-to-face, over the phone, online, or in writing. Managers responsible for Customer Complaints



Duration:

One or Two Days



Participant Materials:

A 50 page A4 Participant Handbook, Reminder Cards and Recognition Cards



Style:

A facilitated programme with trainer led presentations, discussions, group work and modelling real experiences and work based situations

If these sessions are included in the customised programme participants will be able to:

THE BUSINESS CASE

- Examine why successful organisations cement their customer loyalty by addressing their complaint handling processes

CUSTOMER REACTIONS – THE VALUE OF COMPLAINTS

- Evaluate the relevance of a 5 step process in recognising how dissatisfied customers represent a real threat to their organisation

THE GIFT OF FEEDBACK

- Apply the 8 step best practice "Gift Formula" for handling and managing complaints from people who are dissatisfied with their prevailing service levels

EMOTIONS AND CUSTOMER SATISFACTION

- Assess the correlation between their own behaviour with customer emotions and loyalty by using the most critical complaint handling competency

WINNING OVER THE MOST DISAPPOINTED CUSTOMER

- Employ a range of strategies when dealing with 5 types of dissatisfied customers who have perceived a broken promise or unfulfilled commitment

CREATING THE CUSTOMER EXPERIENCE

- Define the critical components of the service experience and use it to map out their service strategies

INEFFECTIVE SERVICE RECOVERY

- Examine how to overcome the six typical reactions of complaint handlers that only serve to reinforce negative emotions of the customer

CREATING PARTNERSHIPS

- Increase the zone of tolerance and use partnership language when relating to customers

THE ROAD TO RESOLUTION

- Utilise a range of complaint handling skills to turn a complaint into a business opportunity by following a 4 part resolution model

WRITTEN COMMUNICATIONS IN COMPLAINT HANDLING

- Draft responses to customers who have a complaint using 6 service recovery strategies for written communication

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let's get started!



Putting People First

This highly interactive and emotionally engaging service delivery programme is our world-famous and timeless classic. It incorporates the service concepts that shape the internal culture making it possible to deliver a customer experience that customers can't wait to buy and staff can't wait to deliver.

Does everyone know how they help differentiate their company from others in their industry? Does the behaviour of your people reflect and deliver on the mission, vision and values of your organisation? Do your customers tell you they like doing business with you and why?

Putting People First is not only a service training programme that transforms people's thinking and feelings into real customer driven behaviour, it has the potential to make a difference to people's very own lives.



How You Benefit:

- By engaging everyone to take ownership of the team and organisational commitment to the customer experience
- By improving service internally as well as externally to be an organisation that is compelling to work for and easy to do business with
- By building individual's confidence so that they are ready to take responsibility



Who Should Attend:

Everyone in the organisation whether or not they have face-to-face customer contact and regardless of their role and contribution to the business



Duration:

One or Two Days



Participant Materials:

A 60 page A4 Participant Handbook, Self-assessment Questionnaire and Cards of Recognition



Style:

A facilitated programme with trainer led presentations and demonstrations, group work, role-plays and integrated work based situations

As a consequence of attending this programme participants will be able to:

THE CUSTOMER EXPERIENCE

- Determine how they can consistently deliver "Moments of Magic" for customers by employing 10 simple but effective strategies

TAPPING INTO OUR BRAIN POWER

- Adapt their behaviour based on new thinking, different perspectives and looking at things from another viewpoint

THE UNSPOKEN INFLUENCE

- Formulate the best impact they can personally convey on those they communicate with

COOPERATING WITH COLLEAGUES

- Identify behaviours that will positively influence how they and their team work together to reach agreed goals and levels of performance

KNOWING YOU, KNOWING ME

- Make positive choices about how and what they say to others by analysing different types of transactions

I OWN THE PROBLEM – IT IS MY RESPONSIBILITY

- Take responsibility for my attitude and for making a positive contribution to the customer, their colleagues and the organisation

MAKING POWERFUL CONNECTIONS WITH STROKES

- Relate to everyone they interact with in ways that cultivate confidence, capability and warmth

BUILD DISTINCTIVE RELATIONSHIPS USING PACING

- Use a specific technique with confidence that will have a dynamically positive impact on customers and colleagues alike

KEEPING ON TOP OF THINGS AND REDUCING STRESS

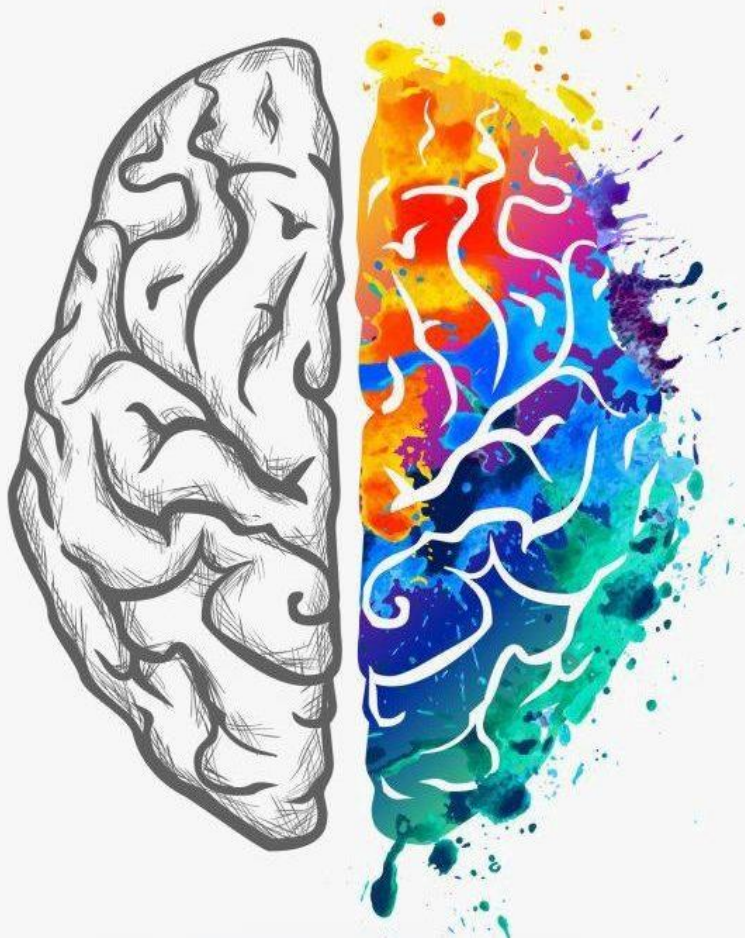
- Implement a variety of tools and techniques to manage their energy and performance in high pressure situations

PREVAIL IN DIFFICULT SITUATIONS

- Assert themselves from a position of confidence to achieve a positive outcome with an angry or emotional customer or colleague

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Emotionally Intelligent Leadership

Research today indicates that it is EQ more than IQ that determines how successful a person will be in life. In fact studies indicate that IQ contributes no more than 10% to our success in life while EQ can contribute up to 50 to 60% to our success in life.

The pace of change in today's business environment requires leaders and employees who are adaptive, work effectively and share the need to achieve common objectives; shaping the organisational climate so that it secures its future growth and sustainability.

Success in organisations is measured through all types of capital and asset value. Human Capital is one such measure; this programme helps to build this intangible asset.



How You Benefit:

- Recognise the importance of emotions in leadership so that they contribute to better team and organisational performance.
- Motivation to work deeper with the development of the emotional intelligence skills
- Use critical EI skills as the environment becomes more dynamic and unpredictable
- Agree that this topic is important for leadership success and to do so means an increased understanding of self and self-behaviour



Who Should Attend:

Senior managers and others with formal or informal leadership roles and responsibilities.



Duration:

2 Days



Participant Materials:

A 70 page A4 Participant Handbook, a Personal EQ Meter/Profile Assessment as well as supporting paper-based activities



Style:

A highly participative, facilitated programme with group and individual work, paper based exercises and activities that encourage the learning process.

As a consequence of attending this programme participants will be able to:

HUMAN CAPITAL AND ITS LINKS TO EI

- Determine the difference between tangible and intangible assets
- Recognise how people build and add value and what the key drivers of human capital are
- Make the connection between EI and Leadership as the basis of influencing others

EMOTIONAL INTELLIGENCE II

- Examine the remaining 4 areas of EI and their related 11 competencies
- Explain why we respond emotionally to situations and the people in them
- Use proven and practical techniques to manage our motivation and emotions, and those of others

LEADERSHIP STYLES I & II

- Identify the 6 basic leadership styles that leaders apply to situations they encounter
- Examine and discuss the impact all 6 styles have on people in the organisation and their performance

APPLICATION OF EI

- Recognise the three basic hungers that human beings need to feed throughout their lives
- Identify how leaders create a culture and psychological environment that supports the cultivation of leadership, ownership and responsibility
- Conclude that EI Leadership is learnable

EMOTIONAL INTELLIGENCE I

- Explain what EI is, why we focus on it and what it covers in terms of areas and competencies.
- Define and Identify basic and subtler emotions
- Examine the area of Self-awareness and the 4 related competencies associated with it

TOXIC LEADERSHIP

- Explain the impact and effect of this topic and how it differs from EI Leadership
- Contrast the characteristics of 5 non EI Leaders, their style and impact on the organisation and the people in it

THE LEADERSHIP REPERTOIRE

- Define the 5 factors that influence the nature of an organisation's working environment
- Sense their impact on people and the organisation and have the ability to make a seamless transition from one leadership style to another in order to get the best results

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The EI Leadership Activator is a board game, designed to be used as a follow up to the TMI EI Leadership programme.

Individuals go through a series of stages in adopting a leadership style. Just as we have preferred ways of acting in all aspects of our general behaviour, we also have a preferred leadership style. These behaviours have an important impact on people and affect their performance.

For a leader to use an appropriate style from their Leadership Style palette it is important that the underlying characteristics are associated with the various styles so that this increases the success of the choice made.

This style flexibility is an essential ability for leaders and managers to be more successful in their teams and organisations



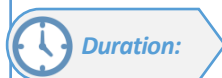
How You Benefit:

- Absorb the contents of the Emotionally Intelligent Leadership programme
- Experiment with style flexibility according to the different situations and circumstances you face
- Practice using six leadership styles
- Evaluate the advantages and benefits (as well as the potential down sides) of using all six styles



Who Should Attend:

People who have attended the TMI EI Leadership programme will benefit from playing the game.



Duration:

The duration of the game varies from 3-6 hours, depending on the time available.



Participant Materials:

Each set of the board game can be played by two teams of three people each. With four sets provided, up to 24 people can play.



Style:

This game requires one leader – preferably the EIL programme Trainer and one additional facilitator for two competing teams to run it.

Using the EI Activator Tool

Each leadership style builds on different emotional competencies. Leaders having a wider range of emotional competencies are flexible enough to use the right approach in the right moments, and switch from one style to another as needed.

Most effective leaders integrate four or more of the six styles regularly and are able to switch to the one most appropriate in a given leadership situation. Such leaders don't mechanically match their style to fit a checklist of situations- they are far more fluid. They are exquisitely sensitive to the impact they are having on others and seamlessly adjust their style to get the best results.



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Employeeeship

It is generally assumed that the managers of a company are responsible for almost everything. They take the blame for every failure, and in return get the credit for every success. It is often the case that almost all attention is focused on management performance.

In order to ensure the survival and continued development of the company, it is not enough for the owners and managers to be committed and united. A whole-hearted commitment by all employees is needed. Energy should be directed to solve problems, not just to point them out or to find scapegoats. The company cannot afford fights between departments nor exploited conflicting interests.

What a company needs is Employeeeship what it takes to be a good employee where everybody "plays" for themselves and the "team" to win.



How You Benefit:

- Increased responsibility and freedom of action
- Better opportunities for exciting and challenging tasks
- Better career opportunities
- Improved relationships with others
- Higher levels of self-esteem
- A positive attitude about being multi-functional
- A willingness and commitment to do your best
- An ability to implement change faster and with confidence



Who Should Attend:

Everyone in the organisation should attend and will gain huge value from that attendance



Duration:

2 Days



Participant Materials:

There are 7 A4 documents to support this programme totalling 180 pages, as well as activities and the Energy Meter containing 3 – 4 tools in the one device.



Style:

A highly participative, facilitated programme with group and individual work, paper based exercises and activities that encourage the learning process.

As a consequence of attending this programme participants will be able to:

THE NEED FOR EMPLOYEEESHIP

- Define the key ingredients of the Employeeeship concept
- Resolve the energy crisis in their team
- Utilise a key coaching model for assessing individual commitment and capability
- List the characteristics of a good employee

LOYALTY

- Define what loyalty is and how to foster it
- Determine the characteristics of a loyal employee
- Review the correlation between loyalty, respect and integrity
- Explain the concept of "her Majesty's Loyal Opposition" and its relevance to Employeeeship

THE EMPLOYEEESHIP PERSON

- Establish the important characteristics that describe an Employeeeship person
- Utilise 4 tools that link to implementing Employeeeship characteristics and behaviours
- Implement processes and techniques for delegation and implementation of key tasks

DEVELOPING AN EMPLOYEEESHIP CULTURE

- Explain why Employeeeship is important to implement in their team and organisation
- Examine different types of organisational management and assess their viability for implementing Employeeeship

RESPONSIBILITY

- Explain why this is the most important dimension of Employeeeship
- Identify the nature and behaviours of responsibility
- State what pre-requisites need to exist before encouraging people to take responsibility successfully

INITIATIVE

- Define initiative and how it relates to Employeeeship behaviour
- Remove the "Chewing Gum" approach often taken by others as they fail to take initiative
- Evaluate the 3 aspects of Initiative and how they apply to people within the team and organisation

THE EMPLOYEEESHIP COMPANY

- Examine organisational systems and policies that help or hinder the implementation of an Employeeeship climate
- Introduce the concept of the Learning Organisation within their team and organisation

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Heart Work

Emotional Intelligence has been the subject of a great deal of discussion in organisations as it is recognised that EI/EQ or as TMI likes to refer to it – Heart Work, provides some Heart Work

of the fundamental building blocks for an individual and team to be successful. If they are successful so is the organisation.

A great deal of evidence indicates that people with good emotional and social capability, who know their feelings well, are in control of them and can relate to other people's feelings and deal with them effectively have an advantage in most aspects of their personal and professional life.

This programme explains and explores the 5 areas of Inter and Intra - personal skills and the 15 components that they cover.

Participants are encouraged to complete the TMI Personal EQ Profile available on-line for completion prior to attending.

As a consequence of attending this programme participants will be able to:



How You Benefit:

- Identify and measure personal EQ strengths and areas for development.
- Practice using skills that enable you to recognise and validate your emotions.
- Learn techniques and development processes to manage and effectively deal with unhelpful emotions in self and in others.



Who Should Attend:

Everyone benefits by attending this programme regardless of function or seniority. EQ strategies work for all in all aspects of personal and professional life.



Duration:

2 Days



Participant Materials:

A 52 page A4 Participant Handbook, A Personal EQ Meter/Profile Assessment as well as supporting paper-based activities.



Style:

A facilitated programme with trainer led presentations, activities, group work, role-plays and integrated work based situations.

SELF-AWARENESS

- Examine the structure for defining and explaining what Emotional Intelligence is and how it works
- Identify the basic and subtler emotions
- Relate to the 4 components or competencies for this first area of interest

SELF-MOTIVATION

- Describe what the key influences of this area are on being successful personally and professionally
- Relate to the 3 components or competencies for this third area of interest
- Determine how emotions can be contagious

SOCIAL AWARENESS - 2

- Practice the competence of Listening at a higher level than previously experienced

SOCIAL SKILLS - 2

- Identify ways to increase connections with others in a social context
- Define 7 types of attention that is easy to facilitate into relationships with others
- Learn to manage conflict experiences and the emotions associated therein

SELF-MANAGEMENT

- Interpret how the emotions and the physiology of the brain and body are connected
- Learn how to take responsibility for emotions and emotional energy
- Relate to the 5 components or competencies for this second area of interest

SOCIAL AWARENESS - 1

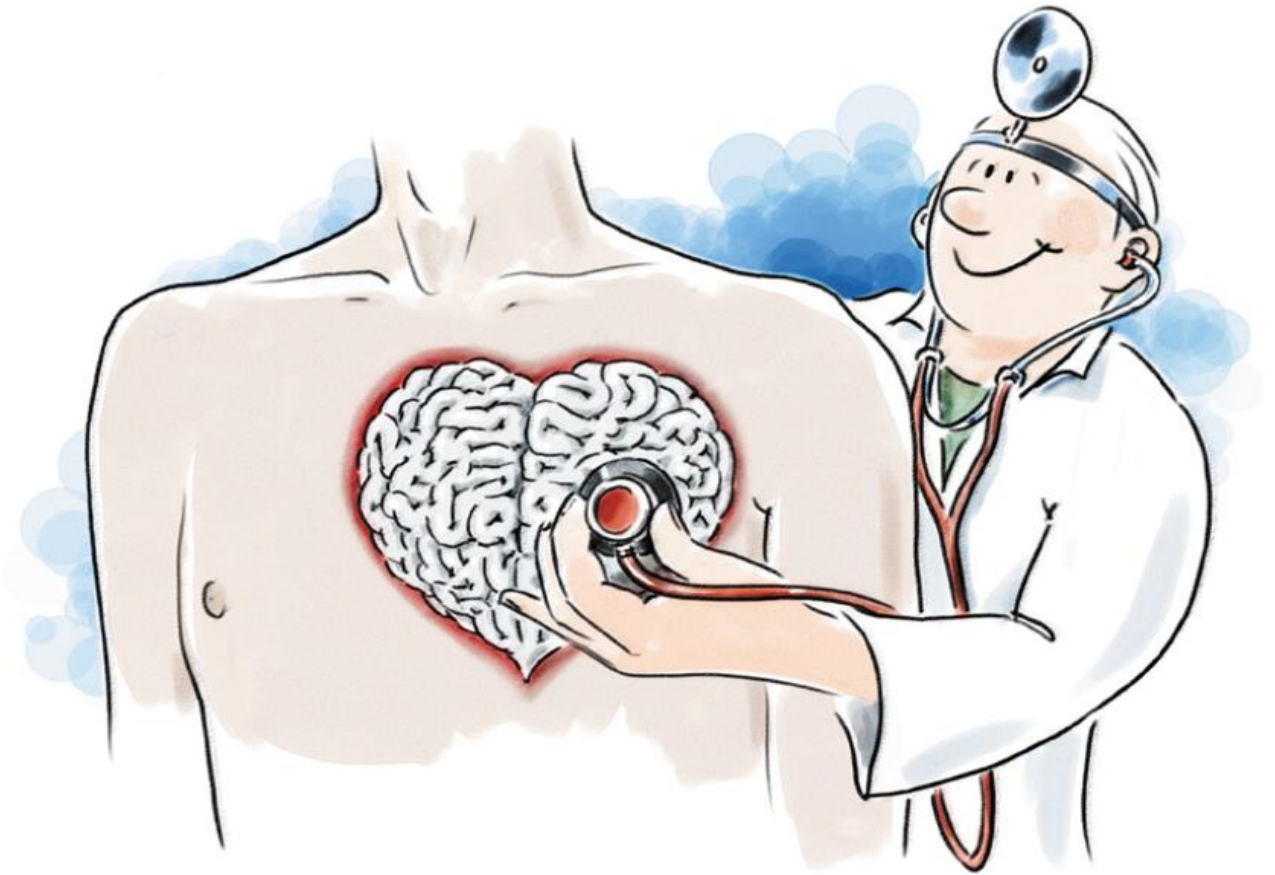
- Work through the 4 steps to develop the complex skill associated with being successful in this area
- Evaluate the criticality of listening and how to develop this competence of being a better listener
- Explore how empathy affects how successful we are

SOCIAL SKILLS - 1

- Contrast the two components of Social Skills and correlate with the Trust Formula
- Define the characteristics of Trust, Credibility, Reliability over self-orientation
- Work through the 5 steps to build trust with others

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The PEQM Meter

The Personal EQ Meter is a TMI tool designed to accurately assess and develop a person's Emotional Intelligence (EI).

In our experience when people see their PEQM scores, they receive inspiration and ideas that enhance their EI using the available PEQM workbook.

It is recommended that a deeper understanding of the EI concept, its practical application and the assessment feedback is provided by attending the TMI Heart Work programme and/or TMI's EI Leadership programme.



How You Benefit:

- Increase your ability to be successful in your personal and professional life
- Develop strategies to enhance your Emotional Intelligence increasing your employability
- Strengthen relationships by having a richer understanding of emotions, how to manage them and recognise how these skills can help you manage others.



Who Should Attend:

An on-line test that everyone can access via their webmail to complete



Duration:

15 minutes (approximately)



Participant Materials:

A Paper based Participant Handbook with this test and an on-line test are available



Style:

Easy to use and understand by all employees – available in multiple languages.

Using the PEQM Meter

The Personal EQ Meter consists of two elements: A Workbook and a Test.

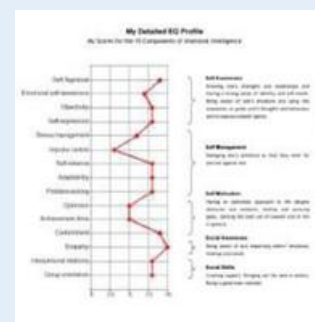
The Personal EQ Meter workbook contains an introduction to the concept of EI and the description of the 5 main areas and the 15 components of EI as defined in our TMI programme Heart Work.

For each component, the following is described:

- What the component is
- What characterises people who have it
- Why the component is important
- The strengths and weaknesses in respect to this component

The Personal EQ Meter Test is a TMI tool designed to accurately assess a person's emotional intelligence within the 15 EI components. The report consists of two main scales of information, one which assesses you against the 5 areas of EI and the other against the 15 components. The feedback is produced via an individual report and a trained and certified TMI consultant and/or coach.

Personal EQ Meter Workbook



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Managing Change

The Conference Board “Trends in Change Management” research undertaken across 71 companies, across all continents and in all lines of industry and business tells us that Managing Change is a critical priority for organisations and the leaders and managers in them.

This Managing Change programme addresses the top challenges facing leaders and managers which trends indicate are likely to include: engaging people to work through change, behavioural resistance, communication breakdown, agility and making the change sticky.

When any type of change happens the impact affects the dynamic of those in the organisation and its culture – it is your people who will drive the process through to achieve the desired result. It is this process that is explored and positive strategies developed to mitigate risk and maximise the potential opportunities.



How You Benefit:

- Work through the process of implementing change in an organisation and build strategies to manage each stage of change successfully
- Diagnose how to manage the change process mitigating risk and resistance
- Apply various methodologies, tools and communication strategies to engage employees through the reactive and proactive change processes they will face in the organisation



Who Should Attend:

Those leaders, managers and change agents responsible for initiating and implementing change in their teams and organisation.



Duration:

2 days



Participant Materials:

An A4 Participant Handbook, Mastering the Change Curve Questionnaire and materials to support three change management games/activities.



Style:

A facilitated programme with trainer led presentations, change management games and group work using work based scenarios

As a consequence of attending this programme participants will be able to:

THE PROCESS OF CHANGE

- Examine the change dynamic, how it affects us and the prevailing local and global landscape
- Identify trends about change and the impact on different types of people
- Identify the positive and negative effects on those organisations who do and don't manage change successfully
- Assessing the need and types of change we will likely need to address in our organisation

MANAGING OTHERS THROUGH CHANGE

- Implement the positive insights and learning from an experiential activity that demonstrates the need to support, manage and encourage people throughout the change process
- Devise practical methodologies to employ with specific people they work with, when managing them through the change process
- Use key insights from case studies to formulate the plusses and minuses of different actions that could be taken throughout their change process journey
- Produce a communications plan for when managing people through change

CHANGE AND YOU

- Implement the positive insights and learning from an experiential activity that demonstrates the impact of an imposed change on people
- Identify where they and others are on a 4 phase change curve and use this assessment to successfully master resistance and risk within the change process
- Develop ideas for moving their thinking from theory into practice about how they and others can react to change

MANAGING CHANGE IN THE ORGANISATION

- Use the 4 stages of change implementation to identify successful strategies to overcome typical mistakes made in managing change in organisations
- Develop arguments that support their described vision of change
- Complete a force field analysis to identify key priorities for change in their organisation
- Utilise the techniques of Foundation Building, Planning & Implementation and Freezing the effects within the change process wheel to manage change successfully

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Mindfulness

In today's world of work it is not so much about connecting, it's more about the ability to Mindfully disconnect. Substituting frenetic activity where details are missed or lost with a Mindful care of focused and enhanced performance. Instead of just looking, observing. Instead of just thinking, feeling. Instead of just eating, tasting. Instead of just existing, living! Through the practice of Mindfulness an increased awareness of your inner being is obtained and an enhanced ability to detect changes as they occur when in a Mindful state. Rigorous studies conducted over the past 15 years, replicated in different countries show that 8 weeks of daily practice of two 15-minute sessions of Mindfulness, are sufficient for statistically significant increases in indicators of physical and mental health and well-being.



How You Benefit:

- Recognise how Mindfulness increases the ability to enhance awareness of the body
- Mindfulness strengthens the immune system
- Increases emotional control, stimulating creativity and positive thinking
- Practice the basic skills and practice of Mindfulness in a variety of contexts
- Improves how we relate to others



Who Should Attend:

Mindfulness is a practice and skill that everyone in the organisation would benefit from learning about in groups of 10 – 15.



Duration:

1 Day



Participant Materials:

An A4 Participant handbook and activities handouts.



Style:

A highly interactive programme with trainer led presentations, discussions, group work and practice of basic Mindful practices.

As a consequence of attending this programme participants will be able to:

WHAT IS MINDFULNESS

- Explore the origins of Mindfulness and why It can be a powerful tool for increased success.
- Practice the "Raisin Meditation" exercise and define learning from this experience
- Examine how Mindfulness is impacting the world today and why so many people are finding it a useful practice to establish
- Identify how the brain develops part of its physiology through Mindfulness that in turn strengthens our cognitive and functional processes.
- Study the connect between Mindfulness and energy
- Practice "The STOP Technique"

A MINDFUL CONNECTION WITH THE BODY

- Explain the link between awareness and the ability to manage the body's internal sensations – particularly body tensions
- Identify how we can achieve a positive Mindful "Default Mode"
- Recognise patterns of behaviour based on historical experiences that inhibit our awareness
- Practice "The Body Scan" as a Mindful technique

PRACTICING MINDFULNESS

- Introduce the concept and principles of Emotional Intelligence (EI) including the link to the two basic elements
- Explore the Intra and Inter personal characteristics of EI and their connection to Mindfulness. In particular focus on the 5 main areas of EI that relate to Mindfulness
- Identify why practice of Mindful techniques help us create positive choices when in a potentially negative emotional state
- Practice "Breathing Observation" as a Mindful technique
- Practice "Mindful Listening" as a Mindful technique

ESTABLISHING A MINDFUL PRACTICE

- Plan for the next 21 days and recognise why this is important to do
- Identify why the repetitive process of practice strengthens your Mindful capability
- Find a buddy to support your Mindful practice
- Use the practice of journaling to encourage your daily practice of Mindful techniques
- Create your own reminding system that will act as a means to trigger the use of a Mindful technique

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Our ability to succeed in life goes beyond measures of our IQ. The ability to recognise our emotional strengths and weaknesses and then learn how we can apply or mitigate them, provides us with a better quality of life, an enriched sense of wellbeing and an increased capability to thrive, contribute and perform at our best in all areas of our life. We are able and more readily able to use our emotions enabling them to work for us and not against us. Failing to manage our emotions can make us sick and unwell.

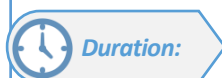
By harnessing Mindful practice and techniques we increase our ability to connect positively with those we live or work with. This means we fulfil our potential, gaining an increased sense of satisfaction as we creatively apply ourselves to projects and tasks that challenge our everyday lives.



- Recognise how using Mindfulness increases the ability to enhance awareness of the body and therefore manage it
- Mindfulness strengthens the immune system
- Increases emotional control, stimulating creativity and positive thinking
- Combining Emotional Intelligence (EI) and Mindfulness strengthens skill building and the ability to control emotional and physiological responses



Increasing Emotional Intelligence through Mindfulness is a practice and skill that everyone in the organisation would benefit from learning about in groups of 12 – 15.



2 Days



An A4 Participant handbook and activity cards



A highly interactive programme with trainer led presentations, discussions, group work and practice of Mindful practice and techniques.

As a consequence of attending this programme participants will be able to:

INTRODUCTION TO MINDFULNESS

- Explore the origins of Mindfulness and why It can be a powerful tool for increased success.
- Identify how the 3 parts of the brain strengthens our cognitive, functional and energetic processes
- Practice “The STOP” and “A Weather Report” techniques

SELF-AWARENESS

- Review the principles of Mindful self-disclosure
- Use the 4 components of Self-awareness
 - Self-appraisal, Emotional self awareness, Objectivity and Self-expression

SELF-MOTIVATION

- Define this area of EI
- Use the 3 components of Self-motivation
 - Optimism, Achievement drive and Contentment
- Explain why emotions can be contagious

SOCIAL AWARENESS II

- Develop the neutral observer
- Practice Co-breathing
- Practice mindful listening
- Identify People with Social awareness

THE EMOTIONAL LEVEL

- Connect EI and Mindfulness - 5 areas of EI and how they relate to us
- Practice “Breathing Observation” and a Mindful sharing activity
- Review Neurological research breakthroughs
- Examine Emotions and Emotional Self-Awareness

SELF-MANAGEMENT

- The remote control of emotions – examining Anger, Fear and Sorrow
- Practice Mindful resilience
- Use the 5 components of Self-management
 - Stress management, Impulse control, Self-reliance, Adaptability and Problem-solving

SOCIAL AWARENESS I

- Define this area of EI
- Review the 3 aspects of Empathy
- Take the steps towards Empathy

SOCIAL SKILLS

- Define this area of EI
- Use the 2 components of Social skills
 - Interpersonal skills and Group orientation
- Practice Multiplying goodness

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Time is something you can manage, just like any other precious and finite resource. It takes a special kind of attitude to make the most of time, to be efficient as well as effective in using it judiciously and with a plan in mind. The good news is it is a skill, it can be learned and applied in a very practical way that most people adopt AND adapt to their own ways of working.

By focusing on a mindful approach to Time Management you will successfully avoid much of the fatigue and stress most people experience in their daily work patterns.

Whether you use an electronic or paper-based diary or a combination of both, aligning the available time you have with your decision base of tasks and priorities means you get the results you want, at a standard you expect and at a time you need them. Even if this means juggling them a little!

Everyone benefits by improving their ability to use time well!



How You Benefit:

- Better performance and more energy
- Accomplish the tasks that get you your results
- Greater flexibility with clearer perspective of priorities whilst reducing procrastination
- Improved creativity and decision making
- Reduced stress, irritation and fatigue
- Reduced risk of failing to meet deadlines
- Practice mindful techniques that will enhance your time management practices



Who Should Attend:

Mindful Time Management is a practice and skill that everyone in the organisation would benefit from learning about in groups of 12 – 15.



Duration:

2 Days



Participant Materials:

An A4 Participant handbook



Style:

A highly interactive programme with trainer led presentations, discussions, group work and practice of Mindful techniques.

As a consequence of attending this programme participants will be able to:

ATTITUDES TOWARDS TIME

- Use your time effectively
- Examine 2 different attitudes towards life and time
- Look at our time orientation
- Define how Mindfulness and Time Management connect
- Practice “A Weather Report”
- Managing levels of discomfort

MAKING BETTER USE OF TIME

- Describe Automatic vs Awareness behaviours
- Practice “The STOP Technique”
- Review the 80/20 patterns
- Identify whether they are Mind full or Mindful
- Practice Mental observation training

BUILDING A DECISION BASE

- Practice “Breathing Observation”
- Describe the Characteristics and benefits of creating a Decision Base
- Use 2 Approaches for establishing your key areas of focus
- Work on your major tasks and activities

USING RESOURCES EFFECTIVELY

- 3 different mindsets and why they can be useful in managing your time
- Practice Circuit Training
- Dealing with overload
- Establishing and managing your time stealers
- Where is your locus of control and influence

TURNING INTENTION INTO ACTION

- Review a 3 step process on how to achieve your goals
- Mindfully connect with soul
- Define your ideal future
- Use the TMI Results Philosophy
- Create great goals

MANAGING PRIORITIES

- When prioritization works well
- Prioritize your work
- Work with - The four quadrant priority matrix
- Work on your priorities

MINDFUL PLANNING

- Establish your available time
- Practice Thought Stopping
- Define and work with Elephant tasks
- Use different planning periods successfully
- Create a morning routine: Laser sharp focused mind

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let's get started!

We spend a significant part of our lives in a working capacity of one type or another. Our ability to centre ourselves and truly come to terms with the person we want to be and define the purpose we believe we have in life, ultimately will underpin how we relate to ourselves and others. It will affect our thinking processes, the choices we make on a day to day basis and give our minds the mental space to clearly evaluate our response in any given situation.

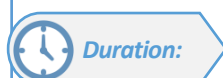
By understanding four different “Energetic” levels as explored and evaluated through Mindfulness practice we establish an optimistic way of life that will harness our fullest potential as a person, colleague, friend and family member.



- Recognise how Mindfulness increases the ability to enhance the relationship we have with ourselves
- Mindfulness strengthens our confidence and inner self-belief
- Increases emotional control, stimulating positivity
- Practice the basic skills and practice of Mindfulness in a variety of contexts
- Improves how we can be the person we truly wish to be



Mindfulness at work is something that everyone in the organisation would benefit from learning about in groups of 10 – 15 people.



2 Days



An A4 Participant handbook



A highly interactive programme with trainer led presentations, discussions, group work and practice of Mindful techniques.

As a consequence of attending this programme participants will be able to:

WHAT IS MINDFULNESS?

- Mindfulness definition and origins
- Identify how mindfulness impacts us all in many ways
- Define how the brain is involved in helping us make a positive difference in our lives
- Review the different “Energetic” levels
- Practice “The STOP” and “The Weather Report” Techniques

THE EMOTIONAL LEVEL

- Practice 1-2-3 Increasing our energy
- Practice “Breathing Observation”
- Describe the difference between Survival vs Evolution mode
- Project positivity
- Practice “Resilience building”
- Explore the 3 aspects of empathy
- Practice “Co-breathing” and “Mindful Listening”

THE SOUL LEVEL

- The concept and definition of this energy level
- Review the differences/similarities between Essence and personality
- Describe the ideal future – your Soul purpose
- Discover your Soul purpose
- List your activities for the day and week

THE BIO-ENERGETIC LEVEL

- Review the Automatic behaviours for each of the 4 energetic levels
- Describe the keys to managing the body’s energy
- Practice Opening the breath
- Practice Breathing Waves
- Practice Deep relaxation – Autogenic training

THE COGNITIVE/MENTAL LEVEL

- The concept and definition of this energy level
- Practice “Breathing Observation”
- Focused attention performance
- My mind, my reality, my results
- Transforming self-limiting beliefs

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let’s get started!

There is a view held by some that teams develop on their own through chance or good luck. This is not the case. A high performance team requires mindful direction, accountability, synergy and a willingness by all of its members to make a positive contribution to its vision. This programme will provide the opportunity to examine these essential components and practice mindful techniques to enhance performance and a focus on results.

The concept of working in a mindful team is made up of the behaviours and attitudes required to be part of an effective team.

Being a great team player is an important role we all need to play to ensure everyone is making their best effort to be successful as well as have positive working relations with other members of the team and organisation.



How You Benefit:

- Recognise how a Mindful team increases its ability to enhance its performance, its quality and its relationships with all stakeholders
- Mindfulness strengthens our confidence to successfully operate and respond as a team
- Increases emotional control, stimulating positivity and creativity
- Practice the basic skills and practice of Mindfulness in a variety of contexts



Who Should Attend:

Working in a Mindful Team is something that all teams and departments in the organisation would benefit from learning about in groups of 12 – 15 people.



Duration:

2 Days



Participant Materials:

An A4 Participant handbook and a variety of activity handouts



Style:

A highly interactive programme with trainer led presentations, discussions, group work and practice of Mindful techniques.

As a consequence of attending this programme participants will be able to:

TEAMWORK

- Describe characteristics of an effective team
- Discuss what happens behaviourally when an effective team operates
- Examine the benefits received from Mindful teamwork
- Explore the four clusters associated with high performing teams

THE CONCEPT OF DIRECTION

- Identify the core components of a great team vision and your role in achieving it
- Define how the team vision connects with the four “Energetic” levels of Mindfulness
- Review the similarities and differences of essence and personality
- Discover your “Soul” purpose
- Identify stakeholder expectations

SYNERGY

- Practice Mindful meditation
- Define Synergy, how to use it and what it can do
- Review the concept of Trust, taking responsibility for your emotions and the rules and steps for achieving empathy
- Practice “Let it be” and “Mindful Listening”
- Examine the nature of conflict in teams and find ways to deal with conflict in the team

MINDFULNESS

- Mindfulness definition and origins
- Explore how mindfulness impacts us all in many ways
- Identify how the brain is involved in helping us make a positive difference in our lives
- Review the different “Energetic” levels
- Practice “The Weather Report” Technique

ACCOUNTABILITY

- Recognise that everyone is accountable within a high performing team
- Identify how to own problems and why this is critical for the team to move forward
- Review the 4 quadrants of performance
- Identify and breakdown self-limiting beliefs
- Define who I am in the team

FOCUS ON RESULTS

- Practice “The STOP” Technique
- Recognise the signals of stress and burnout
- Identify the key team stressors
- Practice “Breathing Waves” and Progressive Muscle Relaxation
- Define 3 basic guidelines for mindful meetings
- Create a list of the teams ideal behaviours for future agreement and focus

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let’s get started!

When you read about or are witness to great leadership it can inspire confidence to emulate and learn from them.

It is essential that you are true to yourself and draw upon your strengths and capability to be the best leaders you can be.

Soulful Leadership may sound like a “soft” option – it isn’t. By understanding the concept of archetypes and then explore the value they bring will help you determine the type of leader you have the potential to be.

With Mindful techniques and principles you can access each of the 4 leadership centres, the 4 intelligences and 4 archetypes to build you very own Leadership development programme that you can access as and when you need it.



How You Benefit:



Who Should Attend:



Duration:



Participant Materials:



Style:

- Self-assess and examine your current strengths and improvement areas in three areas
- Gain insight into the 4 leader archetypes utilizing their strengths when appropriate
- Access, cultivate and balance energy sources to purposefully lead people and the organisation in the journey towards success
- Practice mindful techniques to focus your energy to lead with the courage of your convictions

Soulful Leadership is something that all Managers and Leaders in the organisation would benefit from learning about in groups of 10 – 15 people.

2 Days

An A4 Participant handbook and a variety of activity handouts

A highly interactive programme with trainer led presentations, discussions, group work and practice of Mindful techniques.

As a consequence of attending this programme participants will be able to:

LEADERSHIP

- Define success and Leadership
- Explore and self-assess the 4 centres of life and their associated intelligences
- Identify and self-assess the 4 dimensions of Leadership and what happens if one is absent
- Examine the notion of archetypes
- Discover and self-assess the 4 archetypes of Soulful Leadership

THE LOVER/POET

- Examine the Lover/Poet archetype
- Explain what drives and what stops this archetype
- Explore the meaning of Survival and Evolutionary mode
- Project positivity
- Practice techniques to awaken the Lover/Poet
- Identify the point of view of the Lover/Poet

THE MONARCH

- Examine the Monarch archetype
- Explain what drives and what stops this archetype
- Review how essence and personality play a role in our lives
- Explore the 7 essential leadership capacities
- Discover your “Soul” purpose
- Identify the point of view of the Monarch
- Summarise the 4 centres, 4 intelligences, 4 archetypal powers and how they can work together

THE WARRIOR

- Examine the Warrior archetype
- Explain what drives and what stops this archetype
- Practice Bio-energetic exercise to mobilize the Warrior
- Practice Different breathing techniques
- Identify the point of view of the Warrior
- Practice physicalizing the Warrior

THE MAGICIAN

- Examine the Magician archetype
- Explain what drives and what stops this archetype
- Connect with the energy of the Magician
- Practice techniques to awaken the Magician
- Identify the point of view of the Magician

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let’s get started!



Personal Guarantee

Quality gained its place as an important business requirement back in the 1950's and was synonymous with names like Crosby, Deming, Juran, Ishikawa and Feigenbaum. It was in the 1980's that TMI was the only organisation to introduce the notion that Quality is about people and so the Personal Quality concept was born.

The Personal Guarantee programme is a core component of Personal Quality and it not only develops awareness around quality it also focuses on how we can learn to increase the quality of every detail in our every day activities.

Personal Guarantee is a powerful quality concept underpinned by the principle that the person who performs a task guarantees its quality; meaning that this person has checked their own work – and is not only proud to put their name TO it, but also ON it.



How You Benefit:

- Develop your Quality awareness there'll be fewer mistakes
- Ensure that the names of teams and those in them and their reputation is associated with Quality
- Raise awareness about Quality and by promoting it in the team and organisation trust and respect grows
- Get the details right so that work doesn't need to be checked by others and thus avoids criticism



Who Should Attend:

Everyone in the organisation



Duration:

2 Days for 12 – 15 participants



Participant Materials:

A 47 page A4 Participant Handbook including self-assessments and exercises that support the learning in this programme.



Style:

A facilitated programme with trainer led presentations, activities, group work, practical discussions and integrated work based situations

As a consequence of attending this programme participants will be able to:

INTRODUCTION

- Identify the reasons for implementing a quality culture into the organisation/team
- Define what quality is and some of the concepts connected to it
- Recognise examples of poor quality and their impact on the individual and others

PERSONAL QUALITY

- Evaluate behaviour using the 2 standards of quality
- Explore how quality and motivation for doing a good job work together
- Recognise that to deliver high quality does not necessarily mean working harder but smarter

WORKING ON YOUR IDEAL QUALITY BEHAVIOURS

- Evaluate how our values and attitudes affect our personal quality
- Examine the contrasts of quality and compliance
- Identify levels of ideal behavioural performance at the workplace

TEAM QUALITY

- Identify the factors important to work on over time to make quality improvements
- Close the quality performance gap
- Use a 7 step tool to help define, manage, monitor, measure and improve team quality

QUALITY PAYS

- Examine the links between quality, Brand and reputation
- Identify some of the key internal irritations associated with poor quality
- Recognise how describing the 5 types of quality and the 2 dimensions helps us to manage, measure and monitor quality

WORKING ON YOUR PERSONAL QUALITY LEVELS

- Determine plans to change and adapt behaviour so they are more in line with the personal quality principles
- Select key work examples into plans for immediate implementation

THE 12 GOLDEN RULES

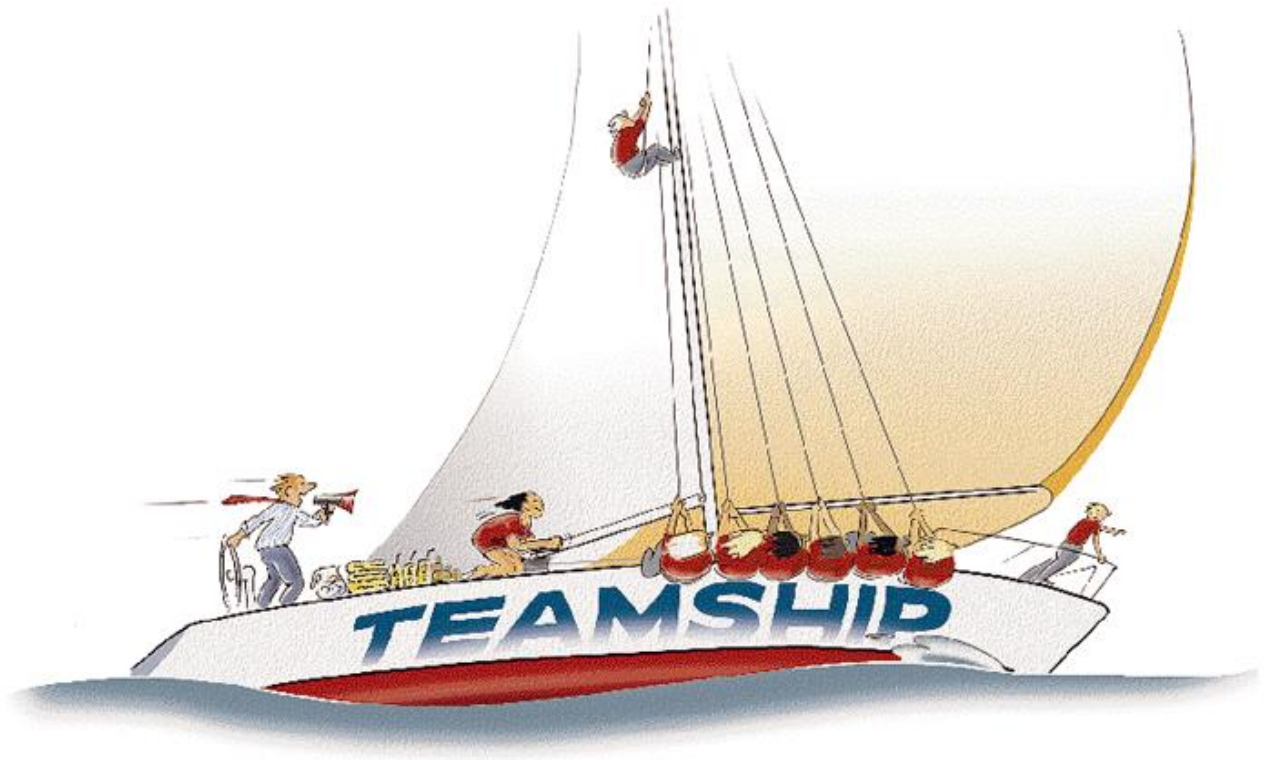
- Apply the 12 golden rules to workplace situations to determine and implement improvements
- Suggest ways in which the 12 golden rules could be applied across the organisation

PERSONAL GUARANTEE

- Examine how we overlook the obvious and why this can be detrimental to creating a quality culture
- Apply 2 practical methods (CAPA associated) to immediately implement back in the workplace
- Set Personal quality goals

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

Our emphasis is on the **LEARNING** and the workplace application of skills by the **LEARNER** – So let's get started!



Teamship

There is a view held by some that teams develop on their own through chance or good luck. This is not the case. An effective team requires not only good leadership but willingness by the members of that team to participate. This Teamship programme will provide the opportunity to examine these two essential components.

The concept of Teamship is made up of the behaviours and attitudes required to be part of a team. Just as Leadership takes to be a Good Leader, Teamship is what it takes to be an Effective Team.

Being a great Teamship Leader is an important role to play in ensuring everyone is making their best contribution and encouraging and supporting them to do so.



How You Benefit:

- Better relationships with team members with an increased sense of ownership and responsibility
- A better company image and wider understanding of the teams goals
- Reduced turnover of people, engaged team members with a renewed commitment to excel
- More streamlined processes that make work interesting and engaging
- A more positive company and team-based “We” culture



Who Should Attend:

Managers and Team Leaders in the organisation



Duration:

2 Days



Participant Materials:

A 39 page A4 Participant Handbook and The TMI Teamship Publication



Style:

A facilitated programme with trainer led presentations, activities, group work, practical discussions and integrated work based situations.

As a consequence of attending this programme participants will be able to:

TEAMS AND TEAMWORKING

- Define the term team working
- Differentiate between teams and work groups
- Examine the 4 Teamship clusters and the 15 factors they relate to

THE FLEXIBLE TEAM

- Demonstrate the importance of flexibility within a team
- Show how communication can help overcome problems
- Demonstrate how change can improve performance

BRING OUT MY BEST

- Provide a sense of how we can add value to the team
- Examine behaviours and look at how they can be utilised
- Get to know ourselves and others better using the Belbin self-perception assessment inventory

RESPECT AND VISIBILITY

- Explain why the Teamship factors of respect and visibility are important in terms of leading by example
- Explore what these factors mean in the context of their roles

TEAM LEADER CASE STUDY

- Use their learned knowledge of Teamship
- Examine how the Willingness and Capability model can be used in real time

THE DIRECTION CLUSTER

- Describe the importance of creating a shared vision
- Have an experience of creating a shared vision
- Examine how to communicate the vision
- Practice communicating the vision

THE SKILLS CLUSTER

- Identify the importance of relational and professional skills to effective teamwork
- Explore the importance of being multifunctional
- Develop a skills matrix for their team

THE LEADERSHIP CLUSTER

- Explore the concept of leadership in a team
- Identify their role in showing leadership
- Use the managerial grid to assess and develop the team
- Identify ways in which team members can act as encouragers

THE ETHOS CLUSTER

- Identify an ethos that creates the “we team”
- Define the characteristics of ‘Brainshare’
- Compare the behaviours of the team to those of the wider organisation
- Identify how the team could improve

LEARNING APPLICATION

- Review their learning and seek ways to put it into practice
- Create an action plan for the improvement of the effectiveness of the team

In our work, evaluation level 3 of the KIRKPATRICK MODEL OF LEARNING EVALUATION is our focus

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There is a view held by some that teams develop on their own through chance or good luck. This is not the case. An effective team requires not only good leadership but willingness by the members of that team to participate. This Teamship programme will provide the opportunity to examine these two essential components.

The concept of Teamship is made up of the behaviours and attitudes required to be part of an effective team. Just as Leadership is what it takes to be a Good Leader, Citizenship is what it takes to be a Good Citizen, so Teamship is what it takes to be an Effective Team.

Being a great Teamship team player is an important role we all need to play to ensure everyone is making their best effort to be successful as well as have positive working relations with other members of the team.



How You Benefit:

- Better relationships with others in the team and more opportunities for more varied work
- Better company image and more personal opportunities to learn new skills
- Increased discussion about the team's goals and working with others on how to achieve them
- Recognition for contributing to a positive team culture and working environment



Who Should Attend:

Everyone in the organisation (either as a team or with other teams).



Duration:

2 Days



Participant Materials:

A 40 page A4 Participant Handbook and The TMI Teamship Publication



Style:

A facilitated programme with trainer led presentations, activities, group work, practical discussions and integrated work based situations.

As a consequence of attending this programme participants will be able to:

TEAMS AND TEAMWORKING

- Define the term "Teamworking"
- Differentiate between teams and work groups
- Examine the 4 Teamship clusters and the 15 factors they relate to

THE FLEXIBLE TEAM

- Demonstrate the importance of flexibility within a team
- Show how communication can help overcome problems
- Demonstrate how change can improve performance

BRING OUT MY BEST

- Provide a sense of how we can add value to the team
- Examine behaviours and how they can be utilised
- Get to know ourselves and others better using a communication styles analysis

RESPECT AND VISIBILITY

- Explain why the Teamship factors of respect and visibility are important
- Identify our team behaviours
- Explore what these factors mean in the context of their roles and in the way team members treat each other

TEAM ACTION PLANNING

- Review their learning and seek ways to put it into practice
- Create an action plan for the improvement of the effectiveness of the team

THE DIRECTION CLUSTER

- Describe the importance of creating a shared vision
- Have an experience of creating a shared vision
- Examine how to communicate the vision
- Practice communicating the vision

THE SKILLS CLUSTER

- Identify the importance of relational and professional skills to effective teamwork
- Explore the importance of being multifunctional
- Identify the core skills they have in their job

THE LEADERSHIP CLUSTER

- Explore the concept of leadership in a team
- Recognise the importance of setting goals
- Identify ways in which team members can act as encouragers

THE ETHOS CLUSTER

- Identify an ethos that creates the "we team"
- Define the characteristics of "Brainshare"
- Compare the behaviours of the team to those of the wider organisation
- Identify how the team could improve

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Time Manager

Time is something you can manage, just like any other precious and finite resource. It takes a special kind of attitude to make the most of time, to be efficient as well as effective in using it judiciously and with a plan in mind. The good news is it is a skill, it can be learned and applied in a very practical way that most people adopt AND adapt to their own ways of working.

By implementing the TMI philosophies of overview, structure, results and control you will successfully avoid much of the fatigue and stress most managers experience in their working days.

Whether you use an electronic or paper-based diary or a combination of both, aligning the available time you have with your decision base of tasks and priorities means you get the results you want, at a standard you expect and at a time you need them. Even if this means juggling them a little!

Everyone benefits by improving their ability to use time well!



How You Benefit:

- Better performance and more energy
- Accomplish the tasks that get you your results
- Greater flexibility with clearer perspective of priorities whilst reducing procrastination
- Improved creativity and decision making
- Reduced stress, irritation and fatigue
- Reduced risk of failing to meet deadlines
- Save time by keeping your papers organised



Who Should Attend:

Anyone who wishes to readdress their work-life balance, achieve their goals and become a peak performer.



Duration:

2 Days



Participant Materials:

A 70 page A4 Participant Handbook with tools, tips and techniques to support this programme. The philosophies taught can be applied to any electronic tool.



Style:

A facilitated programme with trainer led presentations, activities, group work, practical discussions and integrated work based situations.

As a consequence of attending this programme participants will be able to:

INTRODUCTION

- Identify 2 perspectives on how we can view time
- Explore our time orientation
- Make the most of the "Now's"

OVERVIEW STRUCTURE & CONTROL

- Explain the link of O, S & C to brain preference
- Establish the capacity of the pre-conscious brain and its importance of managing tasks and time
- Reduce "Flapsi Hapsi" and structure tasks effectively

TIME PLANNING

- Effectively use the 5 TMI practical principles of Time Planning

DESK AND PAPER MANAGEMENT

- Sort and organise their work space based on a self-assessment
- Create an efficient work station
- Manage day-to-day paperwork using practical tips and techniques

E-MAIL COMMUNICATIONS

- Deal with e-mail overload
- Use 29 E-mail tips and techniques for reading, sending and filing e-mails
- Implement with P.U.R.P.O.S.E

GOAL SETTING

- Work with different types of goals
- Focus on the outcome required
- Set practical and achievable goals using the TMI results philosophy

BUILD A DECISION BASE

- Identify the benefits of building and maintaining a decision base of tasks
- Create a personal decision base to manage time better

BETTER USE OF TIME

- Allocate time to different schedules tasks
- Use a priority matrix to sort important and urgent tasks
- Manage interruptions, time stealers and implement Red and Green time

NETWORKING

- Build relationships with others and invest time in people
- Use 3 principles for effective networking internally and externally
- Define their personal "Brand"

REVIEW

- Review main learning from the programme
- Create a Time Management development plan
- Recognise the importance of the first 4 minutes
- Instil a philosophy of "Time Being Your Life"!

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About InspireOne

InspireOne is India's leading consulting firm offering organizational and leadership development solutions. With over two decades of experience in the consulting domain, we help organizations convert their people and organizational capabilities into corporate value.

Our solutions are developed on the global and researched know-how of our partners - Tack TMI and IBM Smarter Workforce. We deliver solutions globally and in more than 37 different languages.



We are the recipient of the Brandon Hall Excellence in Human Capital Award in 2022 - GOLD IN BEST USE OF BLENDED LEARNING and in 2021 – SILVER EXCELLENCE IN LEADERSHIP DEVELOPMENT



20+

Years of L&D Experience



500+

Clients we have worked with



1 Million+

People Trained



500+

Consultants Around the Globe



50+

Languages Available for Content Delivery

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