



Management skills development

Engagement skills prospectus: Seed and succeed

The million-dollar question the world's leading organisations want answered is how to better their people to better their business performance. We help organisations achieve their full potential by training and developing their own people, virtually or face-to-face.

The seeds for success

We help organisations give their people the skills they need to make a big difference to their performance and yours.

If you want to attract the best talent and build a culture that's outcome driven then, you already know, investing in the development of your people is a must. What you may not know is our tailored training and coaching has already informed, aligned and motivated thousands. What we share works in the 'real world' because we are experienced practitioners with more than two decades each of practical delivery expertise.



What we offer

We provide group workshops for up to 12 people and one-to-one coaching. Our offer spans leadership development, management development, communications development, sales development, and personal development.

We deliver all the skills critical to successfully navigating today's ever-changing business world. We meet your bespoke skills requirements in a flexible and affordable way, either face-to-face or virtually.

Workshops

From shop to top floor, people leave our interactive workshops enthused, energised and equipped with the practical tips, tools and techniques they need for immediate implementation.

Coaching

Personalised experiences from those who can provide external perspectives to challenges are in much demand, with one-to-one coaching a preferred developmental approach. Our coaches understand the demands of accelerating business change because they have successfully navigated it themselves and now coach others to reach their full potential.

Flexibility: You can customise

Content: You can pick and mix from our different development areas to design a course or coaching session that delivers a specific skill set.

Length: We can re-build any workshop to deliver the depth and detail you need – from two-hour tasters to multi-day masterclasses.

Location: You don't have to travel miles to benefit. We can deliver in person onsite or virtually.

Expertise: You get practical, proven, professionals

Our coaches and workshop facilitators are subject-matter experts and experienced practitioners – they only ever share learnings in the field(s) in which they are trained and experienced. They teach what works in the real world because they've been there – sharing both best and proven practice to develop the capabilities and confidence of others.

Affordability: You get great outcomes at affordable prices

Our one-day workshops, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £200 pp.

Our one-to-one coaching can be expertly designed and delivered to meet your tailored needs from as little as £250 pp per hour.

Facilitator profiles



Chris Carey

Chris helps organisations achieve their full potential by better engaging, aligning, training and developing their own people. An award-winning trainer and engagement expert, Chris is the Founder and Managing Director of Axiom. During more than 25 years at Axiom's helm, he has worked with business leaders from many of the world's multinationals. This work has seen him designing and delivering workshops and development activities for those at every organisational level.

He is much demanded by clients for his high-energy, high-impact and hands-on approach. He is also the author of *How to be a better communicator*.



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Alex Duff

Alex is a storyteller and writer. Employed by internationally-loved household brands for two decades, the stories, scripts and soundbites she's sculpted over the years have been seen and heard on the international stage.

Her first-hand experience of crisis, change and corporate communications makes her well-placed to share her practical learnings and reflections on how to cut through the noise and be heard in an international business environment.



Miles Henson

Miles helps those who need to transform performance, people and culture. An accomplished executive consultant, coach and keynote speaker, Miles works with global businesses and elite sports teams to help them effectively communicate to deliver the outcomes they want.

His work as a coach to the US Olympic Committee sees his performance measured in Gold Medals and he has an outstanding track record in partnering with Alstom and BMW. Having worked cross-company, country and culture, his strength is helping others see why people say and act the way they do. He then shows how modifying communication and behaviour can resonate widely, to produce the desired end result faster and with greater success.



Sheila Hirst

Sheila develops leaders to better communicate and helps create dialogue within their organisations. With 25 years' experience as an employee engagement, leadership communication and change expert, Sheila helps leadership teams understand and use their communication to shape organisational culture and influence colleague engagement.

A qualified executive coach and experienced mentor, facilitator and storytelling expert, Sheila specialises in helping leaders find their authentic voice and use it to best effect.

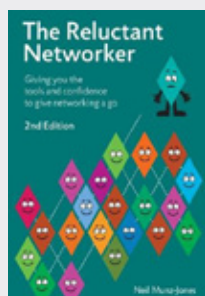
Facilitator profiles



Neil Munz-Jones

Neil helps people to be braver and create the networks they need to get more done. The multi-lingual strategy workshop facilitator, coach, inspirational speaker and author of *The Reluctant Networker* leads our networking workshop.

Neil's pragmatic and much-loved book has been featured in all the best broadsheets and business publications. Neil has been a guest speaker at organisations as diverse as The Institute of Directors, Barclaycard, VW (UK), LexisNexis, The National Audit Office and The Financial Times. In our workshops he shares his passion for the power of networking and offers practical advice for how to make it work if you're, well, just a little reluctant.



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Paul Kinkaid

Paul ensures employers and their employees reach what he calls 'the desired end-state'. The British Army's former Head of Training Development and leader of elite teams as a Lieutenant Colonel, is no stranger to challenging and changing environments.

His trademark calm approach and laser-like focus for achieving desired outcomes, coupled with his experience in the design, delivery and assurance of training programmes makes him much sought after in the business arena. Paul holds a wealth of academic and vocational leadership, training and development credentials, which see him qualified as a Mental Health First Aid Instructor, coach and mentor.



Dr Domna Lazidou

Domna helps leaders design, implement and evaluate communication strategies for change. A communications academic with a PhD from Cranfield Business School, Domna has expertise in intercultural communication effectiveness and is passionate about the relationship between culture and communication practice in organisations.

A skilled facilitator and trainer, Domna has run workshops for some of the world's most diverse organisations, helping them master the challenges involved in communicating internationally, inclusively and impactfully.



Nik Moore

Nik shifts mindsets to deliver meaningful behavioural change irrespective of whether he is working at an individual or company-wide level. As an executive business and life coach, an accomplished corporate film director and a live events producer of major events, Nik understands the process behind what moves people, their perceptions and ultimately their performance.

Blending his unique skillset, Nik opens new channels for behaviour change by shifting people's perceptions, raising awareness of alternative paths and devising a simple, easy and personalised habit-forming plan of action as the final part of the process. His career has seen him working with many leading, large corporations, including the BBC.

Facilitator profiles



Gary Mullins

As one of the top five business coaches in the UK, Gary helps business owners seize opportunities to succeed and grow. The former Chief Executive and Managing Director is no stranger to helping businesses flourish, having grown sales at a successful FTSE250 company by 400%. As a much respected and qualified coach, Gary is highly sought after by organisations of all sizes – from different countries and sectors.



Steve Mullins

As a business coach, Steve understands better than most what it takes to succeed in business. ActionCOACH accredited, he's inspired, motivated and helped hundreds of SME Founders and Directors achieve their business and life goals.

As his practical experience of what it takes to succeed has grown, so too has his passion for sharing his insights - applicable to businesses regardless their size. So, whether you want to improve your management style, increase your decision making, build your team or create a winning mindset – Steve has a proven track record in helping others thrive.



Sarah Williams

With 20 years' experience in strategic sales and marketing within multinational organisations, Sarah now reapplies her knowledge to help business leaders reach their full potential.

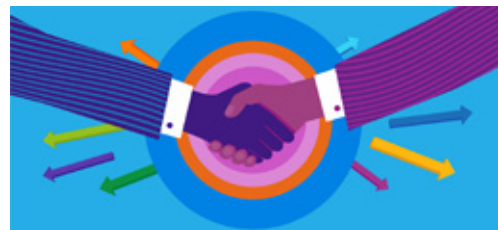
Her experience covers a variety of commercial disciplines including sales growth, leadership, wholesale distribution, go-to-market strategy, brand management, marketing, PR and licensing. A qualified business coach, Sarah has seen the positive and often, life-changing, impact her coaching has helped bring to companies of all sizes.

Management skills development: Our virtual or face-to-face workshops



How to manage upwards

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**How to get YES:
Negotiation techniques that work**

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**How to run meetings and
briefings that deliver results,
virtually or face-to-face**

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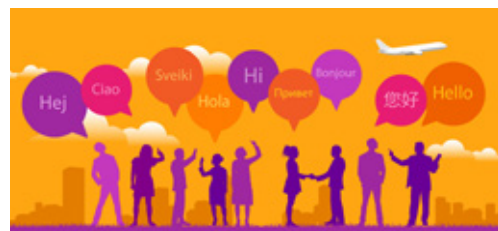
**How to understand
and influence others**

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**How to master your behaviour
and adapt it to others**

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**How to build effective working
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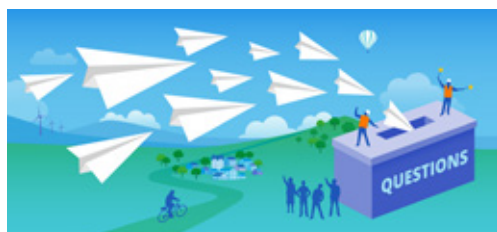
**How to increase team
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**How to read body language
and get yours right**

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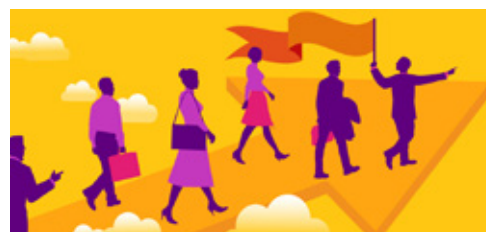
**How to get people asking
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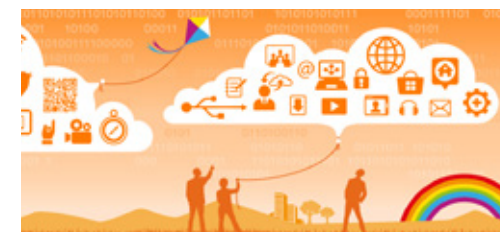
How to handle difficult questions

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**How to improve your
management style and get
more from your people**

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**How to protect the mental
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Management skills development: Our virtual or face-to-face workshops



How to have difficult conversations

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How to create positive outcomes: good, bad and no stroking

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How to performance manage your sales team to deliver better results

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How to manage and communicate change

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How to become a great manager for those new to people management

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How to improve business performance by getting Straight A's in Interpersonal Excellence

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How to present brilliantly online

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How to manage upwards

A half-day's honing for anyone with a boss! Delivered face-to-face, or in shorter sessions if delivered virtually.

At a glance

Growing the ability to extract, understand and work to meet our boss's intent can only lead to a happier working relationship. This course provides you with the ability to recognise when and how to manage your boss to achieve organisational outcomes... and a happier working life.

The difference it makes

Many of the skills involved in effectively managing and leading people are focussed on top down structures, and yet it is incredibly important to understand the nuances involved in both supporting and managing our bosses. You'll learn the skills for spotting the weight of another's workload and their anxieties as well as strategies to effectively upward manage your boss – a critical aspect of what it takes to be a great team player.

About our workshops

Axiom offers a wealth of interactive workshops, which span the critical skills for successfully navigating today's ever-changing business world. The focus is on practical application, so participants leave with the tips, tools and techniques for immediate implementation. What we share works in the 'real world' because we are experienced practitioners with more than two decades practical delivery expertise. To meet our workshop facilitators [click here](#)

The types of things we cover

- Determining and extracting the intent of your boss and their boss
- Exploring and empathising with the challenges faced by those above you
- Relationship building techniques
- Adapting your own lexicon
- Methodologies for comparing your boss's values, strengths and behaviours with your own
- Techniques for dealing with difficult situations
- Producing a personal action plan – including a personal talent scan.

Want something included in this workshop that isn't covered?

We give you the flexibility to 'mix and match' content, duration and depth to build a customised workshop that meets your organisation's precise needs.

Our half-day honing sessions, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £200 pp.



..... “

I think I'm pretty adept at managing my direct reports – but managing up is a whole different story. The workshop gave me a number of pointers and the confidence to try them out. Guess what? They worked and helped shape new and productive ways of working – and I sleep better too.

Middle Manager in a European Airline Industry

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

Call or email us now:

+44 (0) 33 3088 3088

hello@axiomcommunications.com

Book a workshop

Other workshops →

How to get YES: Negotiation techniques that work

A deep dive for anyone who needs to persuade others to support their point of view, product, project or passion. Delivered in a day face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

There's a process that people go through before they say 'yes'. But what is that process and what are the skills you need to successfully negotiate your way to 'yes' more often?

The difference it makes

In short, 'yes' equals success. This course is designed to give you greater levels of confidence when negotiating and persuading. It provides clarity about your goals and enhances your ability to achieve them by securing that all import 'yes'.

The types of things we cover

- Common techniques in influencing – what works and what doesn't
- Ways to build rapport – small (and big) talk
- Creating clarity on goals
- Understanding the other person's perspective to create 'win-win' outcomes
- Asking the right questions
- The process people go through before saying 'yes'
- The pillars of principled negotiation
- Pacing and leading to get to 'yes'
- When to stop, while continuing to build rapport
- Techniques for summarising what's been agreed
- Post-negotiation tips and techniques
- Real world case studies to cement learnings.

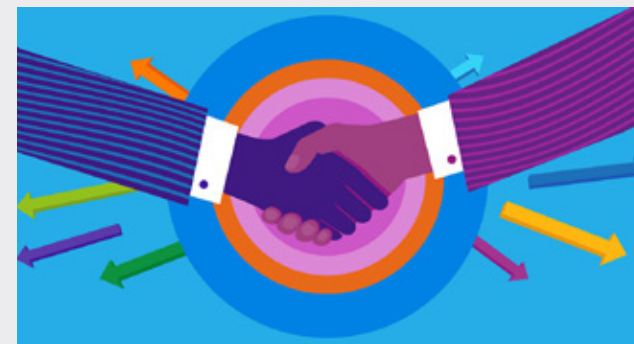
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I picked up a lot of very practical techniques that I applied straight away – and with great success. It's a 'yes' from me!

Senior Programme Manager – International Medical Devices Business

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Book a workshop

Other workshops →

How to run meetings and briefings that deliver results, virtually or face-to-face

A half-day's honing for those who lead meetings or briefings and want to make them more productive. Delivered face-to-face, or in shorter sessions if delivered virtually.

At a glance

Meetings are part of working life. They can be exceptionally valuable when run well but, sadly, too many are described as a waste of time by those attending. So, what is it that makes the difference? This workshop helps you discover how to design and deliver engaging and productive meetings that leave people energised and get them delivering results.

The difference it makes

Time is money. If you are asking people to give up their time to attend your meeting, you'd better make it productive and worth the valuable time they've invested. In a business world suffering from meeting and information overload, this workshop provides you with practical tips and techniques for engaging your audience and facilitating productive, results orientated meetings and briefings.

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The types of things we cover

- Outcome-driven design and structure
- Meetings in the context of global roles and virtual teams
- Understanding and respecting cultural differences and language skills
- Balancing the big picture with smaller details
- Generating genuine dialogue: Including involving quieter colleagues and managing dominant people
- Personal performance tips for overcoming nerves, striking the right tone and maximising body language
- Practical tools including: 20-point checklist and confirming understanding
- Specific examples from your organisation to embed learning.

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“
No one ever taught me how to run face to face meetings, let alone virtual ones and I certainly wasn't going to be inspired by any of those run by my peers. Now I'm leading the way with shorter, sharper meetings that are so much more productive.

Senior Leader in the European Transport Industry

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Other workshops →

How to understand and influence others

A half-day's honing for anyone who needs to influence others.
Delivered face-to-face, or in shorter sessions if delivered virtually.

At a glance

No matter how hard we try to get through to someone, sometimes it just doesn't work. Usually that's a consequence of individual style and miscommunication. This workshop helps you better understand yourself and others, enabling you to better communicate and achieve your desired outcomes.

The difference it makes

You'll be introduced to a simple and memorable model enabling you to gain a clear understanding of people's habitual behaviours and communication styles. Your self-awareness and self-confidence will improve, and you'll leave this workshop with an ability to read others, communicate effectively with them and, ultimately, get through to more effectively influence them.

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The types of things we cover

- An introduction to a behavioural and communication style assessment tool – DISC
- Why we behave and communicate the way we do
- Making the most of your natural traits and style and recognising the styles of others
- Tailoring your communication to more effectively influence others.
- Can be extended to include the **How to improve business performance by getting Straight A's in Interpersonal Excellence** workshop

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“

I am more self-aware than ever before, better able to 'read' others and confident to adapt my ways of working to create genuine win-win outcomes.

Senior Leader in a Global Pharmaceutical Company

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Book a workshop

Other workshops →

How to master your behaviour and adapt it to others

A half-day's honing or day's deep dive for leaders and managers.
Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

Our behaviour impacts our results. Mastering our behaviour transforms relationships and outcomes. This workshop helps you better understand your behaviour and how you can adapt it to secure the best outcome.

The difference it makes

You'll learn how your behaviour impacts others, how you can better manage your reactions and, ultimately, how you can successfully adapt your behaviour and language in any situation to secure the best result.

The types of things we cover

- Understanding your own motivations and those of others
- Knowing your triggers and spotting them in others
- How others view you and the 360-degree feedback perspective
- Managing your reactions
- The benefits of adapting your behaviour
- How to remain authentic and adapt your behaviour
- Techniques for better communication.

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“
It was fascinating to learn about how my behaviour in the workplace and how I can adapt it to everyone's best advantage. The style of coaching and enthusiasm of the people involved really helped the subject matter hit home.”

Director of a UK Transport Business

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Book a workshop

Other workshops →

How to build effective working relationships across cultures

A deep dive for anyone who needs to lead, communicate or operate cross-culturally or with geographically dispersed teams. We can also facilitate this workshop for managers and their cross-cultural teams in working together on live issues, priorities and relationships. Delivered in a day face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

Globalisation has transformed the world of work. It is not uncommon to have teams or stakeholders strewn across countries and continents. Technology connects virtual teams making exciting collaborations possible, but it also makes it possible for our cross-country and cross-cultural conversations to be misunderstood with far-reaching consequences. In today's workplace there's little room for 'lost in translation'. Your people must be able to understand regardless of their language, educational attainment, location or cultural background. This workshop helps you successfully build long-distance relationships and navigate differences, misunderstandings and uncertainty.

The difference it makes

A significant boost to fast-track team performance through

better cross-cultural and cross-border connections. You will leave the session better able to communicate and work productively in a number of diverse contexts. You will be given the tools to understand and effectively address cultural conflict, and leverage diverse perspectives to successfully deliver on clear action plans.

The types of things we cover

- Understanding cultural styles and perspectives and how to adapt your style to influence more effectively
- Creating a common team purpose, vision and culture when leading a diverse team
- Identifying and addressing immediate cultural blockers to team effectiveness and delivery
- Developing ongoing strategies for dealing with and resolving cultural misunderstandings quickly.

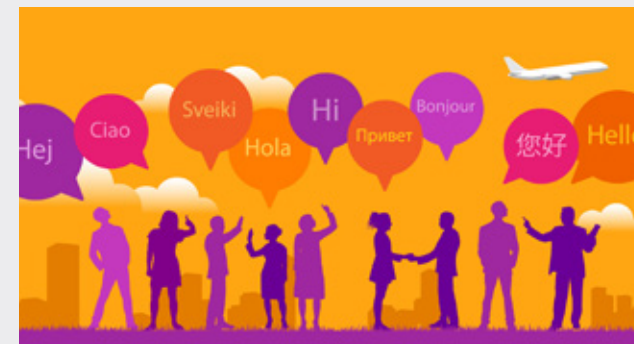
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The world's shrinking, so understanding how to work as part of a global team, effectively, needs to increase. This workshop addressed many of the frustrations we face on a daily basis.

Team leader in an IT Services Organisation

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Book a workshop

Other workshops →

How to increase team engagement

A half-day's honing or a day's deep dive for leaders and managers.
Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

A healthy and strong culture is critical to team engagement and success. Strong cultures are well recognised in the world of elite sport, yet this isn't the case for large swathes of business. Indeed, 85% of workers state they aren't engaged, with 11% actively disengaged. Disengagement is costly – it leads to people doing less than expected or required. This workshop explores the critical areas for building a strongly engaged team.

The difference it makes

A team that fails to consistently perform at its best adversely affects the success of your organisation, your leadership and your individual team members. That's a costly and disruptive outcome no one wants. It's also entirely preventable if all team members are engaged and can find ways of effectively working together. But time is finite and in a business world

with competing priorities it can be difficult to carve out time for team engagement. You'll leave with an understanding of what it takes to engage people, where to concentrate your efforts and have practical tools for better engaging your team - proven to positively improve performance.

The types of things we cover

- The benefits of team engagement and the consequences of disengagement
- Leadership styles, playing to your strengths and knowing when to adapt
- Management and feedback.

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“

Axiom has helped us understand the meaning of employee engagement. We are now much better equipped to motivate our people to execute our business strategy and deliver on our priorities. Axiom has challenged us to go further than I thought possible in a very short space of time.

Senior Leader of a Global Insurance Company

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Book a workshop

Other workshops →

How to read body language and get yours right

A half-day skill builder for everyone. Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

Our non-verbal body language communicates much more than you might think. It's particularly important during times of uncertainty – it can make you more memorable, believable and inspire confidence in others. This session helps you better align your verbal and non-verbal language for greater impact.

The difference it makes

You'll be able to identify and understand the impact of different gestures, postures and expressions. These tell-tell signs will help you read an audience and adapt your approach to keep them engaged. Having learned how to align your words with your non-verbal body language, you will also increase your authenticity, trustability and memorability.

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The types of things we cover

- Common pitfalls in misinterpreting body language
- Ensuring your body and verbal language match
- The importance of matching and mirroring
- How body language can help you choose the words you use to improve engagement.

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“

I'm already fluent in three languages and can now confidently speak body language too! It's proving a powerful tool in helping ensure I'm understood.

International Marketing Manager in a Global Medical Supplies Company

Where do I go from here?

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Book a workshop

Other workshops →

How to get people asking great questions

Two-hour skill builder for everyone. Delivered face-to-face, or virtually.

At a glance

There is nothing more demoralising than that moment during a meeting, briefing or presentation when you ask: "Any questions?" only to be met with deafening silence. Great questions are at the heart of healthy dialogue, something that's critical to team engagement and business success. Yet getting people to ask questions isn't at all straightforward. This workshop helps you create a safe space, so others have the courage to speak up.

The difference it makes

Great questions clarify ambiguity and increase understanding. To get everyone pulling in the same direction, you need them all on the same page – you need clarity. If people aren't clear on your overall direction or what is expected of them, results will be sub-optimal. You'll learn the techniques for getting people to overcome their fears and extract great questions.

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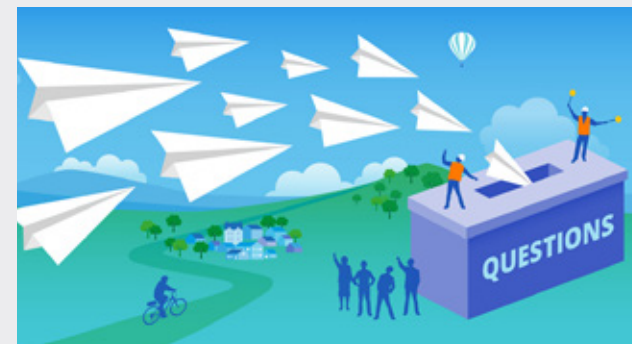
The types of things we cover

- The benefits of getting people asking great questions
- Avoiding tumbleweed moments
- Techniques for getting others to talk
- Active listening and the importance of body language
- Question cards.

Want something included in this workshop that isn't covered?

We give you the flexibility to 'mix and match' content, duration and depth to build a customised workshop that meets your organisation's precise needs.

Our two-hour skill builder sessions, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £100 pp.



“

When I called for questions at town hall meetings you could hear a pin drop. Applying the techniques I learned with Axiom has resulted in vibrant interactivity and led to action being taken.

VP, Operations in a World-leading
Financial Services Institution

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

Call or email us now:

+44 (0) 33 3088 3088

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Book a workshop

Other workshops →

How to handle difficult questions

Two-hour skill builder for leaders and managers.
Delivered face-to-face, or virtually.

At a glance

Many leaders are scared at the thought of being confronted with a difficult question. The fear of being caught out can curtail communication and negatively impact leadership effectiveness. Whether you are speaking to investors, journalists, colleagues or customers this workshop is designed to help you to embrace questions and handle even the most difficult.

The difference it makes

You'll gain greater levels of confidence when dealing with 'killer' questions.

The types of things we cover

- Projective listening
- Building rapport
- Mirroring language and body language
- Staying on messages
- Pacing, leading and bridging
- Acting with authenticity and integrity
- Ending on a positive note.

About our workshops

Axiom offers a wealth of interactive workshops, which span the critical skills for successfully navigating today's ever-changing business world. The focus is on practical application, so participants leave with the tips, tools and techniques for immediate implementation. What we share works in the 'real world' because we are experienced practitioners with more than two decades practical delivery expertise. To meet our workshop facilitators [click here](#)

Want something included in this workshop that isn't covered?

We give you the flexibility to 'mix and match' content, duration and depth to build a customised workshop that meets your organisation's precise needs.

Our two-hour skill builder sessions, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £100 pp.



“

I used to keep a low profile following major announcements. Now I'm far happier to 'grasp the nettle' and no longer fear being visible or tackling tricky topics head on.

Director in an Energy Sector Business

Where do I go from here?

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Book a workshop

Other workshops →

How to improve your management style and get more from your people

A half-day's honing or a day's deep dive for leaders and managers.
Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

Being a people manager isn't easy, but effective management determines their success and yours. There are different ways to manage different people and situations. Understanding these differing methods and knowing when and how to best employ them, can make a massive difference to getting more from those you manage.

The difference it makes

You will discover the different styles of management and the positives and negatives of each. You will identify and explore your own personal style and understand the skills needed to take you to the next level.

The types of things we cover

- The different management styles and the pros and cons of each
- Your management style and its impact
- Securing 360-feedback and understanding what people think of you
- Developing your personal management style and an accompanying personal plan
- Understanding personal motivators for delivering better performance.

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Our one-day workshops, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £200 pp.



“
This workshop was invaluable to our organisation and how we can all make a much bigger difference.

General Manager in a Global Manufacturing Company

Where do I go from here?

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Book a workshop

Other workshops →

How to protect the mental health of those around you

A masterclass for leaders and line managers. Delivered over two-days face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

Mental health is a critical, yet often ignored, aspect of workplace Health and Safety. This workshop is designed to raise awareness of mental health and reduce the stigma surrounding mental health issues. It's a must for anyone with people management responsibilities.

The difference it makes

The masterclass empowers you to identify, understand and support others experiencing mental health challenges. This practical two-day workshop provides you with the skills, knowledge and confidence to recognise the symptoms of mental health issues. Successful completion results in qualification as a Mental Health First Aider through Mental Health First Aid England.

About our workshops

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The types of things we cover

- Identifying, understanding and helping someone who may be experiencing a mental health issue
- Recognising mental ill-health warning signs
- Listening, reassuring and responding - even in a crisis or to prevent crisis
- Developing the skills and confidence to approach and support someone while keeping yourself safe
- Empowering someone to access the support they might need
- Understanding how to support positive wellbeing
- Tackling stigma in the world around you.

Want something included in this workshop that isn't covered?

We give you the flexibility to 'mix and match' content, duration and depth to build a customised workshop that meets your organisation's precise needs.

Our multi-day masterclasses, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £400 pp.



An amazing course! I have reflected on my own wellbeing as well as those around me and I'm now a much better boss and, I'd like to think, person too.

Regional Manager, National Healthcare Sales

Where do I go from here?

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Book a workshop

Other workshops →

How to have difficult conversations

Two-hour skill builder for leaders and managers.
Delivered face-to-face, or virtually.

At a glance

Nobody enjoys a difficult conversation but in business sometimes these conversations are necessary. The trick is having everything you need to conduct them in a smooth and professional manner. This practical straight-talking session is a must for any leader.

The difference it makes

Using real world scenarios you will learn to recognise and take responsibility for your leadership role and the need for that to include having difficult conversations. You will understand how to plan, deliver and prepare for the outcome of your difficult conversation. You will get the opportunity to rehearse in a safe environment and hone your emotional intelligence skills.

About our workshops

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The types of things we cover

- Working with your real world conversations and messages
- Planning for success
- Understanding and empathising with your audience
- Delivering quality communication every time
- Keeping your communication on track
- Preparing for what comes after your difficult conversation.

Want something included in this workshop that isn't covered?

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Our two-hour skill builder sessions, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £100 pp.



..... “
No one looks forward to having difficult conversations but I now feel much better equipped to do so. I left this workshop with useful tactics for avoiding, what I now understand to be, common pitfalls.

Department Head in Local Government

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

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Book a workshop

Other workshops →

How to create positive outcomes: good, bad and no stroking

Two-hour skill builder for leaders and managers.
Delivered face-to-face, or virtually.

At a glance

We aren't talking tactile 'stroking' here. In the workplace, stroking is emotional recognition for another person. Positive strokes feel good when they are received, contributing to a recipient's sense of wellbeing. Conversely, negative strokes hurt and make a recipient feel uncomfortable. Stroking can be a powerful management technique for creating positive outcomes in others.

The difference it makes

You will be introduced to the stroking model. This will help you better understand the impact your actions have on the behaviour of others and will help you have more positive interactions to secure 'win-win' outcomes.

The types of things we cover

- The stroking model and the different types of strokes
- Parent, adult and child states
- Creating positive outcomes between people.

About our workshops

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I now understand what strokes are and see the importance of providing 'different strokes for different folks'. Equally, I can see the devastating impact that negative strokes, or worst still 'no stroke' can have on another person.

Supervisor in an International
Transport Sector Business

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

Call or email us now:

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Book a workshop

Other workshops →

How to performance manage your team to deliver better results

A day's deep dive for anyone managing people. Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

When it comes to people, one size doesn't fit all. Managing your team and the performance management of the individuals within it isn't a one size fits all strategy either. This workshop helps you identify effective ways to performance manage your people, so you get through to them and give them clearly defined improvement goals.

The difference it makes

If some of your people are missing the mark and you want to understand how to better manage them to rectify it – this workshop is for you. Using the Straight 'A's Approach (Awareness, Acuity, Agility) you will explore why under-performance may be happening and what you need to do differently to help your people towards better performance.

About our workshops

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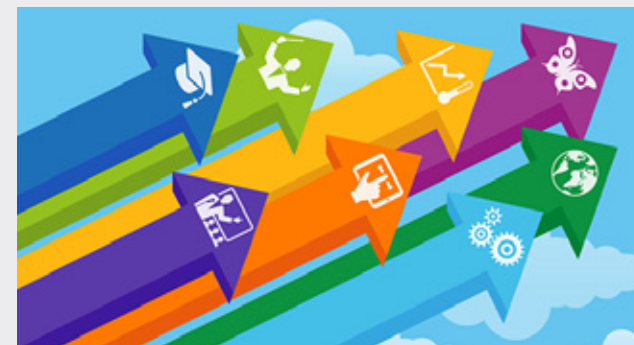
The types of things we cover

- Why underperformance occurs
- The blame game and the benefits of better performance management
- How to tailor and better manage performance
- Use of the Straight 'A's Approach.

Want something included in this workshop that isn't covered?

We give you the flexibility to 'mix and match' content, duration and depth to build a customised workshop that meets your organisation's precise needs.

Our one-day workshops, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £200 pp.



“

I learnt so much on this programme about how to get the best out of my people and that they need a different approach from me.

Department Manager in a UK Retail Company

Where do I go from here?

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Book a workshop

Other workshops →

How to manage and communicate change

A masterclass for anyone managing people through change.
Delivered over two-days face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

There are three certainties in life: death, taxes and change! While change in business is vital, its constancy doesn't make it any easier. There are, however, proven methods for giving you the confidence and capabilities needed to manage and help your people through sustained step-change.

The difference it makes

Why do people deal with change differently and how do you adapt your management style to help everyone successfully through? You'll leave this workshop equipped to understand and ready to better implement change.

The types of things we cover

- The why, what, where, when and how of change
- Reactions to change – understanding what to expect and why
- The change curve and techniques for getting people through it
- Communication, communication, communication – its critical importance in successful change.

About our workshops

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Want something included in this workshop that isn't covered?

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This multi-day masterclass programme, based on ten participants, can be expertly designed and delivered to meet your tailored needs from as little as £400 pp.



“
The best thing about this event was understanding how to take your people with you by using different techniques. Incredible stuff!

Manager in a UK Retail Company

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

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Book a workshop

Other workshops →

How to become a great manager for those new to people management

A masterclass for anyone new to managing people, consisting of two days, delivered face-to-face, over two months, or in a series of shorter sessions if delivered virtually.

At a glance

Becoming a people manager for the first time can be daunting. This comprehensive workshop provides upcoming and new people managers with the basics for putting their best foot forward and keeping it there.

The difference it makes

You will learn how to balance line management with your other responsibilities, how to better engage people and how to conduct the wealth of tasks involved in delivering great people management outcomes.

The types of things we cover

- The essentials for managing and leading people
- Your management style and its impact
- Running meetings, briefings and one-to-ones
- Having difficult conversations
- Motivating people and delivering performance.

About our workshops

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..... “
I've never managed anyone before so didn't really know where to start. I couldn't wait for this event and wasn't disappointed with how practical the learning was.

Manager of a UK Design Business

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

Call or email us now:

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hello@axiomcommunications.com

Book a workshop

Other workshops →

How to improve business performance by getting Straight A's in Interpersonal Excellence

A masterclass for everyone. This one day programme also includes optional one-to-one confidential feedback and coaching. Delivered face-to-face, or in a series of shorter sessions if delivered virtually.

At a glance

The ability to build and nurture mutually successful relationships with those around you is key to success in all walks of life. If only there was a formula for developing interpersonal excellence... Well we think there is and it involves getting three straight A's, in self-awareness, astuteness and agility. And the good news is making the grade is something we can all achieve. Using the well-respected profiling tool, DISC, to provide a framework and a common language this workshop will help you unlock the potential of every interaction you have with people who are like you – and those who are not.

The difference it makes

You'll gain a greater understanding of yourself and be able to pinpoint why you work well with some people, while with others you don't. This course will challenge you to think about how you might need to adapt your own working style and develop approaches to help you work successfully

with everyone around you. This practical outcome-oriented workshop, goes way beyond just getting a report that tells you what your partner in life already knows. It gives you the tools and techniques to apply that knowledge and get the best possible results from the relationships you are focussing on.

The types of things we cover

- Understanding the DISC profiling tool and how to apply it
- Enhancing your self-awareness, what works for you, what doesn't and why
- Increasing your ability to 'read' others, what works for them, what doesn't and why
- Strategies to create win / win outcomes with your boss, your colleagues, customers and stakeholders, even with family members at home
- Highly recommended private and confidential coaching to help you get the most from the programme.

About our workshops

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“
I had a critical stakeholder at work that tested my patience beyond belief. Every time we met, I'd walk away hugely disappointed and inwardly angry. Then I'd spend hours afterwards reflecting on those meetings only to become yet more frustrated. DISC genuinely surprised me. It helped me understand why I found that relationship so difficult. I changed my approach and it positively transformed our relationship.

Regional Manager in a Retail Bank

Where do I go from here?

If you like the sound of this or any of our workshops, we'd love to partner with you.

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hello@axiomcommunications.com

Book a workshop

Other workshops →

How to present brilliantly online

Two-hour skill builder for presenters at all levels. Delivered virtually.

At a glance

The increase in remote working and the reduction in business travel mean that many of us spend much of our day on Zoom calls and in MS Teams meetings. So how do you get your presentations to stand out from the crowd and make a big impact when everything looks the same on the small screen? This workshop provides the answer and can be run for teams, or groups of presenters about to speak at an online event. We can also extend the workshop to partner with presenters on a one-to-one basis to help shape their content and rehearse them for high profile speaking engagements.

The difference it makes

Participants will leave the workshop inspired to take the best practices from the 'old world', together with new tips, tricks and techniques for the digital age, to deliver brilliantly online.

Your new found confidence will make your presentations leap off the screen straight in to the hearts and minds of your audience, getting them to sit on the edge of their chairs... the front edge, ready to take action – based on what you've told them.

The types of things we cover

- Clarifying the purpose of your presentation
- Structuring your presentation for maximum effect
- Tips and techniques for prioritising your content
- Using your camera to best effect
- Online body language
- Driving up interactivity
- Tech to harness, beyond Zoom and MS Teams.

About our workshops

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“
I learnt so many easily implementable ways to help me present and engage better online – all brought to life for real, in an online workshop of course.

High Potential Programme participant
Global Portfolio Business

Where do I go from here?

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