

Jacqueline McGregor
Fulfil Your Potential

Training Brochure

Training courses that help your organisation reach its full potential and support your employees' growth and development

Provided by **Jacqueline McGregor**
Freelance - Business Coach and Organisational Development Consultant



Mobile: 0794 409 7165
www.jmpotential.co.uk
Email: Jacqueline@JMPotential.co.uk
LinkedIn: <https://uk.linkedin.com/in/jmpotential>

Remote Working suite of courses

Topic	Target audience	Course contents	Duration (virtual)
Leading and Managing Remote Teams	Line Managers looking for tips to engage a remote workforce	<ul style="list-style-type: none"> • Appreciate the differences between onsite working and remote working • Planning and running effective team sessions • Tips on communicating with remote workers • Tips to engage with remote workers, build trust and relationships • Setting clear goals, managing workloads and deliverables • Using Technology to stay connected 	2 hrs
Remote working (how to be an effective home worker including tips around Time Management)	Anyone new to home working or those looking for tips to improve their home working skills	<ul style="list-style-type: none"> • The pros and cons of working from home • Establishing 'work space' boundary in your home • Recognise the importance of setting expectations, building trust and relationships with your line manager and colleagues • Using technology to stay connected • Be a productive remote worker by establishing the priorities, setting clear goals, managing your time effectively and maintaining a healthy work-life balance • Tips to manage distractions including schedule of 'buffer times' to manage personal interruptions • Tips in managing conflict as a remote worker 	2 hrs 30 mins
How to run Virtual Meetings	Anyone new to running virtual meetings and looking to save time, deliver results and improve engagement on virtual calls	<ul style="list-style-type: none"> • Recognise the challenges of virtual meetings, potential pitfalls and how to prevent them • Identify the right digital platform to run your meeting • Appreciate the importance of having in place meeting expectations/ ground rules • Factors to consider when preparing for a virtual meeting • Tips on how to facilitate the meeting and encourage participation, including the use of various functionality and visual aids • Tips on how to present yourself professionally in virtual meetings 	1 hr 30 mins
Emotional Resilience (including tips on maintaining a healthy work-life balance)	Anyone looking for tips to manage and reduce workplace stress	<ul style="list-style-type: none"> • Describe emotional resilience and the benefits to be able to mentally or emotionally cope with a crisis • Define the term stress and what causes it • State the difference between pressure and stress • Identify techniques to challenge negative thinking • Recognise the symptoms of stress and learn methods for developing emotional wellbeing 	1 hr 30 mins

Leadership suite of courses

Topic	Target audience	Course contents	Duration (virtual)
Leading Change	Line Managers/ Business leaders who have to lead their team or organisation through a period of change	<ul style="list-style-type: none"> • State the difference between Change and Transition • Appreciate the phases within the Transition plan • Identify tools and techniques to manage self and others through change • Describe tips to develop and manage resilience • Recognise the importance of having in place a communication plan • Review RAG status framework as a tool to manage change 'readiness' levels 	2 hrs
Building Resilient Teams	Line Managers looking to develop personal resilience and coping strategies when dealing with stress, not only for themselves but for their team too	<ul style="list-style-type: none"> • Describe emotional resilience and the benefits to be able to mentally or emotionally cope with a crisis • Define the term stress and what causes it • State the difference between pressure and stress • Identify techniques to challenge negative thinking • State the impact of stress on the Business/ team • Identify the causes of stress and how the manager can be a source of stress • Recognise the symptoms of stress and learn methods for developing emotional wellbeing 	3 hrs
The Role of a Leader	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> • Raise awareness of Emotional Intelligence and the impact of this on others • Review the company values and recognise how to support staff to attain these • Identify and explore Leadership styles • Recognise and be aware of your preferred leadership style and the impact it has on your work • Recognise the roles and responsibilities of a Leader 	2 hrs
Coaching skills	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> • What is coaching? • Skills of a coach • When & why should you coach • Coaching framework • Tips on coaching questions • Review typical workplace coaching scenarios 	2 hrs 45 mins
Mentoring skills	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> • Define the mentoring relationship, it's different phases and the roles & responsibilities • List and define the qualities of a good mentor • Define and manage the mentoring process • Demonstrate the skills and approach needed in a mentor and mentee meeting • Identify potential mentoring pitfalls and solutions 	2 hrs
Motivation skills	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> • Define motivation in the workplace • Explore various theories of motivation • Identify what motivates their team • Recognise challenging behaviours in the workplace, some of the games people play and develop strategies to manage these 	1 hr 45 mins

Leadership suite of courses

Topic	Target audience	Course contents	Duration (virtual)
Delegation skills	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> Identify tasks that can be delegated and the best team member to delegate these tasks to ensure success Explain the barriers to delegation and what stops us from delegating Describe the benefits of effective delegation and the effects of good delegation Explain steps of delegation Use questions to generate buy-in, coach and confirm understanding 	2 hrs
Conflict Resolution	Anyone looking for tips to prevent and manage conflict situations in the workplace	<ul style="list-style-type: none"> Explore own personality preferences and style and understand how this impacts others Define conflict in the workplace Identify the signs of conflict in the workplace State the cause(s) of conflict in the workplace State the modes people use to address conflict Identify your preferred mode to address conflict Review examples of workplace conflict scenarios and identify a suitable approach to manage the situation 	2 hrs
Holding Difficult Conversations	Line Managers looking for techniques that will make it easier for them to handle difficult conversations in the workplace	<ul style="list-style-type: none"> Appreciate the importance of preparing for a difficult conversation Identify techniques to handle difficult conversations Practice conducting a difficult conversation/ review typical work scenarios that involve difficult conversation Recognise when to escalate an issue or attain appropriate guidance 	1 hr 30 mins
Performance Appraisal	Potential leaders or those new in a Leadership role	<ul style="list-style-type: none"> Recognise the importance of preparation for an appraisal Identify the key stages of an appraisal Set achievable and measurable objectives/ targets for the appraisee Recognise typical mistakes that can occur in an appraisal 	3 hrs
Interviewing skills	Potential leaders or those new in a Leadership role looking for guidance on how to seek the right candidate for their team	<ul style="list-style-type: none"> Identify the stages of an Interview Competency Based Interview (CBI) technique - what is it and why use it? How to develop interview (CBI) questions Typical 'pitfalls' of interview questions State the legal implications associated with recruitment Guidance to select the right candidate for a position 	3 hrs

Personal Effectiveness suite of courses

Topic	Target audience	Course contents	Duration (virtual)
Influencing skills	Business leaders/ anyone looking to develop their influencing and persuasion skills	<ul style="list-style-type: none"> • What is influencing? • Emotional Intelligence and the impact of this on others • Reflect on how you might come across by exploring tools like Transactional Analysis • Recognise the importance to develop working relationship through exploring Emotional Bank Account model • The importance of preparation and questions to consider • Identify strategies for influencing others and be able to practice this 	3 hrs
Managing Internal Discussions	Anyone looking for strategies to handle difficult conversations successfully in the workplace	<ul style="list-style-type: none"> • Appreciate the importance of preparing for a difficult conversation • Identify techniques to handle difficult conversations • Practice conducting a difficult conversation/ review typical work scenario that involve difficult conversation • Recognise when to escalate an issue or attain appropriate guidance 	1 hr 30 mins
Assertiveness skills	Anyone looking to become more confident and assertive to achieve their desired outcome, when communicating with others	<ul style="list-style-type: none"> • Explain the difference between passive, assertive and aggressive behaviour • Demonstrate techniques of assertive behaviour • Learn how to communicate assertively in what you do as well as what you say • List the steps to assertiveness 	3 hrs
Time Management skills	Anyone looking to work smarter not harder and get some tips to manage time more efficiently and reduce stress	<ul style="list-style-type: none"> • Draw up a to-do-list to get an overview over activities and milestones • Draw up a daily plan in accordance with prioritisation of tasks, considering “buffer times,” energy levels and temporary allocation of distractions • Identify technology to streamline workload • Identify tips to overcome time wasting habits • Recognise how to be more efficient by reflecting which tasks to delegate 	1 hr 30 mins
Presentation skills	Anyone looking to improve their communication delivery style and the impact of their business presentations	<ul style="list-style-type: none"> • List the factors to consider when preparing a presentation • Develop your objectives for a presentation • Tips on how to design & deliver a presentation that meets the needs of your audience • Use a defined structure to create a professional presentation • Prepare for questions • List ways to overcome presentation anxiety • List criteria for effective presentation 	3 hrs
Communication skills	Anyone looking to develop their interpersonal skills and build rapport with others in the workplace. The course covers effective communication strategies to enhance understanding and verbal communication with others	<ul style="list-style-type: none"> • Define communication • Explore Transactional Analysis, Emotional Bank account and NLP models in relation to communication • Develop listening and questioning techniques 	1 hr 30 mins

General Business suite of courses

Topic	Target audience	Course contents	Duration (virtual)
Customer Service skills	Anyone looking to refresh their skills or hone their Customer Service skills to provide better quality service	<ul style="list-style-type: none"> • Appreciate and state why Customer Service is important • Increase the quality of their Customer Service by; <ul style="list-style-type: none"> - Focusing on their awareness skills - Making the customer feel valued and welcome - Finding out and meeting customer needs and wants 	2 hrs
Professional Boundaries on Social Media	How confident are you that your staff or colleagues don't post anything that could jeopardise the reputation or image of your business? This course is for anyone that deals with Social media in their workplace	<ul style="list-style-type: none"> • State what is professional boundary? • Identify acceptable versus unacceptable behaviour in use of social media • Recognise the impact of social media on professional boundaries • Review examples of social media legal cases • Recognise the appropriate channels to escalate issues of concern • State the actions/ support required to embed professional boundaries 	1 hr 30 mins
GDPR – Is your business ready?	Anyone looking for an introduction to GDPR and guidance on how to prepare their business to be GDPR compliant	<ul style="list-style-type: none"> • Recognise why General Data Protection Regulations (GDPR) was introduced and how it impacts your business • Identify the key changes (GDPR) • Identify the steps to take to prepare your business for GDPR and utilise the templates provided to help your business readiness for GDPR 	1 hr 30 mins

Please note that courses can be delivered as virtual or on-site courses.

Testimonials

Due to Jacqueline being able to deliver virtual courses, a client (World leading clinical trial laboratory services provider) was able to 'open' the courses to staff located in various countries. The types of courses provided included **Leading Change, how to Lead Remote Teams, tips on working from home and Developing Resilience.**

It was particularly beneficial for staff to receive this support during the Covid-19 pandemic to help them adapt during the crises. Below is some of the feedback received...

"I really enjoyed the webinar and it was good getting the opportunity to chat with colleagues I wouldn't normally get the chance to chat to. Jacqueline is very good at explaining things and has a very relaxing and calm mannerism. This is my second webinar with her and I have found both of them quite therapeutic which leaves you feeling refreshed and motivated" (Q² Solutions Ltd)

"...it has helped me adapt to the changes of working from home..." (Q² Solutions Ltd)

"...I now feel more calm about taking on the new change" (Q² Solutions Ltd)

"I thought the webinar was really well run, it wasn't too much information and a good balance of time for each person to participate and contribute. I really like the virtual break outs too" (Q² Solutions Ltd)

Following a request to deliver a Communication skills course within one of the Care Homes at Abbotsford Care Ltd (Fife,) Jacqueline designed and facilitated a be-spoke workshop (for 60 staff) to identify the cause for the lack of communication and establish the way forward for the team to work more cohesively. The workshops included tips and techniques to **Effective Communication and Teambuilding.** Feedback from the workshops included...

"Good teambuilding exercises, opportunity for all to express their feelings" (Suzanne Docherty, Quality Assurance Manager, Abbotsford Care Ltd)

"I thought the training was excellent and as a group we learned a lot about other people's roles" (Helen Brewster, Charge Nurse, Abbotsford Care Ltd)

Evaluation meetings were held following the workshops and consultancy provided; the results showed an increase in Care Inspectorate grade, decrease in customer complaints and 91% of staff stated they had seen an improvement in the workplace. Below are some of the highlights and comments received from staff...

- Raised self- awareness - "People are making more effort and putting into practice what we learnt" ... "I am more aware of how I might be coming across..."
- Review of processes - For example to remind staff the importance of handover between shifts "I pay attention more at handovers whereas before (the workshop) I was rushing to get started," Introduction of the 'Information folder' to help communication flow has been well received and it was mentioned that Care plans are regularly updated.
- Improved communication and staff involvement - Regular meetings are now held. Staff feel they're listened to, their ideas are taken on board and they feel involved.
- Team changes was well received- a worker commented that a "change of team has been positive...we are learning to adapt (and) take on a more positive attitude"
- Improved team morale – Feedback showed "... people are more open, they seek clarification if unsure and avoid looking for faults in others. "
- Improved relations between management and staff – With comments like ... "They (Management) are more approachable than I thought" ... and come across more "engaging, taking an interest, actively listening."

Testimonials

Feedback from '**Assertiveness skills**' training and coaching provided by Jacqueline;

A client who's work performance had previously been affected due to being unassertive showed a more structured approach to work and her productivity levels increased. To add, the individual stated "I feel more confident, I don't worry about what I'm coming into...Because my confidence is improving, my goals are furthering..." (Abbotsford Care Ltd)

Another example is a client who struggled to manage his emotions consequently faced difficulties building trust and relationships with colleagues. Following the Assertiveness skills program, he stated "previously I would have got angry at an email and not done anything about it whereas now I will state what needs to happen... I am learning to not get angry and to put things into perspective.... I feel I can now walk away thinking I have given my side / stated my point of view" (Engineering firm in Fife, Scotland)

Feedback from **Personal effectiveness training** provided by Jacqueline;

"NLP area I found interesting and hope to use to greater effect. Good course – interesting to join so many other parts of Scottish Rugby" (Graham Shiel, Academy Coach, Scottish Rugby)

"Good course and makes you step back and think about how you communicate and how you could be more effective in certain situations" (Scottish Rugby)

Following design and delivery of a bespoke **Customer Service skills** course for Edinburgh Napier University Student Association. Feedback received from the Client was as follows...

"Just a note to say thank you so much for arranging the Customer Service Training for the Student Administration Team..., Jacqueline McGregor, was excellent. The session was obviously pitched at the correct level as all of our Team participated well during the session and we had very good feedback from them."

Due to the positive feedback received, Jacqueline was provided the opportunity to design and deliver a be-spoke Customer service skills program for another functional area within the University that had been facing customer complaints. The customer service skills program was delivered to 210 staff.