

Update on how customers are using our interactive drama and activity based training

Our most popular courses last year

1. Equality & diversity by far
2. Handling conflict/lone working
3. Bullying and harassment/
Dignity at work
4. Performance management/
Difficult conversations
5. Absence management
6. Recruitment & selection
7. Presentation skills for the modern age

Working with austerity!? Training budget slashed?



We realise that some of our customers have had their training budgets slashed and have responded accordingly...

We have been redesigning some of our sessions and for one particular client designed a 45-minute pint sized session on Equality & Diversity that was fully interactive yet hit all the key points!

Can't be done? We thought so at first but with the help of Mentimeter, a new(ish) app that lets people get involved with their smart phones we cover the basics in a high impact session that really gets the key points across!

The benefits are simple. A pint-sized session carries more impact than an equivalent e-learning module and takes far less time.

Email viv@nelsontraining.co.uk or phone us on **01684 311287** for more information or to discuss.

Training Needs Analysis for Team Leaders? An innovative and effective approach using role-play actors



One of our clients wanted to ascertain exactly what people skills were needed for their existing and up and coming team leaders so together we designed a 'skills gap' day at a local hotel where the staff were required to test their skills at four different challenging conversations.

Actors posed as team members and in four individual case studies they were required to deal with:

- A team member who needed to be motivated
- A team member who had suggestions for improvement and needed to be listened to
- A team member who refused to work according to the requirements as 'their way was better', and,
- A challenging but hard-working team member who remonstrated at a team briefing when told about the new shift change

We designed observers' sheets for consistency and measured where the people skills gaps were. We were not asking staff to role play but instead be themselves. We call this real play.

After every real play they were asked if they had a second chance what would they do differently? This was to give them two bites of the cherry in case nerves got in the way.

What came out was a clear understanding of the needs of the team leaders. Guess what was top of the list? Difficult Conversations!

To learn more about how this might help your managers or recruitment, just drop a line to Viv Nelson or Jon Mortimer at viv@nelsontraining.co.uk or phone us on **01684 311287**.

Avoid the 'pitch-forked into the training room' syndrome

There are staff who hate training. We have to acknowledge that. It takes them out of their comfort zone; it might expose them to stressful 'literacy issues' which they're not prepared for. It might just embarrass them and make them feel threatened. It can just seem a 'tick box waste of time' to those who would rather be getting on with their job.



We think that our sessions overcome this kind of understandable negativity. We reassure delegates right at the start that there won't be anything boring or irrelevant and they won't have to role play. The biggest smiles we get are when we tell them that there won't be any PowerPoint!

Using drama and humour we can keep them completely engaged making them even forget that they're in a training room! Ideal for staff who usually work outdoors and don't fancy sitting down all day! We've trained refuse collectors, civil enforcement officers, street cleaners and planning enforcement officers using sketches which they can identify with and engage with.



Video for e-learning, induction or training

Many of our customers don't realise that Nelson Training is a one stop shop for cost effective video production.

Whether for inserts into e-learning, part of an induction programme or for trainers to use as part of their sessions, we can bring out the hidden thespian talents of your own staff, as we have done for a recent induction video for agency staff at Rugby Borough Council's Works Services Unit.

We can, of course, use Nelson Training's experienced role play actors to illustrate any scenario that you wish to show. We have all the necessary equipment and facilities from pre through to post production and can deliver the video in any format that is most suitable for you.

To learn more about how this might help personalise your e-learning or internal training programmes, just drop a line to Viv Nelson or Jon Mortimer at viv@nelsontraining.co.uk or phone us on **01684 311287**.

Council Elections 2nd May 2019

This year's Council Elections are likely to introduce many new Members to an unfamiliar environment.

Our interactive, drama-based Council Member training programmes have always proved popular and have won many fans for presenting often dry subjects in an entertaining way.

The fact that we'll do evening training sessions often helps too.

We are always happy for officers to attend these sessions.

Over the past year, our most popular sessions for member training have been:

- Chairing and meetings skills
- Scrutiny skills
- Public speaking and presentation skills
- Equality and diversity including the Public Sector Equality Duty
- Handling the media
- Handling difficult constituents

Members often comment on how refreshing these sessions have been and 'old hands' often come along and don't regret revising their existing skills.

We also offer specialist training for Council Officers and can often combine staff and member training in the same day.

Email viv@nelsontraining.co.uk or phone us on **01684 311287** for upcoming available dates or for more information.