



# Developing Your People : Live Webinars

Low cost, high impact development sessions addressing the skills, knowledge and understanding your people need now.

Focused on wellbeing, empowerment and resilience, there are 15 webinars to choose from.

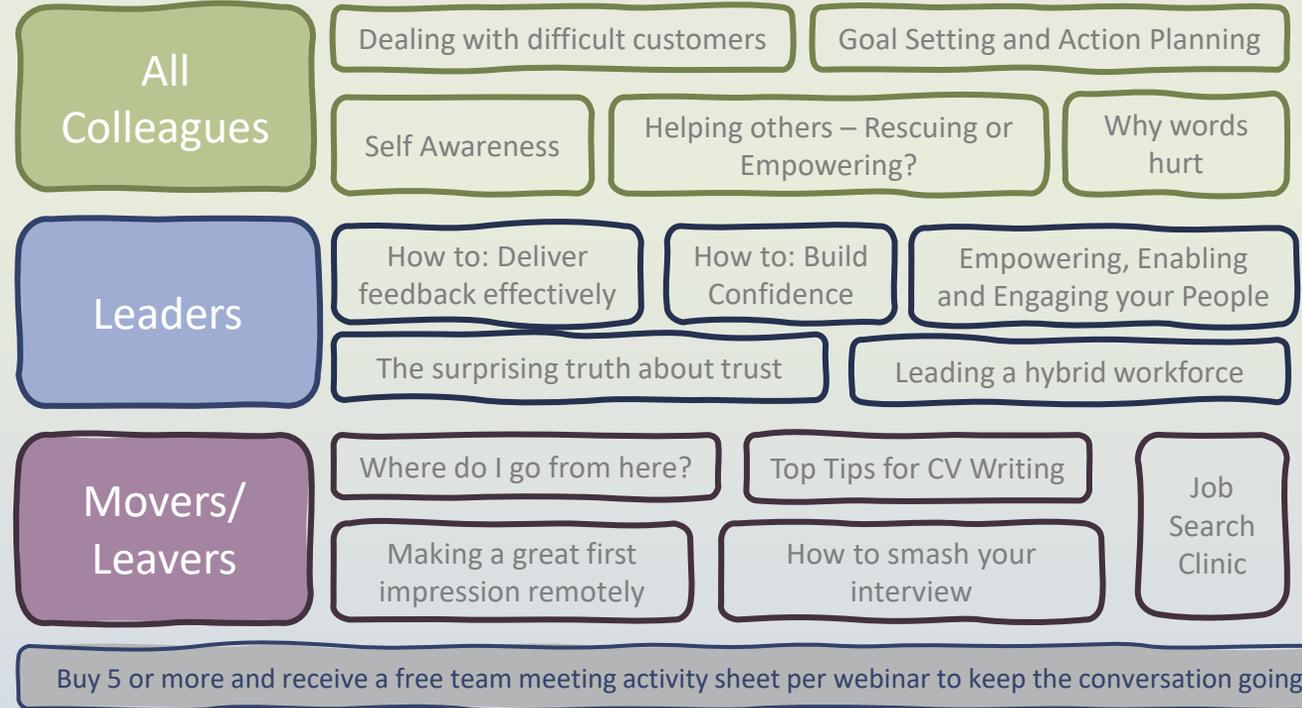
Some are suitable for all colleagues, some tailored specifically to people leaders and some to people who may be moving on.

## Here's how it works...

- Each webinar is £500\*. It's delivered live, exclusively to your organisation, on your preferred platform, available for you to record and keep and there is NO LIMIT on the number of attendees.
- Pick any number of webinars from any of the categories – mix and match as you wish, it's a fully flexible programme.
- Each webinar is 55 minutes. Up to 25 minutes of content, 15 minutes of breakout discussion and 15 minutes of Q&A.
- Live delivery encourages interaction and engagement with the host and other attendees, and allows for Q&A at the end of each session.
- In addition to the live delivery, you receive a pdf bundle post webinar that includes key slides from the session plus tools, models or further activities (as appropriate).
- Remember - you pay just £500\* for each live webinar and there is no limit on attendees. Invite 20 people and that's the equivalent of £25 per person. Invite over 100 and it's less than £5 per person. Amazing value!
- Email [info@boosthr.co.uk](mailto:info@boosthr.co.uk) to book your webinars now.

\* Excludes VAT.

*Just £500\* per live webinar      Unlimited Attendees*  
*Yours to record, share and watch again*



# Developing Your People 🌟 Live Webinar Selection

## All Colleagues

**Dealing with difficult customers:** It's one thing dealing with angry, shouting, upset customers at work, it's quite another when it's happening in your own home. Explore what it is about internal and external customer behaviour that we perceive as difficult and discover approaches you can adopt immediately to lessen the impact, wherever you're working.

**NEW! Goal Setting and Action Planning:** Whether there are aspects of your current role that you want to nail, or you are looking to develop into another role, being clear about exactly what it is you want to achieve, why it matters and how you're going to do it are all crucial to success. Using Boost HRs Action Plan tool, attendees will leave with a method they can repeat time and again. Ideal for Personal Development Plans.

**Self Awareness:** Whether you enjoy your working set-up or not, understanding what it is that you like or dislike and why, is crucial. When you can identify the needs you have and how you can set about meeting those needs, you will feel more fulfilled, energised and productive.

**Why words hurt:** We've all been on the receiving end of constructive feedback, a harsh word or confrontation and we know how it can have a tendency to replay in our mind and lower our mood. In this session, discover why we respond as we do and how to recover safely and quickly.

**Helping others – Rescuing or Empowering:** When we see someone is struggling, we typically want to help. But when we help, we tend to rescue. In this webinar, learn the impact rescuing has, the value of empowering others and some simple approaches you can try with each other right away.

## Leaders

**The surprising truth about trust:** Remote working has thrust the issue of trust between employee and employer into the spotlight. Learn some common misconceptions about trust, how to engender and offer it more easily and some pitfalls to avoid if you want to build trust among your people.

**NEW! How to: deliver feedback effectively:** "It's people's reactions to feedback and not the feedback itself that determines how it affects performance." CIPD, 2016. Learn 6 different feedback models and the scenarios in which they are most effective in this punchy session, guaranteed to deliver take-aways that can be used immediately.

**NEW! How to: build confidence:** Having a team of competent, confident people is what we strive for but sometimes that confidence vanishes. In this session, learn how to keep your own confidence levels topped up and how to engender it in your team so that your people flourish and deliver great customer service.

**Empowering, Enabling and Engaging your people:** Adopting a more non-directive communication style with your people is one of the best things you can do right now as you lead your teams into an emerging future. Learn how introducing more of a coaching approach into your leadership style will benefit you, your people, your customers and your organisation.

**Leading a hybrid workforce:** One of the biggest challenges faced by leaders through the mass move to home-working was leading remote teams. Next, will be the even greater challenge of leading a hybrid workforce where our people are dispersed across different settings. Learn four core skills and approaches to set you and your teams up for success.

## Movers/Leavers

**Where do I go from here?:** Leaving a role, an organisation and your colleagues is daunting. Often, and understandably, there's a rush to find another role and because we like to stick with what we know, we do a similar job somewhere else. In this webinar, learn how to identify your skills, strengths and motivators to help you focus your job search on work that you will enjoy, be motivated by and fulfil you.

**Top Tips for CV Writing:** CV writing is tough! In this webinar, we will share tips on layout, format and content, as well as how to position your experience in a way that makes you more likely to get that all important interview.

**Making a great first impression remotely:** With interviews likely to be conducted remotely for some time yet, this webinar addresses everything from technology to conversation starters. And if your interview is face to face? Most of what we cover still applies!

**How to smash your interview:** The things to prepare for, how to answer competency questions, what to ask at the end of the interview and how to make sure you're memorable - for all the right reasons. A webinar not to be missed.

**Job Search Clinic:** Bring your specific questions, concerns and examples to this open forum and your webinar host will share their tips and experience to help you on your way. (Live only)

*Get in touch*

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