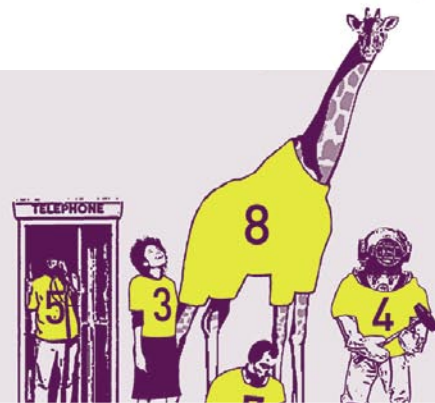


nicholson mcbride

LEARNING AND DEVELOPMENT

High performing individuals.
High performing organisations.



Research demonstrates that those organisations that train and develop their employees produce better performing businesses.

Nicholson McBride has over twenty years' experience of improving organisational, team and individual performance.

What we offer:

Skills training

Our skills development is focused on improving individual performance. We adopt a practical approach combining skills input and best practice to enable individuals to think, feel and act differently.

Our skills development work includes:

- Customer service
- CRM
- Conflict handling
- Communication
- Effective presentations
- Facilitation
- Appraisals
- Managing change
- Competency based interviewing
- Team building
- Influence and persuasion
- Coaching
- Business strategy
- Building relationships and rapport

Leadership and management development

Leaders: Leaders are responsible for enhancing your organisation's functionality and culture. We help leaders to think creatively, inspire others, get results, become role models and create high performing cultures.

Managers: Many managers are promoted on technical ability, with little management training. Getting the basic management tools in place is vital. We work with managers to develop their management skills and provide input on best practice, enabling them to become highly effective people managers.

We design and deliver programmes to:

- Create leaders – identifying and applying inspirational leadership qualities
- Stretch existing managers – taking performance to a higher level
- Accelerate new managers – an intensive introduction to management

Organisational change and development

To achieve successful large scale organisational change, we work with you to understand the unique drivers and circumstances that are particular to your organisation's culture and create the right vehicle to deliver successful organisational change. We will ensure you are putting the right amount of effort into moving the right number of people, in the right direction, over the right period of time.

Examples of organisational change programmes include:

- Communications cascades
- Performance management processes
- New franchise framework
- Employee retention initiatives

The way we work

All our solutions are tailored to fit your organisation's requirements.

Our starting point is to understand your existing processes – the ones that matter – and weave the learning into those.

Sessions are brought to life using a range of techniques – from employing actors in role playing new skills, to designing bespoke board games.

We are not trainers delivering to a set script. We think on our feet. We challenge an individual's thinking, leaving them feeling stretched and motivated.

Measurement

Everything we do delivers measurable results at an individual / organisational level based on Kirkpatrick's four levels of evaluation. All of which ensures change is sustainable.

Level 1: Reactions - measures immediate satisfaction.

Mechanisms include e.g. the use of feedback sheets after every workshop or programme.

Level 2: Learning – measures the degree of learning.

Mechanisms include e.g. online questionnaire or presentation or project, to assess retention and learning.

Level 3: Behaviour – measures the impact on action.

Mechanisms include e.g. 360° feedback to monitor shifts in behaviour and attitude (this could be a repeat of 360° feedback conducted prior to the workshop or programme). Existing employee opinion measures could also be used.

Level 4: Results – measures the impact on the business.

Mechanisms include e.g. rating against existing KPI's e.g. profitability, revenue, business performance, cost savings and reduced lead-times.

There are three entry points to our offer:

