

Virtual Learning

Virtual Training Programmes



fts global



Virtual Learning

Virtual Learning at **fts global** has been on the rise in recent years, and it's really not hard to see why. COVID-19 has now dramatically accelerated this demand.

Our experience in delivering both **LiveLearn180™**, **RealityCoaching™** and even 3 day cohorts for our **Henka Institute™** of accredited coach training means we have learnt the following:

#1 Students learn more than they do in traditional courses:

Virtual courses tend to assure more focus. Generally delegates are more likely to contribute and pay attention if there is a great facilitator and take in more information.

#2 Virtual learning is greener and more efficient:

Virtual learning is certainly a more effective option for students, but it's also better for the environment. The Open University in Britain have found that virtual courses equate to an average of 90% less energy and 85% fewer CO2 emissions per student than traditional in person courses.

Promoting and engaging in this kind of learning can help both individuals and corporations to do their bit for the environment and stick to their own personal environmental goals.

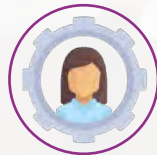
#3 The conversation is more powerful due to fantastic break out room functionality:

Imagine organising Coach training in a physical office for 12 participants - you would need to be looking for at least 4 or 5 break out rooms which can be practically almost impossible. Worse still if the facilitator needs to observe role plays or other interactions it is much more difficult to move between rooms than simply join the virtual break out room. The discretion in face to face environments is severely compromised.



LiveLearn180™

Virtual Learning Sessions of 180 minutes.



FinSell™

Virtual Learning **RealityCoaching™** interventions to support sales teams needing to sell virtually. Please request additional catalogue.



BeingHuman & LeadingHumans™

Virtual Learning Programme created for current and future leadership talent. Please request additional catalogue.



- Henka Certificate™ – Virtual Learning Programme for Managers and Leaders on Coaching Skills in Crisis and Transformation.
- Henka Diploma™ – Advanced Virtual Learning Programme for Managers and Leaders on Coaching Skills in Crisis and Transformation.

Virtual Learning Types

LiveLearn180™

LiveLearn180™ are 3-hour learning interventions conducted over a video conferencing platform. They are facilitated by virtual facilitators, who have significant experience in delivery on virtual platforms.

We have been delivering **LiveLearn180™** for over 4 years producing fantastic results from our corporate clients.

LiveLearn180™ requires individual PC or Laptop with a webcam and access to the video conferencing platform.

Workshop Description

Resilience is the ability to bounce back from adversity. This dynamic workshop looks to work with you on exploring some of the pressures that you might be experiencing both personally and professionally. This course looks at the source of stress, analyses your personal saboteurs; identifies how they may become exacerbated in any given situation and identifies ways in which you can strengthen your own resilience.

At the end of the session you will be asked to commit to a personal action plan for building your personal resilience. You will also be given an audio-file at the end of the course to enable you to continue working on your resilience.

Learning Objectives

- Understand what resilience is and why it is so important.
- Analyse your own personal saboteurs and how they might affect your personal resilience.
- Understand the power of individual choices in developing resiliency.
- Develop techniques for building individual resilience.

Additional Information

The course is highly experiential and interactive. The facilitator will enable you to better understand pressures and resilience through use of powerful questions, discussion and commitment. Through exercises both during the workshop and afterwards, you will learn different perspectives on building your unique resilience strategies.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.



Building Resilience

LiveLearn180™



Building Team Resilience

LiveLearn180™

Workshop Description

Do you feel that your team has a hard time coping with change? Do you have concerns about your team's motivation, engagement or performance levels? How can your team bounce back from changes that are impacting your team members? If you are interested in finding answers to these questions and you want to explore what you can do to boost your team's resilience, then this is the workshop for you.

At the end of the session you will be asked to commit to a personal action plan for building your team's resilience.

Learning Objectives

- Understand what resilience is and why it is so important.
- Explore key qualities of a resilient team.
Analyse the importance of having psychologically safe interactions
- through improved awareness.
- Identify techniques you can use to turn around dysfunctional team behaviours.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

This virtual workshop will provide you with an introduction to coaching and explore how you can develop coaching as a key skill. There will be a true experiential feel to the session and you will get the opportunity to coach others on real business issues and receive personalised and observational feedback.

Learning Objectives

- Understand the difference between coaching and mentoring.
- Discover, explore and practice three key coaching skills: Presence, Listening and Acknowledgement.
- Work with the 'Coaching Continuum' in a practical way.
- Develop great coaching questions that will generate a commitment to action and change.
- Practically use a coaching model (G.R.O.W.) to lead a coaching conversation.

Duration

180 minutes.

Target Audience and Class Size

All people managers and aspiring people managers. 6 participants.



Coaching Skills and Practice

LiveLearn180™



Dynamic Feedback

LiveLearn180™

Workshop Description

Healthy and progressive organisations recognise that feedback is an essential tool in managing performance and understanding how you are performing as an individual. This workshop explores the concept of dynamic feedback and how it can be successfully deployed and embedded in the culture of organisations to help them to improve performance, end products, innovation, communication and motivation.

Through a number of role play exercises, you will be able to practice and improve the way that you both give and receive feedback in a dynamic way. At the end of the session you will be asked to commit to a personal action plan based upon what you have discovered, for encouraging and using dynamic feedback in the workplace.

Learning Objectives

- Understand what dynamic feedback is and why it is so important.
- Understand and practice giving and receiving feedback.
- Explore the concept of feedforward.
- Understanding Radical Candour and when you are deviating from this.
- Identifying obstacles to giving and receiving feedback.
- Embracing the concept of using feedback in a dynamic way.

Additional Information

This course is highly experiential and interactive, with a number of role play exercises to practice both giving and receiving feedback. The facilitator will enable you to better understand the types of feedback, what is meant by « dynamic feedback » and why it is so important, plus the barriers that prevent dynamic feedback and how to overcome them through tools such as Radical Candour and the skills that you have learnt.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

21st Century life means that we are constantly exposed to an ever-increasing number of different people through appointments, interviews, meetings and online, through email and social media.

Communities are more connected now, than at any point in Human history, through the rapid advance of communication technology: This means that views and impressions on both positive and negative interactions or perceptions, have the ability to spread rapidly and with limited ability to control them. As a result, in the overwhelming majority of interactions, especially those that are public or professional, we must convey assurance, competence, inspire confidence and give an excellent impression of ourselves at all times; both in person, as well as virtually.

Building relationships, developing strategic networks, commanding authority when needed and managing your public and professional persona are thus becoming increasingly critical elements of your success, yet at the same time becoming more difficult to achieve.

Learning Objectives

- Understand Personal Branding, what it is and why it matters.
- Identify participants individual strengths and work on improving certain points to better support their underlying message/goal/ image.
- Adapt certain behaviors to better reflect who you are while respecting your personality.
- Understand influencing, what it is and identify your own preferred influencing style.
- Build a personalised marketing plan in order to use your image effectively in order to increase visibility and impact.
- Practice skills using fts global's unique **RealitySimulations™**.

Duration

180 minutes.

Target Audience and Class Size

Managers and Leaders. 10 participants.



Effective Personal Branding

LiveLearn180™

Effective Virtual Meeting

LiveLearn180™

Workshop Description

Meetings can take place physically or virtually. Increasingly, the vast majority of meetings today take place as conference calls or on virtual platforms. Conference calls means that there are no visual cues and virtual platforms have their own advantages and challenges. This workshop will enable you to plan, chair and participate in virtual meetings to ensure you run and participate in meetings with impact.

Learning Objectives

- Understand the importance of agenda setting.
- Discuss the importance of the role of the Chair.
- Learn how to set clear rules of engagement and the importance of tone and pace in the meeting.
- Understand importance of different personality types and impact on meetings.
- Techniques for effective participation including presence and active listening.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

Understanding human motivation is the key to driving performance, both inside and outside the workplace. Join this 2 ½ hour virtual workshop and discover how you can transform the way in which you engage with others and create a positive team dynamic.

As a manager, mastering these skills will result in a more motivated, productive and emotionally stable team. Discover what drives us, how to communicate to motivate your team and what behaviours will help you in your day to day management.

Learning Objectives

- Understand different styles of people within the team.
- Analyse what motivates different people and the importance of communication.
- Identify the fundamentals of motivation and how to engage your team.
- Discover what it means to have an engaged team.
- Understand what actions will build engagement with employees.
- Understand the importance of good delegation and coaching.

Duration


180 minutes.

Target Audience and Class Size

All people managers. 10 participants.

Engaging and Motivating Others

LiveLearn180™



Inclusive Leadership

LiveLearn180™

Workshop Description

Around the world, organisations and customers are becoming more diverse. To remain competitive, organisations must move from diversity to inclusion in order to increase employee engagement and innovation and to win the war for talent.

Inclusion means enabling people to be at the table at all levels of the organisation, being a valued contributor and being fully responsible for contributions to the ultimate result.

Today's leaders must leverage the full power of diversity by honing their inclusive leadership skills. Inclusive leaders can bring out the full potential of their team through maximising self-awareness and by empowering and valuing the unique contributions of individual employees.

Learning Objectives

- Discuss and understand what inclusive leadership means and its key part in your company's purpose, vision and values.
- Improve self-awareness through recognition of blind spots: unconscious bias.
- Understand the impact of unconscious bias and assumptions on one's behaviour.
- Improve objectivity and be able to minimise bias in key processes, such as recruitment and promotion.
- Understand the power of Employee Involvement, including psychological safety and diversity (cultural, gender, educational etc.).
- Learn how to create value and develop trust through inclusive behaviour.
- Develop inclusive leadership skills that enable work-life effectiveness.
- Position yourself as a leader through inclusive communication.

Duration

180 minutes.

Target Audience and Class Size

All people managers. 10 participants.

Workshop Description

This course is design for managers that have little or no experience of managing teams in other locations, or who simply want to improve their skills in this regard.

The way we work is changing – it's fast paced, on-the-go, flexible, and across time zones. When your team are working remotely it's hard to know what they're doing – and whether they're doing it right. It's also more difficult to give feedback over the phone or via email. And on top of that, how do you build team cohesiveness when your teams are applying new flexible working and vacation policies?

If you want to build trust, handle difficult conversations, and hold staff accountable within the context of remote teams applying new flexible and vacation policies, then this course is for you! This interactive, practical and engaging course focuses on how to build a cohesive team in the context of our changing ways of working.

Learning Objectives

- Recognise the challenges and barriers to effective remote teamwork.
- Acknowledge the different team development phases.
- Learn what the best managers do to manage virtual teams.
- Understand how trust is built in teams.
- Acquire skills to hold people accountable within a flexible working environment.
- The case for a Team Charter.

Duration

180 minutes.

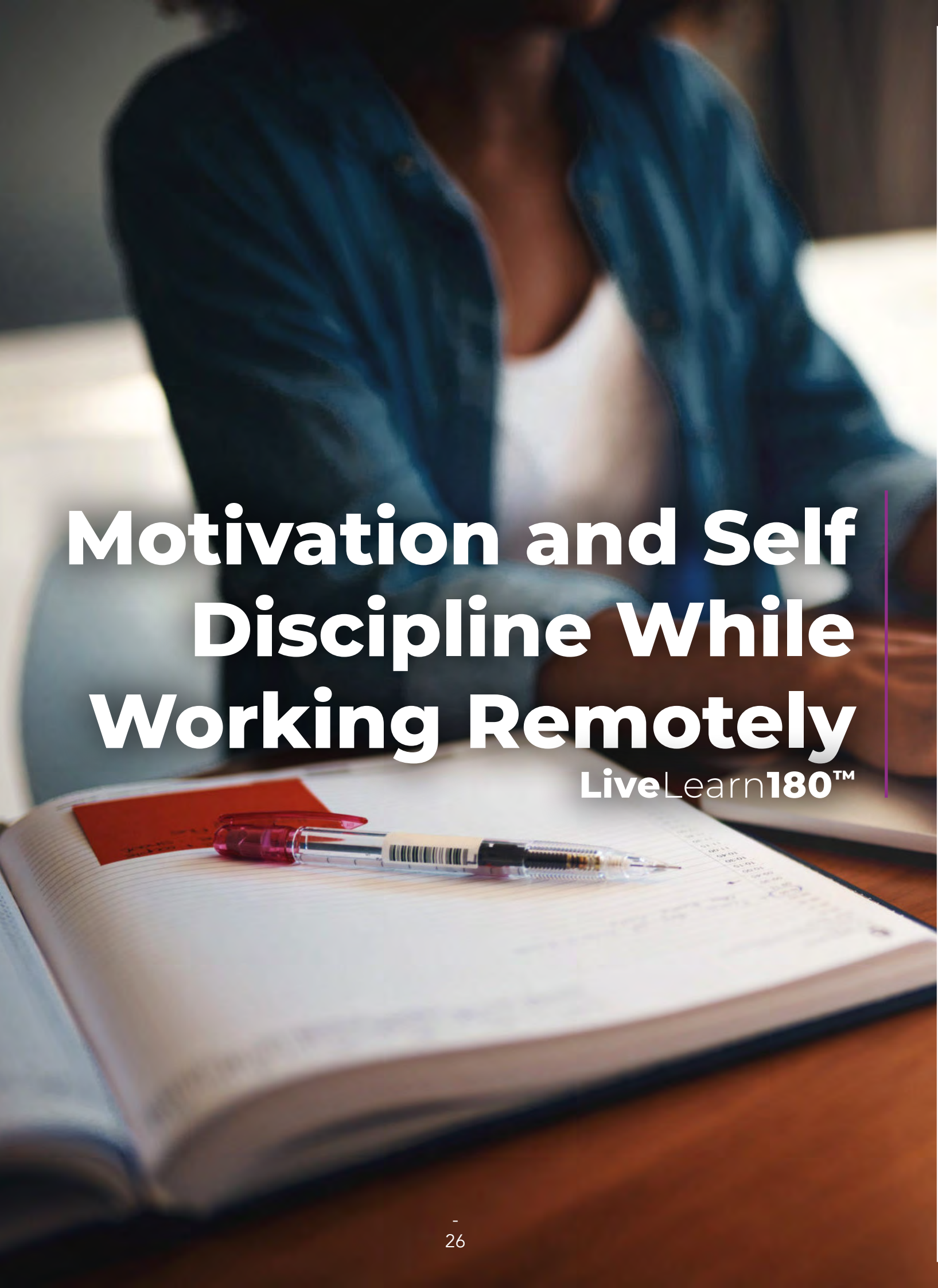
Target Audience and Class Size

All people managers. 10 participants.



Managing Virtually Across the Globe

LiveLearn180™



Motivation and Self Discipline While Working Remotely

LiveLearn180™

Workshop Description

The recent pandemic has forced many employees to work remotely. Whilst some may enjoy the flexibility that this brings, others may find themselves struggling to achieve the same level of efficiency and motivation that they previously attained in the office.

Understanding how to manage and overcome many of the new unfamiliar distractions and how best to adjust to physical isolation from colleagues, will also help participants to improve their own mental wellbeing during these exceptional times.

The aim of this virtual course is primarily twofold:

- to help participants understand the significance and impact that developing greater self-discipline and structure can have;
- by providing insights and tips on how to achieve greater focus and self-discipline, which in turn stimulates increased efficiency and motivation.

This course will be run by facilitators specialised in experiential and virtual learning.

Learning Objectives

- Understand the importance of implementing a regular routine to the working day.
- How and why it is important to create a dedicated workspace.
- The importance of setting daily goals and objectives.
- Understand the role of physical exercise to stay focused when working remotely.
- How to avoid distractions when working remotely.
- The importance of maintaining social contact and regular feedback when working remotely.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

This highly engaging workshop will equip you to become more persuasive and to use influence to get buy in and engagement. You will discover the human emotional needs and learn how to present ideas, build rapport and generate support for ideas and concepts.

This course is highly interactive where you will be challenged to practice your new skills both during the session and afterwards.

You will be asked to commit to implementing your new skills in interacting with your colleagues and stakeholders.

Learning Objectives

- Apply techniques to be more persuasive and exert more influence.
- Increase confidence in handling different people and situations.
- Practice these skills using short exercises focused on **Reality**Simulations™.
- Analyse Working Styles.
- Understand Human Emotional Needs.

Additional Information

You are invited to bring real-life situations that you have encountered in your working lives to the session to enable you to apply the techniques learned to your role. Throughout the workshop you will learn how to apply persuasion and influence techniques to your specific situation so that you can see the impact immediately.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.



Persuasion and Influence

LiveLearn**180**™



Presentation Skills

LiveLearn180™

Workshop Description

In today's working environment it is increasingly necessary to be skilled at delivering professional presentations to describe products and services or to convey ideas or concepts. In every case these presentations need to be clear and presented with confidence, whether face to face or remotely. This virtual course is highly practical and focuses on the basics; understanding the essential requirements needed to produce highly-professional presentations. It will help participants become competent speakers, so that they can deliver a clear message, confidently, regardless of the audience or venue. It teaches control, flow, structure, delivery and stagecraft. These are the fundamentals of public speaking.

During the course, participants will practice delivering presentations to their colleagues over our virtual platform which is a fun and safe way to put theory into practice.

Learning Objectives

- Understand what makes a great presentation.
- Identify the kinds of "presentation" they will need to deliver.
- Learn and practice KNOW/FEEL/DO a critical part of any message.
- Define the objectives of the presentation.
- Use an appropriate structure.
- Use different visual aids, and other support to deliver a clear message.
- Analyse and develop their own body language.
- Master the PICTURE approach to voice skills.
- Understand the motivation concept and mechanics of Zen presentations.
- Understand how to give a clear message or simplify a complex one.
- Understand the differences of presenting virtually versus face to face.
- Develop confidence at convincing more senior audiences.

Duration

180 minutes.

Target Audience and Class Size

Any person required to deliver a presentation in front of internal and external stakeholders. 6 participants.

Workshop Description

Feeling busy and stressed all the time? Or maybe you feel as though your team are not quite able to deliver to your expectations? We've all been there – attend this workshop and get some great tips and tricks to better manage that busy workload.

Delegation is not about “getting rid of work”. If performed properly, it is a powerful tool that ensures work is accomplished more efficiently, that innovation and improvement is unlocked and people become motivated through development and trust. Delegation may be a simple process, but it can produce spectacular results.

Our approach is an experiential and dynamic one – we believe you learn best through practice and fun. We will focus on proven methods for delegating that are both effective and motivational, with role plays and time to practice the skills yourself.

Learning Objectives

- Explore the differences between delegation and empowerment.
- Understand the barriers to delegation.
- Identify appropriate tasks to delegate and monitor progress.
- Select the right person for delegation.
- Judge when and how to delegate.
- Understand and overcome the obstacles & risks in delegating.
- Learn techniques to set up powerful feedback loops.
- Learn how to empower team members and manage that empowerment.
- Practice these skills using **RealitySimulations™**.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.





Remote Working

LiveLearn180™

Workshop Description

The distance element that remote working brings can result in some significant challenges, particularly for individuals who have little experience of operating in such an environment. We all recognise that when remote working is called for, it can be more difficult to co-ordinate and communicate with each other as well. Giving and receiving feedback as well as building and maintaining team cohesiveness are additional challenges that you might be facing.

In order to be successful, remote working can require building trust and confidence as well as a willingness to learn new skills and adjust.

The ultimate objective of this virtual workshop is to achieve a mind-set shift to enable you to develop the confidence and capability to successfully manage how you work remotely as well as receive practical guidance on how you can best achieve this.

Learning Objectives

- Recognise the challenges and barriers to effective remote working.
- Explore how to adapt your communication and visibility with colleagues and managers.
- Understand the importance of trust, accountability and clear lines of responsibility in a remote working environment.
- Identify techniques to ensure expectations are clear and achievable.
- Understand the technologies and tools available to get the best out of remote working.
- Identify techniques to ensure you create the right remote working environment.
- Analyse how remote working can benefit you and your organisation.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

Recent events have pushed many organisations to implement Smarter Working arrangements, either because of global events or simply because they recognise the advantages that smarter working can bring.

Getting the best out of Smarter Working arrangements requires trust, confidence and clear management of expectations, whilst also motivating and engaging everyone involved and holding them accountable.

During this highly interactive workshop you will have the opportunity to embrace the benefits of Smarter Working, become familiarised with the tools available to achieve successful Smarter Working and understand how to maximise the effectiveness of individuals working in this way.

Learning Objectives

- Recognise and understand the benefits that can be derived from Smarter Working.
- Analyse the challenges and barriers to effective remote working and the potential impact on teamwork.
- Learn what the best managers do to manage virtual individuals and teams.
- Identify how to build trust and accountability in a Smarter Working environment.
- Acknowledge the different phases of team development when physically separated.
- Receive an overview of the technologies and environments available for Smarter Working.
- Understand limitations and restrictions.

Duration

180 minutes.

Target Audience and Class Size

All people managers. 10 participants.

Smarter Working

LiveLearn180™



Stakeholder Management

LiveLearn180™

Workshop Description

This engaging workshop will enable you to develop the skills necessary to successfully build and manage stakeholder relationships and demands. The workshop looks at identifying key stakeholders, understand their needs and requirements and determining how to maximise your communication and interactions with them.

The session covers the complications related to building relationships, influencing and persuading, building visibility and managing expectations.

Learning Objectives

- Identify your stakeholders and the roles they play.
- Create your personal map of stakeholders and analyse how to prioritise and segment them.
- Classify the importance, dependencies and complexities related to the different stakeholders.
- Learn how to increase stakeholder buy-in and engagement.
- Understand the importance of communication in your stakeholder networks.

Additional Information

This is a practical workshop that will enable you to understand how to classify and understand stakeholders from different perspectives. Key elements of communication styles will be discovered in order to customise your approach depending on the type of stakeholders that you engage with.

Duration

180 minutes.

Target Audience and Class Size

All colleagues. 10 participants.

Workshop Description

Many valued employees in businesses are either technical specialists who work as individual contributors, or managers working in a matrix organisation. In both cases, these individuals need to work with and through others in order to deliver results. This means that both sets of individuals must have excellent communication skills and the ability to influence their colleagues positively.

This virtual course will help participants develop excellent communication skills in order to build and develop professional relationships with their colleagues and key stakeholders. In order to do this effectively, participants must first understand their own profile and the implications of their working and social styles on others. They will then learn how to adapt their communication style to take into account others natural communication styles, and as a result be more able to achieve buy-in, engagement and co-operation from all of the stakeholders that they interact with and depend upon.

This course will be run by facilitators specialised in experiential and virtual learning.

Learning Objectives

- Identify and understand different psychological types and how they interact together.
- Recognise relative differences in approach and natural tendencies of each style.
- Understand how to modify your own style in order to improve relationships with people with different styles.
- Apply techniques to be more persuasive, exert more influence and achieve greater buy-in and co-operation.
- Increase confidence in handling different people and situations.

Duration

180 minutes.

Target Audience and Class Size

Individual contributors. 10 participants.

The Art of Effective Communication

LiveLearn180™



Working in a Mindful Way

LiveLearn180™

Workshop Description

Today's working environment can be hectic and challenging with multiple tasks, projects and priorities to manage; often at the same time. In such conditions, employees are required to adapt rapidly to changing environments and ambiguous situations, which may leave them feeling stressed and overwhelmed. This can potentially cause some people to suffer from insomnia, anxiety and other health disorders.

This virtual course will help participants appreciate their senses and feelings. It will show them how to step outside of any negative emotions and observe them with objectivity; helping to reduce overall stress levels.

Practicing mindfulness is not only known for reducing stress, anxiety and avoiding burnout; it can increase cognitive ability, attention and memory span, as well as help overall efficiency.

Learning Objectives

- Understand the impact of current business life on physical and mental health.
- Understand how positive psychology can impact one's mental health in a beneficial way.
- Combat anxiety, stress and negativity.
- Improve concentration through breathing awareness meditation.
- Learn how focused concentration reduces stress and anxiety; making you feel more relaxed and increasing memory span.
- Reinforcing your own resilience.

Duration

180 minutes.

Target Audience and Class Size

Individual contributors. 10 participants.

Contact an **fts global** consultant today



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