

# Personal & Business Improvement Training

## Challenging Conversations

### Client Requirement

Difficult behaviour by work colleagues can lead to disruption and dispute, which needs to be challenged quickly and effectively, at all levels, by those most affected by it. In organisational terms a failure to engage correctly can impact rapidly on productivity, safety and reputation; and at an individual level it can lead to antagonism, conflict and unhappiness.

### Solution

The course provides the knowledge and tools to confront and deal effectively with difficult behaviour by exploring underlying issues and challenging perceptions. Theory and practical application are blended to give delegates the skills required to manage difficult behaviour by adopting a planned, calm and deliberate approach. Learning to deal with difficult situations through effective challenging conversations can lead to significant improvements: from better productivity to lower absenteeism. Our expert trainers can tailor to meet the specific training needs of personnel working in both office and on-site environments.

### Objectives

On completing the course delegates will be able to:

- Recognise the organisational and individual importance of managing Challenging Conversations
- Understand the characteristics of conflict in the workplace
- Plan and lead effective Challenging Conversations
- Understand the importance of good interpersonal communication
- Understand the importance of listening skills
- Select and apply appropriate practical tools and principles in the workplace.

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£900**

---

Cost of Course

---

### Location

At a client's site or at our training centre near Evesham.

### The Benchmark Standard

Since 2005, Benchmark has become one of the leading suppliers of behaviour change programmes, tailored to meet specific requirements in organisations where strict safety compliance and regulatory frameworks apply.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)  
[www.benchmarktraining.com](http://www.benchmarktraining.com)

## Personal & Business Improvement

### Coaching for Performance Improvement

#### Client Requirement

Key individuals in positions of leadership and management are able to influence the success of an organisation, but often lack the skills, knowledge or confidence to maximise their effectiveness. Ensuring individuals respond effectively to change and business demands requires professional development tailored to individual and organisational requirements.

#### Solution

Benchmark offers a bespoke and cost effective approach to creating positive and sustainable behaviour change in leaders and managers to improve individual and team operational safety and performance. Through 1:1, non-intrusive coaching in the workplace, we introduce established concepts to help participants understand differing personality and cognitive styles to improve their all-round performance.

#### Objectives

On completion the delegate will have been practised and advised on:

- Assessing, planning and decision-making
- Problem solving
- Effective communication and interpersonal skills
- Time management
- Incident management
- Challenging bad practice
- Managing change
- Motivation and morale

---

**1**

---

One to one coaching sessions

---

**1+**

---

Decided by client

---

**From £750**

---

Cost per coach session

---

#### The Benchmark Standard

Benchmark offers a variety of pioneering coaching programmes aimed at front-line leaders, graduates and middle management, within organisations where strict safety compliance and regulatory frameworks apply; delivering immediate impact as well as wider business benefits.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Personal & Business Improvement

## High Performing Teams

### Client Requirement

Organisational change initiatives and project success require cohesive teams. Dysfunctional or under-performing teams can create the illusion of progress whilst consuming key resources and delivering little impact. Preventing this will boost productivity, creativity and employee engagement.

### Solution

Build a high-performing team that embraces and encourages individuality through improved understanding of team power, potential and dynamics. Benchmark adopts a blended approach of highly practical learning and proven psychometric profiling to enable delegates to identify and understand effective team roles and styles. These ideas are developed progressively to enable delegates to create a high performance culture and develop a successful team that operates effectively within it.

### Objectives

On completion delegates will have the knowledge and skills to:

- Identify what all high performing teams have in common
- Explore and understand efficient team dynamics
- Analyse different types of team roles
- Identify the “do’s and don’ts” of building effective teams
- Implement creative and logical problem solving techniques
- Challenge poor behaviour and practice
- Sustain a high performing team
- Manage effective performance reviews

---

**6-12**

---

Number of delegates on the course

---

**2**

---

Course duration (days)

---

**From £1,500**

---

Cost per day

---

### Location

At a client’s site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark has a proven record in developing the knowledge and skills required by supervisors and managers to create high performing teams across a broad range of public and private sector companies. Each course is either personalised or bespoke to the client’s business.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

## Personal & Business Improvement

### High Impact Presentations

#### Client Requirement

We all know how important it is to be able to create and deliver clear and memorable messages to an audience. We also know that unless people develop a style of delivery with which they are comfortable, they will rarely be able to deliver presentations with confidence. Presentations must also be relevant and engaging and continually encourage and meets the audience’s desire to learn. They must also give the presenter the confidence that their messages have been received, understood and are capable of being acted upon effectively.

#### Solution

Our course will identify, and develop each delegate’s natural delivery style and provide them with the skills and confidence to deliver high impact presentations time and time again. Our training is tailored to meet either specific individual or business needs and focuses upon improving confidence, clarity and effectiveness.

#### Objectives

On completion delegate will have the skills to:

- Recognise the importance of effective presentations
- Understand the audience and their expectations
- Create the best settings for presentations
- Plan, prepare and rehearse presentations
- Develop voice, language and body language skills
- Identify self and audience positioning

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£750**

---

Cost of Course

---

#### Location

At a client’s site or at our training centre near Evesham.

#### The Benchmark Standard

Benchmark is one of the leading suppliers in developing better leadership, at all levels, through competence and confidence building. These abilities are underpinned by the application of diligent preparation and effective communication skills.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

## Personal & Business Improvement

### Passenger Information During Disruption

#### Client Requirement

Research confirms that how Network Rail and the train companies deal with delays is the biggest driver of passenger dissatisfaction. Most passengers accept that things go wrong from time to time – it’s how the railway deals with it that is critical. The Train Operating Companies (TOCs) and Network Rail have a vital role in ensuring the railway gives its customers the information they need to make an informed choice about what they do during disruption.

#### Solution

Our training focuses upon the effective application of CSL2 arrangements during disruption in order to optimise the customer experience. It develops awareness, an understanding of and confidence in Passenger Information During Disruption (PIDD). It focusses on the customer: examining empathy, trust, understanding and building customer confidence by understanding customer expectations and the effective use of information flow and control.

#### Objectives

On completion of this course delegates will have develop the knowledge and skills to:

- Understand the importance of information management
- React effectively when service disruption thresholds are/will be breached
- Formulate appropriate information messages for customers
- Ensure the effective passage of internal information
- Improve information management with other stakeholders
- Deal with distractions, diversions and interference
- Maintain logs and effective handovers and takeovers
- Safety Critical Communications and After Action Review.

---

**6-12**

---

Number of delegates on the course

---

**1**

---

Course duration (days)

---

**£750**

---

Cost of Course

---

#### Location

At a client’s site or at our training centre near Evesham.

#### The Benchmark Standard

Benchmark is one of the leading suppliers of information management training to businesses where customer safety and satisfaction is critical to the success of the organisation.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Personal & Business Improvement

## Train the Trainer

### Client Requirement

Many employees will encounter a situation where they are expected to deliver training to others, without adequate knowledge or experience as a Trainer. The critical difference in impact between good and poor training can be significant: essential messages or skills may be missed or lost; outdated practices retained; and legal requirements could be ignored or violated. The solution is to provide staff with the key skills and confidence to deliver good training when and wherever it is required.

### Solution

This course is aimed at supporting delegates who are required to deliver elements of training as part of their role, but for whom training delivery is not their main role. It introduces established and developing techniques and media suitable for a variety of different subject types, locations and audiences. Learning styles are discussed and used to help guide teaching decisions.

### Objectives

On completion of the course students will be able to:

- Understand key instructional methodology including question and fault checking techniques
- Deliver different methods of learning
- Prepare lessons, presentations and workshops
- Apply their knowledge to a wide variety of situations
- Deal with challenging questions
- Involve the audience
- Facilitate effective learning

---

**6-12**

---

Number of delegates on the course

---

**2**

---

Course duration (days)

---

**£1,500**

---

Cost of Course

---

### Location

At a client's site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark has delivered Learning and Development programmes to over 50,000 people since 2005. The knowledge and experience of designing, developing and delivering these programmes provides an excellent foundation of skills to pass on to others.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)

# Personal & Business Improvement

## Incident Management

### Client Requirement

In the event of an incident; maximising safety while minimising damage to infrastructure requires careful coordination between a multitude of stakeholders and emergency services. Strong assessment and planning ability together with effective safety critical communication flow, ensures that a joined-up approach can be applied to manage an incident successfully. These are essential to deal with an incident or emergency. However, many key managers or roles lack appropriate knowledge of procedures to follow; confidence in dealing with stakeholders; and experience to manage information effectively. Failure to respond appropriately can escalate a situation, increase the possibility of injury, raise the likelihood of litigation and result in long-term damage to the business.

### Solution

The course is based upon contextualised scenarios to practise and further develop the essential managerial and practical leadership skills required for successful management of an incident. It focusses on an integrated approach to get on-site response teams and control staff to work better together to produce more accurate and timely incident management plans.

### Objectives

On completion of the course delegates will be able to:

- Apply assessment skills
- Carry out prioritised planning
- Apply the key principles in incident control
- Apply essential damage limitation measures
- Integration of information at all levels, including customers
- Manage a variety of stakeholders and resources
- Deliver business continuity during and after an incident

---

**6-12**

---

Number of delegates on the course

---

**2**

---

Course duration (days)

---

**From £1,500**

---

Cost of Course

---

### Location

At a client's site or at our training centre near Evesham.

### The Benchmark Standard

Benchmark is highly experienced in delivering contextualised and practical incident management courses. These focus on the procedural guidelines in dealing with incidents; the individual's ability to assess and plan; and the skill to communicate effectively at all levels.

t: +44 (0)1386 854 387 e-mail: [Info@BenchmarkTraining.com](mailto:Info@BenchmarkTraining.com)

[www.benchmarktraining.com](http://www.benchmarktraining.com)