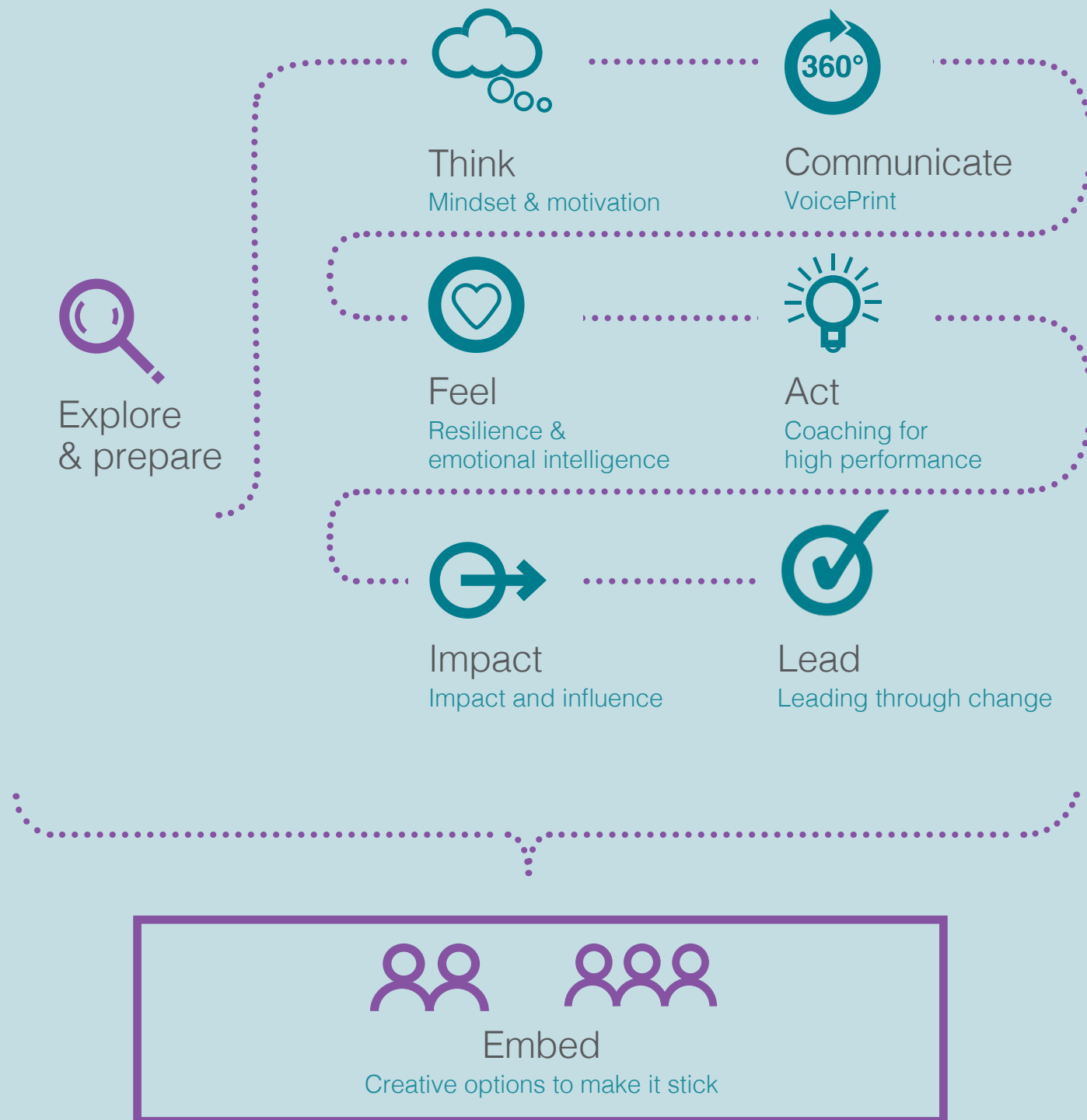




INSPIRED Performance

The key to performance
in a fast changing world



Enabling effective transformation from the heart of the organisation

Change is inevitable

You can't stop it happening, but what you can do is ensure your people are ready for the challenges ahead. With the right skills, mindset and behaviours, your people are your biggest asset – acting as positive catalysts. But, when left untapped, this powerful resource can become a potential barrier to change.

The INSPIRED Performance programme is a simple, yet effective way of getting right to the heart of individual, team and business performance. By developing leadership and employee resilience and agility, we prepare your people to lead and thrive during change. This enables significant step changes in performance, growth, innovation and customer experience.

“

We saw an instant change in beliefs and behaviours – our people realised that they weren't always coaching their teams in the right way. The managers who went on the programme are now leading their teams more effectively.”

HR director, technology company

Ready for the next level?

Prepare your business for its best ever performance

What it is

The INSPIRED Performance programme is built on our core belief that creating and sustaining a culture of high performance starts with the individual, which filters into their teams and then the wider organisation.

The programme is made of a series of high-impact, experience-led modules that are designed to help individuals thrive and deliver incredible leadership in a fast changing world.

The programme is typically delivered to groups who have a common goal, purpose or challenge, providing a common language and set of experiences.

The modules tackle different and distinct aspects of improving performance, increasing self-awareness, awareness of others and building new and more effective ways of working.

The programme enables individuals to build agility and reach their full potential, and allows teams to develop the mutual trust needed to be effective.

This creates a powerful cultural shift across the organisation, leading the way to effective change and demonstrable ROI.

What makes us unique

Our unique blend of science, expertise in human behaviour, practical tools and commercial acumen form the bedrock of the programme, which has over 15 years of tried and tested approaches embedded within it. You benefit from our proven 'blueprint' and choose the combination of modules that meets your needs. We then personalise the modules to fit your specific business challenges and deliver them in your language, aligning the programme to your culture.

This means our development is designed specifically to deliver measurable results in your environment. In fact, everything we do leads to defined business outcomes – from individual learning to the broader business and organisational applications.

“

The difference in behaviour in our leadership team is astonishing and the quality of their output has improved noticeably. We're thrilled with the fundamental changes you've made to our business.”

HR director, Flogas

Achieve excellence

Modules that inspire and enable your people to thrive and your organisation to evolve

This modular programme is designed to focus on any of your current business goals or challenges – be that innovation, digital transformation, culture change, enabling a diverse organisation, exponential growth or creating strong leadership succession.

Because communication forms the basis of everything we do, we typically support the start of individuals' development journey with the groundbreaking VoicePrint tool, which is built to complement and support other tools you may already have in place. The series of modules then enable improvements in the way people THINK, COMMUNICATE, FEEL, ACT, IMPACT and LEAD. Finally, we work with you to embed key learnings into your organisation enabling a new performance oriented culture to grow in a sustainable way.

Our methodology, based on the experiential learning approaches of David Kolb, is designed to create anticipation, and invite individual and group reflection. This is proven to encourage new skills and knowledge, and enable changes in attitude and behaviour to stick.



INSPIRED Performance modules

Modules can be run individually or combined into a bespoke programme.

Explore & prepare

The success of the programme is built on clear understanding of your needs, challenges and desired outcomes. We offer a variety of ways in which insight is gathered, focused on individuals, teams and the wider organisation. In this stage we define outcomes, design ROI metrics and get to know the delegates.

How it helps

Doing this up front ensures we are able to set the programme up effectively to match your culture, deliver your outcomes, measure success and provide clear return on investment.



Think

Mindset & motivation

A two-day module designed to help people to achieve peak performance and long-term change by exploring and understanding the role of mindset. It applies the latest models from the field of cognitive psychology and the science of goal-setting in a user-friendly, practical way.

How it helps

This supports your people in setting world-class goals. It enables them to identify and understand 'limiting' thinking, assumptions and reasons for blocked motivation in themselves and others. They learn how to increase the agility of their thinking, remove motivation barriers and align their individual motivations with the team and organisation's needs.



Communicate

VoicePrint

VoicePrint is a unique 360° tool combining the best thinking from psychometric testing and competence assessment in the area of communication and influencing. It helps individuals and teams raise their self-awareness and build dexterity in their communication style, including when they are under pressure.

How it helps

This module helps individuals drive a higher quality of dialogue and engage a more diverse set of stakeholders through the words they use. VoicePrint allows individuals and teams to make immediate and powerful changes in the way they communicate and influence, identifying key strengths and setting clear development priorities.



Feel

Resilience & emotional intelligence

This one or two-day module prepares leaders and line managers for optimum performance during volatility and ambiguity. It teaches the principles of individual team and organisational resilience and enables your people to practically apply these to themselves and their teams.

How it helps

When change happens, your people need to be emotionally ready. This module shows them how to survive and thrive in an ever-changing environment, building resilient thinking, feeling and leadership. It focuses on the principle of 'putting your own oxygen mask on first' before helping others around you, and develops a rich understanding of how people respond to pressure.



Impact

Impact and influence

A two-day module that helps individuals to consider their personal impact, influence and power. Bringing together powerful behavioural development and learnings from the VoicePrint tool, individuals learn the latest techniques from neurolinguistic programming and neuroscience so they understand not only how to develop their impact but why. Individuals learn about the importance of feedback as a leader, and the importance of understanding what their audience needs in order to be positively influenced.

How it helps

This module develops confidence and clarity in how to inspire, influence and impact others - creating role models for the future. It drives increased self-awareness and more powerful, enduring and fruitful relationships with colleagues, senior stakeholders, customers and teams.



Act

Coaching for high performance

A two-day module designed to build a practical coaching skillset and culture within your organisation. It examines the key differences between mentoring and coaching, and highlights the importance of having coaching skills in your 'toolkit' in order to empower and invite participation from others. Individuals can immediately apply their learnings to enable others to explore and resolve challenges and reach their full potential.

How it helps

This enables managers and leaders to distinguish between coaching, mentoring and managing, and use each appropriately to engage diversity of thought and inspire high performance – so they can effectively connect with and support the individuals who will take your organisation to the next level.



Lead

Leading through change

This one- or two-day module helps individuals learn how to lead others successfully through change. It identifies what ambiguity is and how to deal with it personally, as well as helping others to cope and thrive through it. Participants will understand emotions and the science behind them, as well as personal motivators and blockers to change.

How it helps

Building the leadership skills required during change, your managers and leaders will be equipped to build a compelling case for change and deliver a clear story to their stakeholders. They will also learn how to enable a specific change journey, and sustain change over the long-term. They will understand the power of habits and culture in today's fast-changing organisational landscape, and how they can be a more effective leader in this context.



Embed

Flexible coaching solutions

One-to-one or team support that can be totally personalised to specific needs, running alongside the wider programme or following it. With a choice of a more traditional coaching pattern or agile options such as a mix of face-to-face and remote coaching or a 'pool' of coaching hours for your entire leadership or management population that can be used when and where it gives maximum impact. Our offer includes executive, high performance, career and VoicePrint coaching.

How it helps

Our unique solution allows you to direct coaching precisely when and where it's needed, optimising its effectiveness and return on your investment. It develops insightful and innovative thinking and supports creative problem solving and reflection. It also sustains and embeds leadership behaviours that are needed to effect change throughout the organisation.



Embed

Making it stick

We have a wide range of experiential learning methods including in-the-workplace observation, facilitated 'think tanks' focused on real business challenges, simulations and digital support that can be personalised to your group. Typically, embedding activities are set up to take place at regular intervals after the formal learning has taken place, offering individuals the opportunity to recap, practice and keep applying their learning back in the workplace. They can also help teams to work out what organisation changes needs to

happen, plan ahead and make the changes stick.

How it helps

A powerful way to deeply embed and enhance your organisational learnings, and increase your ROI. Offers individuals and teams the opportunity to reflect on their personal barriers and goals, apply their new learning and becoming a catalyst for your future vision.



Other INSPIRED Performance modules

We can also work with you to provide more specific development for your organisation including:

- people manager development
- executive team development
- high potential teams

To find out exactly what's on offer, including any new content, please visit: www.connor.co.uk

“

My team came away with a new level of drive and commitment.

I'm amazed at the difference it has made to the team's overall performance and our bottom line.”

Managing director, professional services organisation

Tangible results

Outcomes you can count on, today and into the future

Individuals are given a toolkit of skills and motivated to deliver their personal best. Teams become more cohesive and collaborative, and organisations drive a new culture – building the case, vision, and action plan for change.

Success, simply achieved

Whatever your goals, we'll help you deliver the change you need by enabling you to:

- **Inspire excellence.** When managers and leaders are focused on a clear vision and goal, they provide a powerful and unifying driving force for their teams.
- **Build agility.** Agility starts from within - the mindset, awareness and understanding. Fixed patterns can be deep-rooted, but they can be challenged with the right support and development.
- **Build powerful communication skills.** The ability to inspire, influence and engage people through the right communication and influencing skills lies at the heart of successful transformation.
- **Increase resilience and flexibility.** We use tools that enable people to effectively manage their emotions and adapt to change in a VUCA environment.
- **Create a collaborative environment.** This breeds high performance by both supporting diversity of thought and challenging habits.
- **Develop proven coaching skills and behaviours.** Practical tools to coach, mentor, manage and engage even the most diverse teams.

1.2M

In revenue gains and savings

Thanks to our INSPIRED Performance programme, one of our clients developed their senior leadership team to embrace new thinking and mindsets. As a result, the level and quality of their creative problem solving soared, directly contributing to £1.2M in revenue gains and savings. Additionally, a questionnaire before and after the programme revealed a 30% increase in the team's confidence when it came to coaching teams rather than directing them.

28%

Improvement in customer experience

A prominent retail brand asked us to help drive a culture of high performance to increase their mystery shopper positive rating from its 70% threshold to 90%, a figure widely considered unachievable. By focusing on their organisational storytelling as part of a tailored INSPIRED Performance programme, we helped them achieve an unprecedented 98% positive rating.

Why work with us?

Because its not about us,
it's about YOU

We're not your usual breed of trainers or change consultants. We have all had 'real' jobs and understand what it takes to truly effect change, drive up engagement and enhance performance in people. We are driven by your needs and focused on the key business and people outcomes you are looking for. It is incredibly important to us that we understand your culture and develop learning that translates to significant and long-lasting outcomes in your environment.

We bring to the table a proven blueprint, relatable experience and a diverse delivery team with decades of expertise. Combined with your insight, knowledge and aspirations, the result is development that truly delivers ROI.

Ready to discuss next steps?

We'd love to talk:

Q +44(0)1491 414 010

@ info@connor.co.uk

~ connor.co.uk

“

This is the best training programme I've ever been on in my career.”

EMEA sales director, technology organisation

“

This is the ultimate success programme. It was unique to attend something that helped me understand the psychology of success and change at an individual, team and business level, and gave me the skills to apply back in the day-to-day business, to help me and my team achieve more.”

Managing director, professional services company

“

I'm very jealous of this programme - I wish I'd had this opportunity at the same time in my career.”

VP digital sales and sponsor, global software organisation

About Connor

Connor are the people and change experts. We are passionate, pragmatic, flexible and agile. We love working with organisations to improve their performance through their people across the full employee lifecycle:



Outplacement - We are one of the most experienced providers of outplacement support in the UK and internationally. Our acclaimed, highly personal service provides as-long-as-it-takes support for employees to find their next opportunity, whatever it may be, and is always tailored to your budget.



Career transition - Connor's career transition services help organisations support individuals through transitional periods in their working lives. From career coaching to returner programmes to retirement planning, we give individuals and organisations the tailored support that helps them make the most of the changing world of work.



People development - Connor has over 25 years of expertise in the development of leaders, individuals and teams. We work with HR, talent and executive communities to drive sustained and positive change across their people and organisations through specialist training and innovative solutions that deliver measurable ROI.



Organisational change - Connor can partner with you over your entire change journey to plan, land and embed change with your teams. Our expertise spans: mergers & acquisitions, relocation, employee transfers (TUPE), restructures, redundancy, and complex contract changes, as well as delivering change within a HR function.



HR services - Our flexible HR services span the full spectrum, from conflict resolution, to HR audits, to full HR outsourcing and HR recruitment. Our hand-picked teams of HR experts enable you to focus on strategically important work, knowing that the day-to-day is taken care of.

Our core values drive everything we do and make 'The Connor Difference':

- 'Human focus'
- We love to do the doing
- Outcomes focused
- Flexible
- Transparent
- Agile methodology
- Maximum value for money

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