



## Who are evalu8d

Established by Managing Director Phil LaViolette, evalu8d's consultants and coaches add to the bottom line of your business. Our consultant's and coach's have worked in a wide range of industries, including; Banking, Insurance, Car Industry, Food Retail, Telecoms, Local Government and Energy. Our team have worked on projects with FTSE100 companies including, Aviva, Barclays, BT, British Nuclear Group, HBOS, RBSG, Royal Sun Alliance and Vodafone, as well as other blue chip companies.

evalu8d learning and development is different. We call it delegate focused development. We absorb delegates into the subject through exercises and business simulations. Our energy is spent coaching delegates to transfer learning both on their programme and back at work. We facilitate learning, it's less 'chalk and talk', more do, meaning added value and results.

Traditional training focuses too much on the trainer - 80% trainer, 20% delegate which equals = little or no application of learning.

evalu8d learning and development is 20% facilitator, 80% delegate = embedded learning = return on investment = delegate focused development.

evalu8d learning and development is not about 'sheep dipping', 'spoon feeding', neither is it 'death by PowerPoint', it's about your delegates being able to perform better as a result of attending our programmes.

Areas of expertise are: Executive Coaching, Behavioural Change, Train the trainer, Coaching skills, Performance Management skills, Interpersonal Skills, Facilitation, Leadership, and Presentation skills.

### **our principles**

At evalu8d our team of consultants are passionate about the growth and development of people. Our principles reflect this. They are the foundation for all we do. We apply these principles with the utmost professionalism and integrity.

**return on investment** -evalu8d learning and development solutions will add value and sustainable return to the organisation.

**differentiated** - evalu8d learning and development solutions will be differentiated.

**dynamic** -evalu8d learning and development will be dynamic in designing and delivery of programmes and events.

"Evalu8d are experts in identifying the leadership needs of an organisation and apply proven and unique solutions to significantly enhance competence. They have a real passion and track record for delivering sustainable results. Evalu8d are a pleasure to work with; full of enthusiasm and true experts in their field." Martin Clark – Head of Learning and Development – Vodafone



# What we do

## In House training

Working in partnership with our clients, evalu8d consultants conduct in depth diagnosis with key staff to establish the development need, we then design a bespoke solution that will deliver real results and combine that with quantitative and qualitative evaluation ensuring that our contribution adds to the bottom line of your business.

We will provide train the trainer and are passionate about making the solution sustainable. This means that we work with you after the event to ensure that the development continues long after the initial training and that it's not just another 'flash in the pan'.

Topics we have been working on with our clients in house include:

- |                          |                                       |
|--------------------------|---------------------------------------|
| Accelerated learning     | Interviewing skills                   |
| Change management        | Leadership skills                     |
| Coaching                 | Sales and Service Coaching            |
| Communication skills     | Seamless sales through service skills |
| Customer services        | Sustainability Awareness              |
| Delivering presentations | Performance management                |
| Designing presentations  | Presentation skills                   |
| Interpersonal skills     | Train the trainer                     |

## Coaching and mentoring

We coach and mentor either as a follow up to our workshops, or on an individual plan. We coach at all levels with the organisation, building sustainable skills within the team giving feedback using our Behaviour Analysis tool.

## Open Programmes

We deliver open training workshops in the North of England, London and Bristol. After attending our workshops all delegates receive online learning support. These start from £99 (exVAT per person)

- |                                    |                                    |                              |
|------------------------------------|------------------------------------|------------------------------|
| Managing Change                    | Customer Service Skills            | Sustainability Awareness     |
| Interview Skills for Candidates    | Negotiation Skills                 |                              |
| Interview Skills for Managers      | Reducing Costs, Increasing Revenue | Presentation Skills - 2 days |
| Coaching Skills                    | Interpersonal Skills               | Train the Trainer – 3 days   |
| Facilitation Skills                | Selling Skills                     |                              |
| Introduction to Project Management | Managing Performance               |                              |

We also deliver these workshops in house for our clients.



## Example projects

### Coaching for results (280 delegates)



We rolled out our Coaching for results programme across premier centres. This included Site Heads, Customer Service Managers (CSMs), Team Managers and Quality coaches. 280 people in total attended the workshops.

We are now following up back on site with CSMs and Quality Coaches by observing them in coaching sessions (4 sessions each). They will then use our Behaviour Analysis coaching process to further embed the Coaching Skills with their Team Managers.



### Site empowerment programme



Working with Interserve for Defra we developed 'site empowerment programmes' to enable staff to 'engage with teams to deliver the Sustainable Action Development Plan'. We coached and trained staff to facilitate workshops across the organisation, on topics such as reducing waste, energy and water consumption. As well as supporting them to deliver workshops for senior managers, present at open forums and organise launch events. This programme won a training award. For more details click here [http://nationaltrainingawards.com/assets/2011\\_winners\\_case\\_studies/large/YH\\_110120\\_FERA.pdf](http://nationaltrainingawards.com/assets/2011_winners_case_studies/large/YH_110120_FERA.pdf)

### Management development programme 'Odyssey'

Designed to support new and existing managers. 8 modules have been created to embed a consistent management and leadership style across the business.

Personal Excellence	Managing People	Coaching and Feedback
Interpersonal Skills	Managing Change	High Performing Teams
Managing Projects	Designing and delivering presentations	

The 'Odyssey' programme has been running for 4 years, and is a 2 year programme with ILM accreditation.

### 'REACH' management development programme and coaching (100+ delegates)



6 modules to deliver a consistency of leadership style across Personal Operations Team Managers. Followed up with onsite coaching by evalu8d and Senior Managers, Quality Coaches and Senior Trainers using evalu8d's Behaviour Analysis coaching tools.

Personal Excellence	Leadership Excellence	Coaching Excellence
Interpersonal Excellence	Performance Excellence	Communication Excellence

Following the programme 1 to 1 coaching, mentoring and observation is given to the Managers.



## Testimonials

### Management development programme

'Just thought I'd drop you a quick line to restate what I said last week. Apart from the fact that everyone I have spoken to has been raving about what a good course it was and the reason it was so good was the knowledge, skill and enthusiasm of the presenters, I found that it is the best course I have been on since joining the RBS. I have walked away with a few more bites of knowledge and a renewed enthusiasm (which I hope is not knocked out of me!!) for getting it right. Even the parts where I had heard it a few times already, due to the way it was presented, did not give me 'oh my god! here we go again' syndrome, which for me is a major bonus, you know what it's like when you sit in a class knowing what is about to be said - you dread it, however you all made the dread go away. Thank you and I hope that I am on more of your classes in the future.'

'Evalu8d in particular, are instrumental in the success of our in-house management development programme. This is a two year, Institute Of Leadership & Management accredited, nine module development programme with the aim of enhancing knowledge and skills of existing line managers and those with the potential to move into these roles. It therefore provides a consistency of approach across our business and also enables delegates to identify and develop relevant behaviour, achieving high performance in themselves, their teams and those that report to them.

Previous delegates from the programme have commented on the increased confidence they have gained both personally and professionally as a result of attending. The business has also benefited in the following ways:

- Increased employee retention.
- Consistency of management approach and standards
- The strengthening of cross-site and departmental relationships.
- Recruitment cost savings for senior management positions. A significant number of programme graduates have gone on to be senior managers within our business and it is therefore seen as a key part of our succession and talent management.'

### Sales Coaching

'The coaching I have received is undoubtedly the best I have ever had – often we will go on training days which are useful, but without the follow up in regards to having one-on-one coaching as you have provided, I feel the benefits of such training days is often lost. I cannot emphasise enough the importance and benefit of having an external coach, such as yourself, to spend time with me, and it is also great to have a fresh, impartial, none-Vodafone pair of eyes to review the way we work.

I feel I have totally changed my coaching style and technique for the better thanks to your approach. This approach has enabled me to alter my technique to ensure I am consistently delivering a far more effective coaching session.'

### Customer service training

'I came to your training session yesterday, just wanted to say how enjoyable it was, it made a nice change not looking at PowerPoint™ all day, and you managed to keep it interesting and keep everybody's attention all day. I have taken on board what you said about first call mentality, and although I have only been in for 90 minutes, I am feeling much more positive than usual about the coming day'

### Trainer development

'Just wanted to say a big thank you for the Training Delivery Skills course. It was probably the best training course I have had the pleasure of attending whilst with VF, the information discussed was relevant and useful and already I am brimming with ideas to include into my next training course!'

### Coaching for Results workshop

'Overall I felt this was extremely well run and in a professional manner. I have learnt a great deal and look forward to taking my improved coaching skills back to the workplace!'

'Excellent course - behavioural analysis helps bring structure & gets people to think about how they really conduct a session – and how they can improve.'

'The session was very enjoyable and has been one of the best management sessions so far since my time here at Vodafone.'



# Details of our £99\* Workshops.

## Coaching skills workshop



This is a 1 day workshop specially designed to focus on Coaching Skills. It will ensure that the participants have a deep understanding of what drives an individual to perform, as well as leading edge coaching techniques. Participants have the opportunity to practice coaching, with the overriding aim to take this back to their role.

## Customer Service Skills



This is a 1 day workshop, in two halves, which focuses on building a fantastic customer journey and enhancing your customer service skills.

## Facilitation Skills



This 1 day workshop covers the essentials of facilitation. Designed for those who have to facilitate meetings or training as part of their role. Delegates will learn tools and techniques and practice facilitating a session. We share hints and tips to get the meeting attendees engaged and involved.

## Interpersonal Skills



This is a 1 day workshop is about having the confidence to deal with difficult scenarios. Delegates will prepare for and discuss dealing with a range of scenarios.

## Interview Skills for Candidates



This is a 1 day workshop specifically designed for people who have an upcoming interview. It helps job interview candidates get and plan for job interviews. Demystify the interview process and learn hints, tips and techniques to build your confidence in job interviews.

## Interview Skills for Managers



This is a 1 day workshop is for people who have to recruit and conduct interviews as part of their role. Delegates will learn interview techniques to increase their skills and confidence in interviewing. It is an essential workshop for those people involved in the interview process.

## Introduction to Project Management



This 1 day workshop is designed for those new to projects. It will help you understand the fundamental project management principles, as well as explain the jargon associated with projects. We explain the roles of those involved in projects, as well as defining the project management process.



**Managing Change**



This is a 1 day workshop to help manage change. Designed for those involved in change, either as a manager or as a team member facing change. We look at the reasons for change, the stages people go through, as well as look at ways to support people in the changes they face.

**Negotiation Skills**



This 1 day workshop covers the fundamentals of Negotiation. Learn types of negotiation, how to plan for a negotiation and create a negotiation plan. We will share tools and techniques to get the most out of the negotiations you are involved with, whether that is internal, with contractors, suppliers or clients.

**Performance Management**



This 1 day workshop covers the essentials of the Performance Management process. Delegates will work through the performance management cycle, looking at how to write business focussed objectives, write a PDP (personal development plan) and how to use competencies. Great for those looking to learn more about how to manage performance, including those who want to set up within their organisation.

**Reducing costs, Increasing revenue**



This is an essential 1 day workshop, that will pay for itself - [Guaranteed!](#) We share hints, tips and ideas for reducing the costs within your business. Coupled with this we introduce how to increase revenue, in a variety of ways. We will discuss how to involve teams in this process to create a focussed plan of action to demonstrably add to the bottom line of your business

**Selling Skills**



This 1 day workshop covers the essentials to sales. Learn how to plan for sales meetings, identify sales targets and overcome objections. We identify ways to personalise the benefits of products and services, and increase the credibility of the seller.

**Stakeholder Management**



This is a 1 day workshop focuses on how to make the most out of your relationships with stakeholders. Delegates will create their own stakeholder map, and identify ways to get more from the networks they have. We identify the types of stakeholders that exist.

**Sustainability Awareness**



This 1 day workshop introduces tools and methods to reduce the environmental impact of your organisation. Delegates learn how to deliver a sustainability plan into their organisation. We look at hints and tips to develop ways to reduce waste, water and energy consumption, and methods to engage teams in this process. Ideal for those looking make their organisation greener, in a practical way.

\* All prices excluding VAT. <sup>1</sup>Minimum group size and admin fee applies



## Details of our £199\* Workshops.

### Coaching Skills Masterclass



This is a 2 day workshop specially designed to focus on Coaching and Feedback Skills. It will ensure that the participants have a deep understanding of what drives an individual to perform, as well as leading edge coaching techniques. Participants have the opportunity to practice coaching, with the overriding aim to take this back to their role. We also look at Group Coaching and the skill of feedback.

### Presentation Skills Masterclass



This is a 2 day workshop, that stops 'death by PowerPoint'! Delegates learn to present in an engaging, authentic and persuasive way. We build a specific presentation that the delegate will deliver in the near future, giving feedback on their style.

## £299\* Workshops.

### Train the trainer



This programme has been created to develop those who are engaged in the design, delivery, and evaluation of training courses. It is a highly interactive and absorbing programme, which uses business simulation to create experiences for stronger transfer of learning.

### Managing People



This is a 3 day workshop, focusing on how to manage and lead teams. It is a practical and interactive workshop that shares skills rather than theories, so that delegates can apply with new or existing teams. Specifically we identify how to become a credible business results focused leader, with a range of tools, to deal with the demands of a team.

We can also run these workshops in-house at your premises<sup>1</sup>. To talk to one of our team call 01748831901.

\* All prices excluding VAT. <sup>1</sup>Minimum group size and admin fee applies