

Training

Engaging. Challenging. Professional.

Our training courses have been developed around our core goals of improving productivity, wellbeing and professional effectiveness.



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Introduction

As workplace psychologists, we work at the intersection of wellbeing, productivity and professional effectiveness, three mutually supporting themes. Our mission is to help people move from merely surviving work to actually thriving at work, supporting productive and sustainable working practices in the process.

At WorkLifePsych, we want to give employees and organisations the tools they need to effectively manage relationships, navigate challenges, develop others and be a positive role model of leadership.

Our training ethos and approach

Our training proposition reflects a focus on 21st century workplace norms, challenges and skills required by professionals. The courses are organised around three key themes:

- **Achieve Productivity** – training professionals in doing the right thing, in the right way, at the right time.
- **Sustain Wellbeing** – building sustainable approaches to managing workload and pressure.
- **Inspire Effectiveness** – key interpersonal skills that reflect the importance of relationships and interdependent working.

These three themes are interdependent and key to success in the contemporary work environment. For example, it's difficult to be productive when you're stressed and over-extended. And it's challenging to be effective if you aren't prioritising and focusing where it matters.

Our courses last from just 90 minutes (any of the '101' sessions in our essentials series) up to multiple-day coaching skills courses.

We ensure our courses are an appropriate mix of theory and practice, avoiding fads and fashions and emphasising the science of psychology in the workplace. Delegates leave with greater self-awareness and a selection of practical skills they can experiment with immediately.

Our training at a glance

| Training solution | Theme | Course | Duration |
|---|---|---|------------|
| Productivity  | Productivity Principles | Pillars of Productivity: <ul style="list-style-type: none"> • Productivity for Leaders • Delegate for Success • Making Flexibility Work | One day |
| | Productivity Essentials | Productivity 101, Prioritisation 101, Delegation 101, Flexible working 101, Email 101, Proactivity 101 | 90 mins |
| Wellbeing  | Psychological Flexibility | Check your compass | Half-day |
| | | Do what matters | 3 x 90mins |
| | | Show up! Let go! Get moving! | One day |
| | Working Sustainably | 'A mind like water' – Dealing effectively with pressure and stress | One day |
| | | 'Fit for the future' – Developing a resilience outlook | |
| | | 'Work-life fit' – developing your work-life toolkit | |
| Mental Health | 'Thinking again' – Understanding mental health at work | | |
| Wellbeing essentials | PsychFlex 101, Resilience 101, Manage pressure 101, Sleep 101, Mindfulness 101, Work-life 101 | 90 mins | |
| Effectiveness  | Developing others | 'Flourish' – Developing others at work' | One day |
| | | 'Dialogues' – Introducing coaching conversations | One day |
| | | Introduction to Workplace Coaching | Two days |
| | | Advanced Workplace Coaching | Two days |
| | | Coaching masterclasses | One day |
| | Leading others | 'Getting along vs Getting ahead' – relationships at work | One day |
| | | 'Transitions' – leading others through change | |
| | | 'Speak up and speak out' – developing psychological safety in teams | |
| | | 'Contact' - leading virtual teams | |
| | | 'Let's talk' – difficult conversations at work | |
| | | 'Pioneers' – fostering innovation at work | |
| | Effectiveness essentials | Coaching 101 Feedback 101, Psychological Safety 101, Relationships 101, Goal-setting 101 | 90 mins |

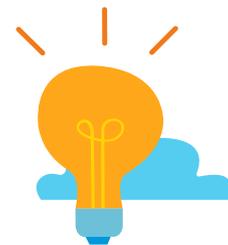
1. Productivity



What does it mean to be productive? Our working definition of productivity is 'doing the right thing, in the right way, at the right time', and our productivity courses aim to support just that.

The modern professional is bombarded with demands on their attention and their problem-solving, from the moment they wake up until the very end of their evening. Knowing how to make best use of our attention and energy is core to our approach to productivity training. Additionally, proactively paying attention to the interface with our work and personal roles and responsibilities can contribute to a more meaningful and productive existence.

Our productivity courses focus on key productivity skills that can be deployed in virtually any work environment. Course contents are based on principles, not inflexible processes or rules, so delegates can make them work for them, whatever the constraints of role or culture. We also highlight the skills required for navigate the work-life interface, which has been complicated by flexibility, technology and globalisation.



These day-long workshops emphasise the practical application of psychological science in getting more of the right things done.

Productivity isn't necessarily about doing more, but more about doing more of the right things, at the right time and in the right way. Our courses emphasise a move away from 'busy' – where stress is common and reactive is the norm – to 'productive', where proactivity guides our focus.

'Pillars of Productivity'

Our flagship productivity workshop, 'Pillars of Productivity' is based on a set of crucial principles that anyone can adopt and adapt to their own working environment. The workshop emphasises self-awareness, alongside prioritisation, pragmatism and effective processes.

'Productivity for Leaders'

Organisational leaders face unique productivity challenges, with a need to delegate elegantly, consider the longer term in balance with the short term goals and regular pressure on their time when it comes to people management and development. Our workshop gives leaders the tools they need to build in increased efficiency

'Delegate for Success'

Delegation is a crucial organisational skill and we look at it from a holistic perspective. We emphasise the need to plan, to understand the people you're delegating to and to engage in effective monitoring once delegated. We explore the psychology of what prevents from delegation and how to overcome this. Delegation requires clarity of priorities, trust in those being delegated to and a sense of purpose. Delegates leave this course with an action plan for delegation they can put into practice immediately.

'Making Flexibility Work'

This workshop explores how to get the best out of flexible working arrangements, other it's Flexi-time or location-independent working. To ensure these arrangements generate the expected benefits takes planning and forethought. This workshop explores how to remain productive while working flexibly, how to manage relationships and others' expectations and how to avoid overwork and stress.

‘Work-life Fit’ – developing your work-life toolkit

The interface between work and home can be a source of immense stress. Especially when we view it as a competition between work and home or striving for a perfect balance between the two.

However, when we instead work on navigating the challenges and design a work-life fit around our job and our personal life, we can leave behind outdated notions of ‘balance’ and engage with our multiple life roles and the work they bring with them in a much more successful and dynamic way. Delegates will leave this workshop with an understanding of their preferred work-life style, tactics and techniques for minimising unwanted ‘overspill’ from one domain to the other and a plan for implementing a work-life fit that is unique to them.



Productivity Essentials

Our ‘Productivity Essentials’ sessions cover the basics of everyday productivity skills, focusing on how to get the maximum return from small changes to our thinking and behaviour. These 90-minute sessions are impactful and minimise delegates’ absence from the workplace.

- **Productivity 101** – how to balance your time, attention and energy
- **Prioritisation 101** – how to prioritise your workload and clarify your focus
- **Delegation 101** – how to delegate and monitor effectively
- **Flexible working 101** – how to make the most of flexible working arrangements
- **Email 101** – how to tame the email beast!
- **Proactivity 101** – how to leave the procrastination habit behind



2. Wellbeing



Proactively focusing on employee wellbeing is a concern for most organisations. Simultaneously, employees are more and more aware of the importance of maintaining their physical and mental health.

It's definitely not an optional extra and professionals who sacrifice a focus on their wellbeing end up burning out and fail to reach their true potential. Our approach to training in this area is to give delegates the insight and skills required to contribute positively to the maintenance of their own wellbeing in their own organisational setting.

We avoid meaningless fads and focus on what scientific evidence tells us about health, pressure and stress, and how to navigate the challenges that come our way.

Our longer workshops focus on either acquiring the skills of Psychological Flexibility – which contributes to increased psychological wellbeing and job satisfaction – or on building effective and sustainable psychological and behavioural responses to pressure. The workshops ensure employees are resilient and remain fit for the future.

Finally, our 'Perspectives' workshop seeks to normalize and de-stigmatise discussions about mental health in the workplace.

Psychological Flexibility

Psychological Flexibility is a set of thinking and behavioural skills that supports holistic wellbeing, resilience and effectiveness in the workplace.

By practicing these skills, we become more self-aware and mindful of our approach, we learn to use values rather than emotions to guide our behaviour and we learn how to pursue meaningful goals.



The scientific evidence supporting psychological flexibility is extremely powerful and the approach has been used in a wide range of organisational settings to boost employee health and satisfaction at work. Principles-led, it can be trained in a variety of ways, which is reflected in our courses.

‘Check your compass’ – develop your Psychological Flexibility

This half-day session gives delegates an accessible introduction to the skills, time to practice each and an emphasis on getting in touch with their values to guide their pursuit of meaningful goals at work. Delegates leave with an action plan for the application of their values and the tools and techniques to adopt a more mindful and focused approach at work.

‘Do what matters’ – jump start your flexibility

This course is run over three, ninety-minute sessions across six weeks. This minimises absence from the workplace, allows the training to be slotted in over shorter breaks, while also giving delegates an ample opportunity to practice the skills in between each session.

‘Show up! Let go! Get moving!’

This day-long workshop represents an excellent deep-dive into all of the skills of psychological flexibility. Delegates will get to practice techniques to increase their self-awareness, to reduce the impact of their unhelpful thoughts and emotions and to put their values into practice on a daily basis. They will learn the role of our thinking and emotions in our inner life and how to gain greater focus on what really matters each day.

Working sustainably

Working sustainably is all about acquiring the skills to better respond to the challenges we encounter, while also developing a resilient mindset and helpful, healthy coping habits.

We challenge delegates to explore how they respond to setbacks and worries and how changes to their mindset and behaviour will assist them in persisting and overcoming difficulties.



‘A mind like water’ – Dealing effectively with pressure and stress

This workshop demystifies job-related stress and explores the mind-body interface, so that delegates understand where their experience of stress comes from. We share a combination of thinking and behavioural skills to help delegate re-appraise pressure and respond to it in a more sustainable and effective way.

‘Fit for the future’ – developing a resilient outlook

This day-long workshop focuses on identifying appropriate thinking and behavioural responses to challenges and setbacks, and building an effective strategy for boosting resilience. This workshop can be augmented with the completion of a Resilience questionnaire (the RQi) and individual feedback, to provide a truly tailored and individual insight into their resilience journey.

‘Think again’ – understanding mental health at work

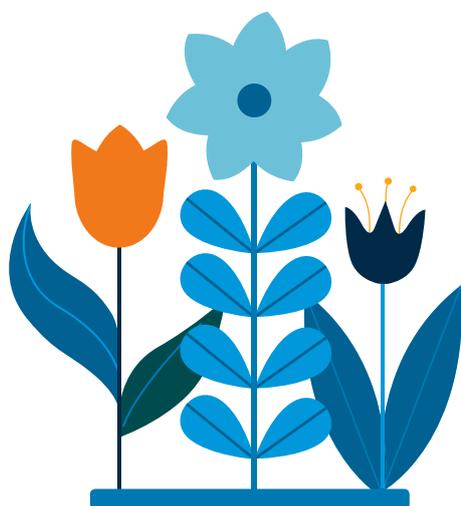
This workshop focuses on demystifying mental health and increasing delegates’ comfort in speaking about it. We present mental health as a continuum, rather than categories or labels. We explore the origins of common mental health conditions (e.g. depression, anxiety, job-related stress), their prevalence in the population, and the success of various therapeutic interventions.

This is not a therapy workshop, rather an opportunity to focus on facts and have a helpful discussion about everyone’s mental health.

Wellbeing Essentials

Our Wellbeing Essentials sessions last just 90 minutes each, but cover the building blocks of sustainable wellbeing, in accessible and interactive formats. Delegates leave with increased insight and self-awareness, with an understanding of practical changes they can make immediately.

- **PsychFlex 101** – A comprehensive introduction to the skills of Psychological Flexibility
- **Resilience 101** – An overview of psychological and behavioural resilience
- **Stress 101** – Exploring work-related stress and how to manage it effectively
- **Sleep 101** – Demystifying the science of sleep and how it contributes to our wellbeing
- **Mindfulness 101** – A practical introduction to the health benefits of mindfulness practice
- **Work-life 101** – How to manage the interface between work and home



3. Effectiveness



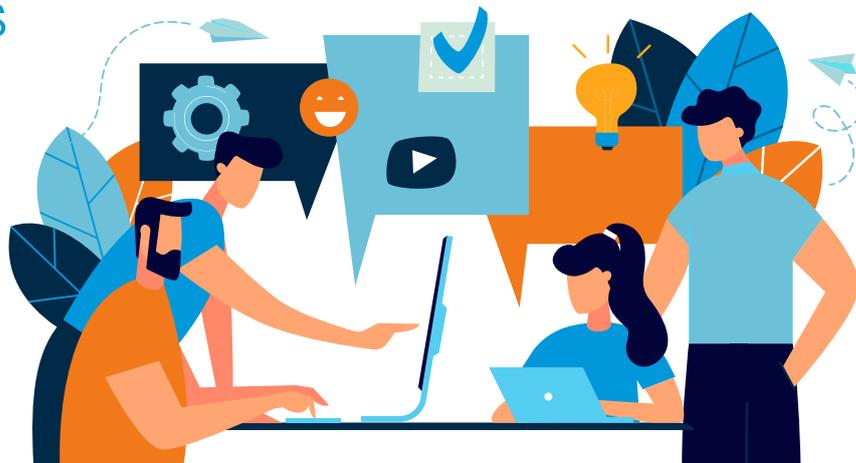
Our effectiveness training courses focus on the key skills and approaches which complement the contemporary professional's technical skills. We avoid references to 'soft skills', as these interpersonal skills are key to thriving in an interdependent workplace, where relationships are central.

Within the effectiveness training theme, we make a distinction between courses focusing on developing others at work and courses focused on leading others.

Developing others is all about giving professionals the key skills in people development to make them rounded and effective managers. This includes our coaching skills training courses. 'Leading others' workshops focus on what managers need to be able to do for their teams - manage relationships, manage change, built trust, provide effective feedback and foster creativity and innovation.

Developing others

Our 'Developing others' workshops give managers (new and more experienced) the skills required to maintain a development focus in their team and to contribute to a coaching culture in their organisation.



Whether it's coaching with a 'big' or 'small' C, it represents an invaluable addition to the managerial toolkit.

'Flourish' – Developing others at work

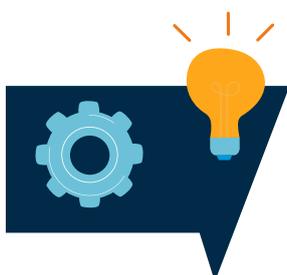
This one-day workshop covers the essentials of developing team members, including identifying development needs, having development conversations and providing performance feedback. The workshop includes introductory coaching skills to support these crucial conversations.

'Dialogues' – Introducing coaching conversations

The 'Dialogues' workshop is perfect for managers who don't need to operate as fully-fledged workplace coaches, but who recognise the value that a coaching-style approach can have. Highly practical and interactive, this workshop includes a significant amount of practice coaching.

Introduction to Workplace Coaching (2 days)

This course has been developed for managers, team leaders and HR professionals who wish to learn the basics of workplace coaching. No prior experience is assumed and a pre-reading pack brings delegates to a level playing field in terms of concepts. The two days cover practical coaching skills, ethics and professionalism and the particular challenges and benefits of being an in-house coaching professional.



Advanced Workplace Coaching (2 days)

This follow-up on our introductory course equips delegates with an introduction to the more advanced 'cognitive-behavioural' approach to coaching. This is particularly useful for challenges that are more about beliefs than behaviour or skills. With plenty of in-course practice, workplace coaches will leave with the addition of some significant tools to their coaching toolkit.

Coaching Masterclasses

Our coaching masterclass series is a collection of one-day in-depth sessions, focusing on a single theme. They are suitable for workplace coaches with significant training and experience and cover topics like:

- Coaching for workplace stress
- Coaching for productivity
- Coaching through transition



Leading others

Our 'Leading others' workshops are all about key managerial and leadership skills for the modern workplace.

Delegates learn how to bring the best of themselves to a variety of organisational challenges and contexts.



'Getting along vs Getting ahead' – relationships at work

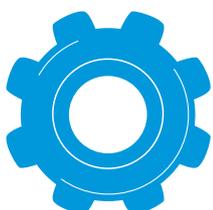
This workshop is focused on practice relationship management and strategic stakeholder management. Rather than allowing workplace relationships to develop in a haphazard way, delegates will learn how to plan this crucial activity, learn more about their key stakeholders and what they need. The course also covers interpersonal challenges such as conflict in the workplace, the importance of personal brand and values and the role of organisational politics.

'Transitions' – leading others through change

With workplace change a virtual constant, we can either sit back and allow change to be 'done to us', or as managers and leaders we can lead our team members through it successfully. This workshop explores how people respond to change, how to communicate change authentically and the management techniques to harness resistance and support.

'Speak up and speak out' – developing psychological safety in teams

Psychological safety is all about feeling comfortable in speaking up - highlighting errors, making suggestions or calling attention to risks. Teams with high levels of psychological safety are higher performing teams, but it needs to be nurtured and developed. This course outlines the ingredients required for team members to feel truly psychological safe and the role the team leader has in shaping this.



‘Let’s talk’ – difficult conversations at work

Discomfort with difficult conversations can mean we procrastinate about them or we sugar-coat them to avoid being the ‘bad guy’. ‘Difficult’ is a relative term, but can include feedback about performance and development needs, as well as career planning and trajectory. The workshop focuses on minimising the role of discomfort, while maximising authenticity, planning and empathy to get the best result.

‘Pioneers’ – fostering innovation at work

Innovation and creativity are different, yet related. Taking a creative idea through the innovation process requires openness to change, resilience persistence and psychological flexibility. This workshop focuses on the thinking skills required by managers to ensure their team can innovate effectively.

‘Perspectives’ – leading flexible teams

The significant growth in flexible working arrangements and virtual teams in the last ten years has had benefits of employer and employee alike. However, when teams spend less time in the same space and are sometimes separated by time zones and geography, the onus is on the manager to adapt their approach. This has implications for management style, focus and relationships. This workshop gives managers a framework to use with their team to ensure that flexibility doesn’t become a barrier to effective team functioning.

‘Contact’ – leading virtual teams

The significant growth of virtual teams in the last ten years has had benefits of employer and employee alike. However, when teams spend less time in the same space and are sometimes separated by time zones and geography, the onus is on the manager to adapt their approach. This has implications for management style, focus and relationships. This workshop gives managers a framework to use with their team to ensure that distance doesn’t become a barrier to effective team functioning.



Effectiveness Essentials

Our 'Effectiveness Essentials' sessions last just 90 minutes and represent an ideal taster session to introduce the essential concepts and skills across a range of topics.

- **Coaching 101** – how to have a coaching-style conversation at work
- **Feedback 101** – how to deliver honest feedback effectively
- **Psychological Safety 101** – how to foster the safety to speak up in teams
- **Relationships 101** – how to effectively manage workplace relationships
- **Goal-setting 101** – how to set and pursue meaningful goals





About WorkLifePsych

Founded in 2014 by Dr. Richard MacKinnon, we're a team of workplace psychologists whose expertise lies in developing people at work. We operate at the intersection of wellbeing, productivity and professional effectiveness and provide coaching, training and structured development programmes.

Our focus on people development reflects both our skill set and our passion. We've coached leaders, managers, graduates and individual contributors across and globe and in a range of organisational sectors. We love seeing people make progress towards their goals and hearing how our support has made all the difference in their working lives.

As psychologists, we're best placed to combine our deep knowledge of workplace psychology with cutting edge approaches to get you the best results. We avoid fads and fashions and focus on what actually works.

You can find out all about our activities and see the profiles of our team by visiting our website at worklifepsych.com.

Alternatively, get in touch to find out more about how we can help:

info@worklifepsych.com

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What our clients say



Our managers have gained confidence and are more cheerful as they go about their work – despite the day to day challenges of management.

We are extremely pleased with the programme and its impact and wouldn't hesitate to recommend Richard and WorkLifePsych. They have exceeded our expectations.

Conall Lavery, CEO, Real World Analytics

We asked Richard to run a few of his 'Psychological Flexibility 101' sessions and 55 of my colleagues signed up for the initial workshops. I was really impressed with their feedback and their comments in the brief online survey we used afterwards illustrated just how keen they were to learn more and start putting this all into practice.

Lorraine O'Sullivan, Group People Director, Dentsu Aegis Network Ireland

We retained WorkLifePsych to design and deliver workshops on essential coaching skills to the delegates on our "Inspire" leadership development programme. Richard worked closely with us to identify our requirements and ensured that he reflected our company's culture in the final version of the workshop.

Having observed the delivery of one of the workshops, I would say that Richard's style engaged and challenged the delegates. He responded well to all their questions and provided feedback and support throughout the various practical components of the workshop. He delivered a workshop that met our needs perfectly.

I would have no hesitation in recommending WorkLifePsych as a provider of coaching skills and development interventions more generally and I look forward to working with Richard again.

Louise Morris, Learning & Development Manager, Certas Energy

Richard brings a combination of intelligence, robust and evidence-based practices and, above all, practical approach to his work. He is an expert in his fields yet he speaks the language of business and is always pragmatic and commercial.

He is able to diagnose issues and articulate them clearly and simply along with solutions which are innovative, relevant and understandable.

I always feel completely confident in introducing him to the business and I consider him to be very much a trusted business partner.

Wayne Mullen, Global Head of Human Resources, The Workshop

The workshops have been really well received with delegates highly enthused and leaving the sessions qualified to deliver high calibre coaching to colleagues within the organisation.

The courses have been delivered by engaging facilitators and have been packed full of really useful tools and information. The feedback from all delegates has been positive."

Amanda Capon, Group HR Projects, Spirax Sarco Engineering

