

ARK ACADEMY

VIRTUAL TRAINING

VISIT OUR WEBSITE FOR MORE INFO:

arkconsultancy.co.uk/ark-academy/

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INTRODUCTION

Our Academy has seen an increase in the number of requests for virtual training and development programmes as our clients adapt to the new workplace learning. We understand businesses can't afford to put capability building on hold. Whether the effort is reskilling at the business-unit level or a company-wide aspirational transformation, companies can't simply pause on critical workplace learning.

Not to mention the need to support colleagues and their mental wellbeing concerns associated with social isolation, occupational insecurity and general anxieties around the current uncertain and unpredictable circumstances present for everyone.

Our team have designed several online webinars that act as knowledge transfer sessions providing a timely and cost-effective solution for our clients. These webinars typically run for around 60 minutes and can host up to 30 people per-session. They are delivered through online platforms like Zoom, Teams, Slido etc. enabling participants to interact via chat rooms, polling facilities and ask questions.

Our online training sessions run for around 90 – 120 minutes, which are aimed at encouraging higher levels of engagement and interaction between the participants. These sessions are delivered with smaller groups of delegates, like offline training programmes. During the session the trainer will actively involve participants, ask them questions and encourage them to share their thoughts and experiences using virtual breakout rooms.

We also provide Mental Health training accredited by Mental Health First Aid England online to help you manage your own and your employee's mental health. Alongside a number of online modular, or pre-recorded courses, which are not facilitated programmes. These programmes enable the participant to complete their learning at a time that is most convenient for them.

Alongside our training we have a talented pool of executive coaches who support clients to manage their own overwhelm, motivate others who might be feeling afraid, plan for any number of likely scenarios, think strategically while still handling the daily fires and to take care of themselves with limited time and sleep.

Our clients tell us about the value of having an objective sounding board, a safe place to vent and share concerns and fresh perspectives. Our team of coaches work at all levels of business and are at the end of the phone when clients need them the most.

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OUR PROGRAMME

MENTAL HEALTH AND WELLBEING

Mental Health in a Pandemic, 90 minutes - interactive session

This training session provides a basic awareness of mental health, including the impact of Covid-19. By the end of the seminar delegates will be able to:

- explain what mental health is
- understand and explain the mental health continuum
- appreciate the roll and importance of work on mental health – both good and bad
- spot the signs of stress
- understand signs of the main type of mental ill health
- how to support good mental health during the pandemic
- how to talk about mental health

Included with this seminar are PDF worksheets that provide useful information on the signs of escalating stress, the mental health continuum and signs of depression.

This session can also be run as a 60-minute webinar.

Building Personal Resilience in a New Operating World, 90 minutes – interactive session

This training session provides a simple framework with supporting tools to stay resilient in the face of Covid-19. By the end of the seminar delegates will be able to:

- explain what resilience is and why it is important
- know how to build their own resilience over the coming weeks/months
- the two causes of all mental stress and take steps to reduce these
- be able to explain the 2 key elements of resilience
- be able to use several tools to build personal resilience

Included with this seminar are PDF worksheets providing useful tools and techniques including two question reframe, three control questions, 4 square breathing, gratitude journal, as well as signs of escalating stress.

This session can also be run as a 60-minute webinar.

Mental Health Aware (4 hours)

Mental Health Aware is for anyone who would like an introduction to mental health and mental health issues. This course is aimed at raising awareness of mental health.

Participants will gain:

- an understanding of what mental health is and how to challenge stigma
 - a basic knowledge of some common mental health issues
 - an introduction to looking after their own mental health and maintaining wellbeing
 - confidence to offer support to someone in distress or who may be experiencing a mental health issue
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Mental Health First Aid (15 hours)

Mental Health First Aid (MHFA) is for anyone who would like to support colleagues facing mental health issues and improve understanding and attitudes towards mental health in the workplace. The course is a blend of 4 live online training sessions (which range from 1.45 – 2.5 hours) and self-learning activities, spread across 2 weeks and will be available from July 2020.

This course is designed to teach how to spot the signs and symptoms of mental health conditions and provide help on a first aid basis. It provides people with the tools to support their own mental health and their colleagues.

Participants will gain:

- an in-depth understanding of mental health and the factors that can affect wellbeing
- practical skills to spot the triggers and signs of a range of mental health issues
- confidence to step in, reassure and support a person in distress using the mental health first aid action plan
- enhanced interpersonal skills such as non-judgemental listening
- knowledge to help someone recover by guiding them to further support, whether self-help resources, internal support such as EAP, or external sources such as their GP

On completion you will be a certified Mental Health First Aid Trainer.

Building Team Resilience, 90 minutes - interactive session

This training session will describe how mental toughness tactics can support your teams improve performance, confidence and emotional support when under pressure. By the end of this session delegates will:

- know how to build their own resilience over the coming weeks/months
- be able to explain the four foundation stones of team resilience
- understand the important role managers play in team resilience
- be able to practice and share five daily practices to build personal resilience

This session can also be run as a 60-minute webinar.

Managing Remote Teams 90 minutes - interactive session

This training session will help managers understand the challenges of remote team's management & begin to develop appropriate responses. By the end of the session delegates will learn more about:

- Managing Communication
- Managing People
- Using technology & equipment
- Legal compliance
- Improving Processes
- Looking forward - the future of remote working?

Developing Mental Toughness – A Key Factor for Enabling Performance, Agility and Wellbeing in Organisations and Individuals

If you want to sustain long-term growth, you must become more resilient to survive. However, for organisations who want to thrive – you should teach mental toughness, allowing it to become part of your organisation culture. Research conducted worldwide has concluded that those with higher levels of mental toughness, as indicated through the MTQ48 measure, enjoy:

- Better performance – it explains up to 25% of the variation in workplace performance
- improved positivity – adoption of more of a “can do” approach which leads to greater rapport and connectivity with colleagues
- greater wellbeing – more contentment and better stress management
- change management – a calmer and lower stress response to organisational change
- increased aspirations – greater ambition and confidence in achieving targets and a greater willingness to persevere in order to do so.

The mental toughness assessments can assist organisations in developing an organisational mental toughness mindset, improving the mental toughness of its employees and creating a positive culture and improved wellbeing.

Licensed user training is a requirement to use the MTQ assessments. This programme is delivered through a modular online learning platform and accredits participants as licensed

practitioners for the assessment. This online programme includes an MTQ assessment for the participant, plus two practice measures.

Upon completion, participants will be able to:

- understand mental toughness and its implication for performance, behaviour and wellbeing
 - be confident about using MTQ assessments with individuals and organisations in handling feedback
 - understand its wide range of applications – education, organisation and health sectors
 - understand how mental toughness can help individuals to deal with stress, pressure and challenge understand how the measure can help to develop individual and organisational performance.
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Improving Team Motivation and Performance, 120 minutes - interactive session

This training session provides an understanding of how, in the 'new normal', you can help your teams to continue to operate as a team and feel motivated to give their best. By the end of the workshop delegates will:

- understand the role of the remote manager in keeping the team motivated
 - be more aware of the impact and challenges of working remotely for the team and individuals
 - better understand your team and the team dynamics
 - learn strategies you can use to motivate and keep the connectivity within the team
 - take away ideas to help monitor remote working staff.
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Effective Conversations for Remote Managers 90-minute interactive session

You are responsible for your team. The trouble is you don't get to see your team much anymore. With people working from home and working different hours, managing remotely is presenting you with new challenges. How to communicate effectively is the most important.

This workshop is for managers who are having to adapt to managing their team remotely. They don't have the face to face time as before and need to know how maintain performance, engagement and well-being of their people virtually.

In this workshop we'll cover the following:

- The Essentials of Human Communication
 - Communication Channels - choices and challenges
 - Understanding introversion and extroversion and its impact on remote conversations
 - How to have effective 1-2-1s remotely
 - How to use questions effectively
 - Why empathy is important and how to build it
 - How to give effective feedback and tackle any issue.
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Creating a High-Performance Culture, 120 minutes - interactive session

- This training session helps participants understand what a high-performance culture and team looks like, gives them tools and techniques to manage under performance in the 'new normal', and a plan to improve. By the end of the workshop delegates will:
 - understand the impact of underperformance on the business
 - understand how critical the alignment of strategic, team and individual goals are to the organisation
 - gain tools and techniques for aligning goals at all levels
 - consider why people fail to perform effectively and how to identify under performance in a remote world
 - learn techniques for dealing with underperformance remotely
 - understand the career drivers for your team
 - consider how talent management can impact on performance results
 - gain tools to identify where there is potential within your team
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Understanding Your Team, 120 minutes - interactive session

This training session helps participants understanding their teams better and managing team learning and development by identifying strengths and enabling development to continue in the 'new normal'.

By the end of the workshop delegates will:

- better understand your team's behaviours and how they impact on each other
 - consider how to play to the team's strengths in the 'new normal'
 - gain tools to assess their current capability and drivers
 - learn best practice techniques for planning team and individual development to meet the business needs
 - consider a wide variety of development options to suit different team members
 - understand how to make the right development choices for your staff
 - consider how you measure the impact of your teams learning and development and show value for money
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Effective Recruitment and Selection Strategies in the 'New Normal', 120 minutes - interactive session

- This training session aims to facilitate thinking around good hiring practices emerging amid the dawn of the new normal. By the end of the workshop delegates will:
 - consider a variety of reasons to continue with recruitment
 - understand recruitment process and what should be included in the job specification
 - consider how and where you can find candidates and the advantages and disadvantages of each
 - consider different recruitment methods and their advantages and limitations
 - understand the importance of all aspects of presenting the company well
 - learn more about recruiting remotely and how to maximise a remote interview
 - learn how to get the onboarding right in the 'new normal'
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Managing Yourself in a Changing World, 120 minutes - interactive session

This training session aims to give you tools and techniques to take more control over how you spend your time and make sensible decisions on how you use it. By the end of the workshop delegates will:

- understand how the use of time has changed in the 'new normal'
 - considered the benefits of managing your time more effectively
 - understand your own time bandits and those affecting others
 - understand why you procrastinate and its impact on you and others
 - consider how to manage interruptions more effectively
 - gain some tools and techniques to manage time and emails better.
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Communication for a more remote world, 120 minutes - interactive session

This training session will explain the importance of effective communication and how to use good Communication skills to manage staff remotely. By the end of the workshop delegates will:

- Understand why effective communication is even more important when managing remotely
 - Understand the barrier to communication and things to consider improving for remote Communication
 - Understanding the complexity of communication
 - Learn useful communication techniques to help manage staff
 - Consider your communication strategies for team communication
 - Understand how to make the most of meetings, briefings and webinars as a communication Tool
 - Learn facilitation skills for online meetings and webinars
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Executive Coaching & Mentoring

Leading an organisation through periods of change and challenges can cause people to feel under pressure in these unprecedented times. Our highly experienced team have specialisms in Governance & Risk, Housing Management, Supported Housing, Asset Management, Development, People Services and Strategic Business Planning. We offer remote Executive Coaching and Mentoring, providing critical friend support to help you address business critical issues and overcome challenges.

All sessions are confidential and can take place over the phone, Skype, or FaceTime, at a time to suit you. Your coach will work specifically with your needs, concerns, and specific challenges. You'll get unlimited email and text support to support you through your coaching journey.

Mental Toughness Coaching

Mental Toughness coaching is two-fold, it looks at how we perform under pressure and how we deal, handle, and cope with the adversity, setbacks, and struggle. Our coaches can help you to improve your performance, positivity adaptability and wellbeing. This starts through some self-reflection gained from taking the MTQ Plus psychometric test which measures your mental toughness and highlights any mental obstacles you may have.

Coaching for Grieving Employees

Mourning the death of a loved one is one of the hardest things as humans we must do. Sadly, the new coronavirus crisis makes it even more difficult. The virus has already taken the lives of friends, colleagues, and loved ones. In addition to the deaths related to the virus, families will also be experiencing the loss of family members and friends for other reasons, such as an illness, old age or an accident.

The restrictions and safety measures in response to Covid-19 makes grieving, which is already a lonely process, even lonelier. We do not have access to the type of physical contact and support upon which we rely to get through times of loss.

We have professional support available to help colleagues that are struggling right now and to assist with the painful transition. Our bereavement coaches are not there to counsel you through your grief, as there are many organisations in place to do this, instead we support you to find new strategies for coping with daily life, to manage the anxiety that comes with returning to work and to help you establish ways of moving forward.

ONLINE LEARNING

It is important to us that our online sessions give delegates the same interactive experience as our offline sessions. Providing tools, techniques and new ways of thinking that will help the way they approach working life in these uncertain times.

To help enhance your online learning experience:

- Give yourself time to understand how to use the training platform you will be accessing. Allocate time to download the correct application and know your log in details for the session.
- At the beginning of the session our trainers will share protocol for asking questions or providing comment on group discussions.
- Make sure you have your video and sound on we want to make sure all participants get the most value from our sessions, engaged and 'in the room'.
- During webinars sessions where delegate numbers might be higher, we will ask that you mute your sound during the session with the option to ask questions and comments through the chat function
- Adhere to the normal etiquette associated with a face-to-face meetings or training sessions. Phones and other devices on silent and other applications on your computer closed, to ensure you can focus on the session and you're not receiving email messages during the session.
- Always have a pen and paper to hand and complete any pre-training tasks.
- Take a full and active role throughout the training workshop in order to gain maximum benefit.

If you would like to discuss any of our sessions in more detail, please contact Joanne Turley

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