



# ***GRA SOLUTIONS***

GRAHAME ROBB ASSOCIATES LTD

# ABOUT **GRA**

## RELEASING THE POTENTIAL OF INDIVIDUALS, TEAMS & ORGANISATIONS

We are a market leader in the design and delivery of innovative, engaging and tailored leadership and team development training solutions. Our aim is to help you achieve better business results by investing in your people. We respect that your challenges and learning outcomes are unique, so we listen carefully to your requirements, we recruit facilitators who are knowledgeable, personable and appropriately accredited and we have developed two learning centres designed to maximise opportunities for experiential learning.

Since 1989, our focus has been to design and deliver programmes which go beyond typical learning and development packages to inspire people to change their approach, improve performance and reach their full potential as well as provide a return on investment; whether they attend a one-off event with us or a modular programme.

We have delivered thousands of programmes to a wide range of public and private sector clients across the globe that come back to us again and again. We are proud of our track record, customer service, range of services and training modalities that ensure our customers receive market leading leadership and team development services.

Our Outdoor Learning Centre near Reading is located within the grounds of Wokefield Estate and we are an official partner of the English Football Association at St. George's Park National Football Centre, owning and operating the on-site Outdoor Leadership Centre. Furthermore we have the capability to go mobile and virtual with many of our programmes.

To find out more visit: [www.gra.uk.com/about-us](http://www.gra.uk.com/about-us)



# OUR APPROACH

## The Challenge

Accumulate as many points as possible over the next 2-hours to see which group is good, excellent or world class.

**How do you build a productive team destined for success? It's an art form that requires leaders to consistently recruit, retain, develop and motivate the right people, in the right roles all while balancing team dynamics.**

Whether you're looking to assess, engage or develop teams in your organisation – from newly formed teams to well-established teams – we provide bespoke development programmes for delegates to learn the necessary skills and models to achieve consistently high levels of team performance. We will work with you to discuss the potential tools and modules we believe would have the biggest impact and understand what great leadership and team performance looks like to your organisation, so the programme offers you real value and results.

The key to skill development is practice. That's just as true for building high-performing teams as it is for sports, performing arts or technical training. We have over 30 years of experience designing and delivering results-focused development programmes focused on spending as much time as possible on applying newly developed skills in a practical setting. We believe our approach produces better leaders, more effective teams and sustainable behaviour change.

We focus on ensuring that as a result of attending a GRA development programme, leaders and teams have:

- A clear understanding on the importance of aligned expectations and goals
- An appreciation for different personalities, team roles and ways to contribute to success
- A 'team first' mentality. No individual member is more important than the team
- Mutual trust and respect for one another and the team's purpose
- Accountability and personal ownership of responsibilities
- The ability to discuss difficult issues openly and disagree constructively without damaging relationships
- A creative and flexible attitude to problem-solving with opportunities for everyone to express their ideas
- Shared leadership responsibilities to collectively drive results forward

We'd really like to arrange a meeting with you to discuss the development needs of your organisation to how we can best support your development requirements.

Visit: [www.gra.uk.com/contact-us](http://www.gra.uk.com/contact-us)

# LEARNING & DEVELOPMENT **SOLUTIONS**



## RESILIENCE FOR RESULTS

Thriving in a Changing World

### RESILIENCE FOR RESULTS

GRA's Resilience for Results programme embraces cutting edge diagnostics technology, proven tactics and techniques as well as practical exercises to provide employees with the tools to enhance their mental, physical and emotional resilience in the workplace. This adaptability enables them to thrive under pressure and offer a beacon of guidance, support and strength to others in the team.

#### LEARNING OUTCOMES

- Build a greater understanding of what resilience means
- Be able to recognise the difference between pressure and stress
- To understand what happens to the body in times of stress
- To learn practical ways in which to manage and deal with our own concerns in relation to stress and resilience levels
- To take away practical options of how to support other people in relation to stress and resilience levels



#### KEY MODELS & TOOLS

- Inner Balance™
- GRA's 'Drain vs Gain' Landscape
- 4 Domains of Resilience
- Prepare, Adapt and Recover
- Practical Exercises
- Outdoor/Indoor Experiential Tasks





## SELF & TEAM AWARENESS

GRA's Self & Team Awareness programme will ensure that members of the team are able and encouraged to 'look in the mirror', improve their self-awareness and understand how to build a high performing team. Through personality profiling and team development theory, they'll learn how their own profile impacts on others and the complementary styles required to create sustainable success.

### LEARNING OUTCOMES

- Increase self-awareness of your own profile, team contributions, behaviours and how they impact the performance of others
- Gain personal feedback from a variety of questionnaires, tools, techniques and practical exercises. Understand how these can be used to improve individual and team performance
- Get to know other team members better and participate in the process of building an effective team/network across the business
- Understand personal motivation and the motivation of others
- Personal action plans and on-going support to implement these new skills



### KEY MODELS & TOOLS

- Belbin® Team Roles
- Identifying Behaviours of World Class Teams
- Practical Exercises
- Outdoor/Indoor Experiential Tasks



## BUILDING A SHARED VISION

GRA's Building a Shared Vision programme utilises a proven framework and guided by our experienced facilitators, team members will contribute to the assessment of the current situation, development of a new vision and commit to an action plan that operationalises the strategic objectives of the organisation. Building a compelling, shared vision for the future of your organisation is critical to energising, inspiring and engaging your employees to work towards a common goal and create a platform for long-term success.

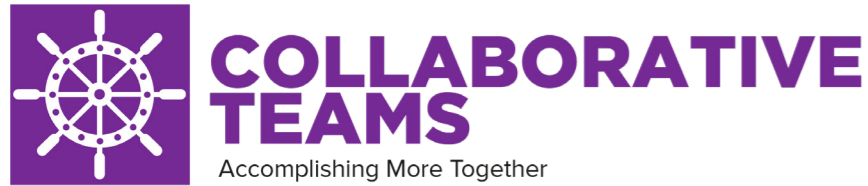
### LEARNING OUTCOMES

- Analyse the organisation's internal and external environments to interpret the opportunities and challenges that exist
- Recognise the level of influence you have in regards to the organisation's weaknesses, opportunities and threats
- Align on the strategic vision you want to create for the organisation and decide the critical priorities to close the gap between the current reality and the future state you aim to achieve
- Understand how to operationalise the strategic vision and enhance the links between the organisation's strategy and people's day-to-day activities



### KEY MODELS & TOOLS

- SWOT & PESTLE Analysis
- Levels of Influence Tool
- Stakeholder Analysis
- GRA's Critical Success Factor Template
- SMART Goals



## COLLABORATIVE TEAMS

GRA's Collaborative Teams programmes supports teams to develop the mindset and behaviours required to develop a culture of collaboration and to avoid falling into the trap of creating internal competition that damages teamwork and results. Collaboration inspires creativity, sharing of best practice and is proven to deliver a higher probability of success.

### LEARNING OUTCOMES

- Take part in an icebreaker task that will help you get to know members of the team better
- Gain a shared understanding of what collaboration means
- Identify the barriers to effective collaboration and the behaviours that undermine it
- Understand GRA's Collaboration Model and apply the principles to get results
- Understand the theory of the TKI™ Conflict Resolution Model and how this can help you and your team to be more collaborative
- Take part in a series of experiential tasks to trial the theory through deliberate practice



### KEY MODELS & TOOLS

- GRA's Collaboration Model
- TKI™ Conflict Resolution Model
- The 5 R's
- Outdoor/Indoor Experiential tasks
- Practical Exercises



## PERSONAL BRANDING

We are all projecting our brand to the world every day, whether we are aware of it or not. GRA's Personal Branding programme supports individuals to understand more clearly what a personal brand is, as well as offering a step-by-step process for building an authentic brand and how to successfully live it in your day-to-day life. We focus on remaining true to your values and leveraging your skill-set, unique abilities and your vision and goals for the future.

### LEARNING OUTCOMES

- To gain a greater understanding of what a personal brand is and its benefits
- Reflect on and learn from other brands to develop an awareness of what good looks like and to avoid common pitfalls
- Understand GRA's 5 key components of a personal brand and how to apply them
- Develop your vision and goals for the future and recognise how this shapes your personal brand
- Understand what it means to live your brand and the importance of it
- To be able to keep managing and developing your brand going forward



### KEY MODELS & TOOLS

- GRA's 5 Key Components Tool
- SMART Goals
- Practical Exercises



# CUSTOMER CARE

Delivering Exceptional Service

## CUSTOMER CARE

Every organisation claims to focus on customer service, yet exceptional service remains rare and the memory creates a lasting impression. GRA's Customer Care programme supports individuals and teams to develop the confidence and capability to consistently deliver excellent service through every interaction, so your organisation delights and retains its customers.

### LEARNING OUTCOMES

- Reflect on and learn from your own experiences of both good and bad customer service
- Know the facts around how bad customer service effects organisations and capitalise on that knowledge
- Identify who your competitors are, what they do better than you and what advantages you have over them
- Understand GRA's Customer Journey Map and apply the principles to get results
- Understand the Alessandra Platinum Rule theory and how this can help you serve your customers even better
- Clarify your organisational goals around customer care and create an action plan to use going forward



### KEY MODELS & TOOLS

- GRA's Customer Journey Map
- Interpersonal Influence Inventory
- SMART Goals
- Practical Exercises



# PRESENTATION SKILLS

Delivering With Impact

## PRESENTATION SKILLS

Look and feel confident speaking in front of an audience with GRA's Presentation Skills programme. Our expert coaches will help you enhance your natural communication style and refine your technique to empower you to deliver with impact. We'll share with you tools and techniques for preparing and structuring your presentation, making content memorable, creating a stronger connection with your audience, coping with nerves and more.

### LEARNING OUTCOMES

- Understand how to prepare to a high level for a presentation and how this helps you to deliver more succinctly and impactfully
- Understand how to use storytelling, visual aids, voice techniques and questions effectively to make your presentations more memorable
- Identify techniques for coping with nerves and how to avoid common pitfalls when presenting
- To recognise the importance of knowing your audience, noticing body language and how this can be used to your advantage
- Take part in some deliberate practice and get live feedback and coaching from an experienced GRA facilitator



### KEY MODELS & TOOLS

- Problem People Guide
- The Learning Ladder
- GRA's 5 P's of Perfection
- Practical Exercises



# LEADING FOR RESULTS

Actionable Behaviour Change

## LEADING FOR RESULTS

GRA's Leading for Results programme prides itself on the accessibility of our behaviour change model and its real-world application. We aim to move away from complicated competency frameworks to focus on what truly matters to deliver consistent performance. Through plenary discussions, practical exercises and facilitator observations, we utilise our model to challenge preconceptions and focus on the attitudes, skills and knowledge required to enact key behaviours for improved performance linked to a common purpose and organisational objectives.

## LEARNING OUTCOMES

- Identify a personal purpose and the attitude, skills and knowledge that can be translated into high leverage behaviours for success
- Develop action plans for enhanced learning transfer and application of the key behaviours
- Learn how to adapt and flex a leadership style to individuals and their personal development needs
- Understand GRA's flexible behaviour change model to utilise within individual teams and demonstrate best practice
- Discuss real and perceived blockers which exist to limit performance and implementation of the model
- Identify how to support others, hold one another accountable and create dialogue

## KEY MODELS & TOOLS

- BASK Model
- Reaction to Job Questionnaire
- Mapping Your Career
- Action Planning
- Practical Exercises



## EXECUTIVE COACHING

GRA offer specialist coaching programmes which focus on enhancing the capability and performance of individuals and teams for personal and business benefits. From one-to-one executive coaching to training for small teams, our services can be tailored to meet the needs of the organisation.

Our executive coaching workshop utilises deliberate practice and a step-by-step approach that allows participants to craft their own SMART goals from their existing business strategy; creating alignment with motivating and measurable outcomes.

## LEARNING OUTCOMES

- Understand your strengths and how to leverage these positively
- Understand any potential blind-spots and the impact this may have on relationships and results
- Highlight any gaps between where you currently are (personally or professionally) and where you want to be
- Develop a meaningful action plan and set SMART goals that will close gaps, address blind-spots and maximise your potential



## KEY MODELS & TOOLS

- Mapping Your Career
- Reaction to Job Questionnaire
- Belbin® Individual or Team Reports
- Great People Inside® 360° Tool
- Wheel of Life
- GROW Model
- SMART Goals



## EXPERIENTIAL BUSINESS SIMULATIONS

GRA's Experiential Business Simulations are designed to replicate the real-life business conditions faced within your organisation; including end goals for a customer and strategic objectives. These complex simulations, taking place in a physically and emotionally safe environment, provide the perfect platform to put theory into practice, test new skills, learn from mistakes, reflect on performance and achievements as well as apply the knowledge within day-to-day roles back in the workplace.

### LEARNING OUTCOMES

- Gain strategies for implementing a new vision
- Help individuals and teams to realise their potential
- Enhance communication, collaboration and decision-making
- Embrace creative and flexible problem-solving strategies
- Accelerate the development of future leaders
- Understand how to transform a team and company culture



### KEY MODELS & TOOLS

- A range of models highlighted in this brochure can be integrated into a simulation
- We have over 100 diverse indoor and outdoor activities that can be incorporated into a simulation, ranging from desktop problem-solving tasks to highly physical challenges in the outdoors

## TEAM BUILDING

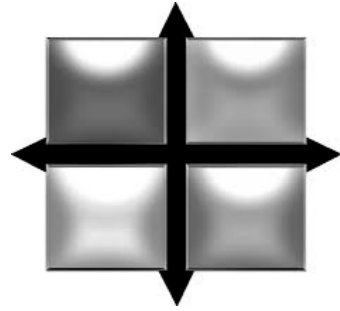
GRA has the perfect setting to provide you with a memorable corporate team building event, catering for all interests - pure fun, competition, creativity, development or to stay indoors. Our Outdoor Centres have every activity you need to create a special event for your team. Look through the list of activities below and you're sure to find the ideal activity for your team!

### ACTIVITIES

- High Ropes
- Low Ropes
- Laser Combat
- Archery
- Bushcraft
- Creative Challenges
- Problem-Solving Challenges
- Motorised Activities
- Lawn Activities

We recognise that everyone is challenged by new situations in different ways and to varying degrees, so we operate a strict "Challenge by Choice" policy where the level of participation is set solely by the individual.





## RELATIONSHIP STRATEGIES

Dr. Tony Alessandra's Relationship Strategies programme based on the Platinum Rule, focuses on relationship building, influencing strategies and creating memorable experiences by enhancing people's ability to relate effectively to others. The programme includes a self-perception survey to understand individual's personal style of relating to people and information as to how that differs from their peers. Using the Platinum Rule we can develop each individual's ability to understand what drives other people and recognise options for dealing with them more effectively.

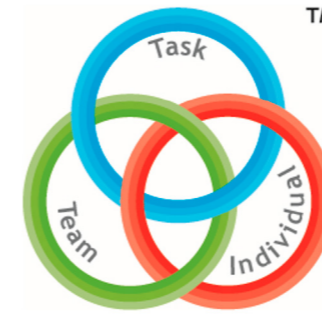
### LEARNING OUTCOMES

- Understand how an individual's personality profile may influence how they're perceived
- Understand Dr. Tony Alessandra's Platinum Rule and how it differs from the Golden Rule
- Practice identifying different people's styles
- Gain an enhanced understanding of personal communication styles to build relationships and positively influence people who have different styles



### KEY MODELS & TOOLS

- The Platinum Rule
- Behavioural Styles Model
- Interpersonal Influence Inventory
- Practical Exercises



## ACTION CENTRED LEADERSHIP

Adair International's Action-Centred Leadership™ (ACL) provides a great blueprint for leadership and the management of any team, group or organisation. Good managers and leaders should have full command of the three main areas of the model and be able to use each of the elements according to the situation. Being able to do all of these things, and keep the right balance, gets results, builds morale, improves quality, develops teams and productivity and is the mark of a successful manager and leader.

### LEARNING OUTCOMES

- Gain an understanding of the ACL Model and how to apply it back in the workplace
- Get the chance to take on a leadership role in a variety of experiential based exercises
- Have an opportunity to increase your self-confidence by moving out of your comfort zone and trying new leadership styles
- Receive feedback from peers and GRA facilitators on your leadership approach and team-player contribution
- The opportunity to reflect on your own approaches to leadership

### KEY MODELS & TOOLS

- ACL Task, Team, Individual Model
- Leadership Profiles
- Practical Exercises
- Outdoor/Indoor Experiential Tasks





## THE SLII EXPERIENCE

The Ken Blanchard® Companies SLII Experience™ empowers leaders to become adaptive - a requirement for our uncertain times. Backed by 40 years of research and an unmatched track record of results, SLII® teaches your leaders how to lead situationally by giving their people the right support or direction at the right time. SLII® enables leaders to build deeper relationships and more meaningful connections with co-workers that create exponential impact. When this happens, employees are more productive and engaged and their organisations excel.

### LEARNING OUTCOMES

- Understand the SLII® theory and how it can help improve performance
- Learn how to diagnose the different development levels of staff and the appropriate leadership styles to use via the SLII® Model
- Recognise individuals' preferred leadership styles and the importance of being flexible
- Develop highly skilled leaders who excel at goal setting, coaching, performance evaluating, active listening, and proactive problem-solving
- Clarify individual goals and ensure alignment with the organisation's goals
- Create a shared language within the organisation



### KEY MODELS & TOOLS

- SLII® Model - Diagnosing & Matching
- SLII® Fitness Test
- One to One Worksheet
- 6 SLII® Conversations
- SMART Goals
- Practical Exercises



## SELF LEADERSHIP

Ken Blanchard® Companies Self Leadership programme teaches individuals the mindset and skillset they need to become empowered, proactive self leaders who take control of their own success and are committed to getting results for their organisation. Self Leadership builds on the leadership model, SLII®, and integrates the latest research on the proactive skills required for individuals to be most effective. Team members learn a shared language for discussing their own development and performance, allowing them to have more effective conversations and build more trusting, open relationships with their managers.

### LEARNING OUTCOMES

- Instil a common language for discussing development and performance
- Increase the quality and quantity of performance conversations
- Build more open and trusting manager-employee relationships
- Develop empowered, self-reliant leaders
- Increase the speed to mastery of key goals and tasks
- Increase performance, productivity and results



### KEY MODELS & TOOLS

- SLII® Model - Diagnosing & Matching
- Mindset and Skillset of a Self Leader
- Competence Diagnostic Tool
- 5 Points of Power
- SMART Goals
- Practical Exercises



## COACHING ESSENTIALS

Most managers don't understand how critical coaching is for the development, growth, and performance of their people. Ken Blanchard® Companies leadership coaching programme, Coaching Essentials®, teaches managers how to effectively coach their employees - not just manage them but to increase productivity, create an environment of trust and autonomy, and deliver better bottom-line results.

### LEARNING OUTCOMES

- Adopt the proper mindset for coaching
- Increase the quality of conversations
- Accelerate individual and team progress toward objectives
- Create an environment of trust that nurtures the development of others
- Leverage four coaching skills that develop self-reliance in others
- Apply the four-step coaching process that results in clear agreements and action
- Identify when coaching is needed to help others reach a higher level of performance



### KEY MODELS & TOOLS

- Coaching Skills Model
- 4-Step Coaching Process
- Tell Your Truth Tool
- Practical Exercises



## iLoveFeedback®

### I LOVE FEEDBACK

The iLoveFeedback® training programme, based on the best-selling book Feedback Revolution: Building Relationships & Boosting Results, instils skills and promotes confidence through a five-step feedback process. Feedback is integral to enhancing relationships and results. It supports others to enhance their awareness of their strengths and weaknesses, increase employee engagement and encourages others in their continued professional development.

### LEARNING OUTCOMES

- Assess individual feedback skills and recognise the role of feedback in continual improvement
- Create the appropriate attitude and approach for providing feedback
- Check the purposes for sharing feedback and 'What's In It For Them'
- Consider how culture, gender, generational differences, and location affect approaches to giving feedback
- Share feedback that is specific, observable and increases people's receptiveness
- Close the feedback exchange with a shared understanding of next steps for improvement



### KEY MODELS & TOOLS

- 5 Best Practice Steps
- Feedback Conversation Planner
- 21-Day Challenge
- Practical Exercises

# LOCATIONS



**OUTDOOR LEADERSHIP CENTRE  
ST. GEORGE'S PARK**

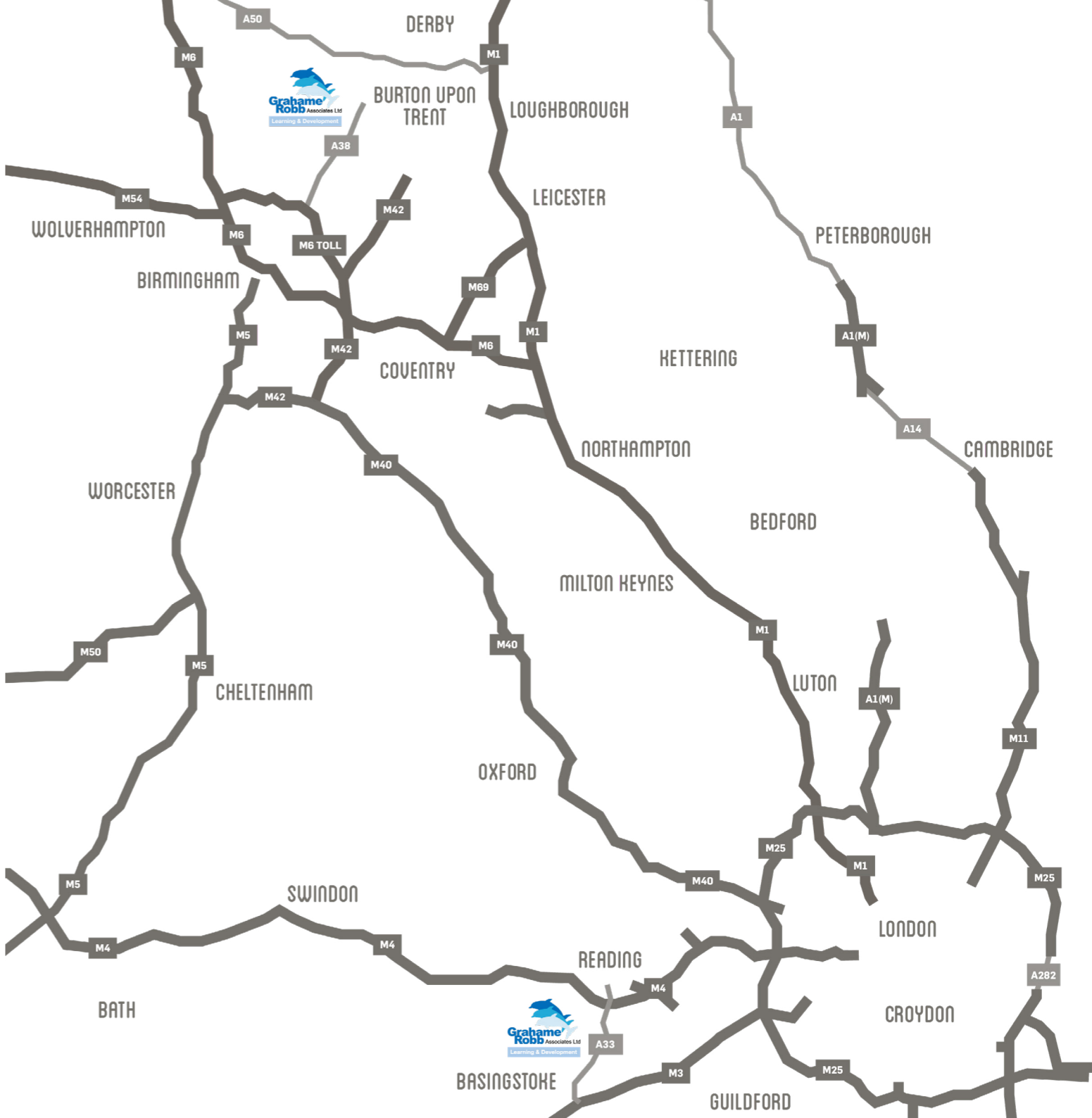
Our Outdoor Leadership Centre is located at St. George's Park, The FA's National Football Centre in Staffordshire. Set in the National Forest, in 330 acres, the centre is the training base for the 24 England teams and features a 228 bedroom Hilton hotel.

**OUTDOOR LEARNING CENTRE  
DE VERE WOKEFIELD ESTATE**

Our Outdoor Learning Centre is situated within a 15-acre, mature oak woodland in the grounds of the De Vere Wokefield Estate, Reading. The hotel has over 300 bedrooms, plus a number of quality conference rooms and meeting facilities.

Our two Outdoor Centres offer a risk-free, practical setting to develop transferable skills for a high-pressure, working environment. Our facilitators create opportunities for delegates to identify and manage their own strengths and weaknesses, increase self-awareness and improve their ability to communicate and receive personal feedback whilst escaping a classroom-based teaching atmosphere.

To learn more visit: [www.gra.uk.com/outdoor-learning](http://www.gra.uk.com/outdoor-learning)



# TESTIMONIALS

**“I WOULD LIKE TO THANK THE GRA TEAM FOR A VERY ENJOYABLE AND PRODUCTIVE EXPERIENCE. IT IS NOT OFTEN THAT WE ENGAGE WITH A COMPANY THAT IS SO IN TUNE WITH WHAT WE ARE TRYING TO ACHIEVE, IT WAS SUCH A GREAT UNDERSTANDING OF OUR GOALS AND OBJECTIVES!”**

**GARY MARSH**

VP of EMEA Sales, Microchip

**“I WAS A TOTAL CYNIC WHEN IT CAME TO ‘OUTWARD-BOUND’ TRAINING AS I HAD SEEN SO MUCH THAT WAS FUN, BUT NOT REALLY RELEVANT TO LEARNING ANYTHING NEW ABOUT YOURSELF. HOWEVER, SINCE I ATTENDED AN OPEN DAY WITH GRA, WHERE I SAW A LEVEL OF SKILL THAT I HAD NOT WITNESSED ANYWHERE ELSE, I HAVE BEEN WAITING FOR AN OPPORTUNITY TO USE THEM. IT PRESENTED ITSELF THIS YEAR AND WE NOW PLAN TO RUN ONE EVERY YEAR FOR THE FORESEEABLE FUTURE AS THEY DID SUCH A GOOD JOB!”**

**LINDSEY ARNOLD**

L&D Manager, Telford Homes Plc

**“THE VISION PROGRAMME OUR SENIOR TEAM ATTENDED WAS EXTREMELY EFFECTIVE AND EFFICIENT, AND I HAVE RECEIVED SO MUCH POSITIVE FEEDBACK ABOUT HOW MUCH EVERYONE ENJOYED WORKING WITH GRAHAME AND HIS TEAM! WE WILL DEFINITELY BE STAYING IN TOUCH ON FUTURE COLLABORATION!”**

**SAMANTHA BARRASS**

CEO, Business Banking Resolution Service

**“I FOUND THE VIRTUAL LEARNING SET UP EXCELLENT! COUPLED WITH GOOD CONTENT AND AN ENGAGING DELIVERY TEAM, IT WORKED REALLY WELL IN PLACE OF FACE-TO-FACE LEARNING.”**

**MALCOLM COTTERELL**

Head of Engagement & Culture, DS Smith

# GET IN TOUCH

This brochure offers an insight into how our experiential learning approach can provide your organisation with the perfect platform to help leaders and teams to accelerate their development and achieve better results.

We can tailor our programmes to your budget, timeframe and learning outcomes, therefore if you'd like to learn more about how we can support your organisation please contact us to setup a call or meeting with our learning and development specialists.

With over 30 years' experience in this industry, we are confident that we will be able to help you achieve your aims with a package that goes beyond typical training solutions.

## CONTACT US

For further information or to book a meeting please contact us via:

✉ [enquiries@gra.uk.com](mailto:enquiries@gra.uk.com)

☎ 01962 779911

🌐 [www.gra.uk.com](http://www.gra.uk.com)





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For more information or to discuss your requirements please contact:

01962 779911

ENQUIRIES@GRA.UK.COM

GRAHAME ROBB ASSOCIATES LTD, DOLPHIN HOUSE,  
ABBAS BUSINESS CENTRE, MAIN ROAD, ITCHEN ABBAS  
WINCHESTER, HAMPSHIRE, SO21 1BQ.

[www.gra.uk.com](http://www.gra.uk.com)