



ONLINE LEARNING

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 development and team building training.

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, therefore our programmes go beyond typical learning and development packages and combine bespoke content with renowned, licensed learning and development theories to maximise learning transfer and create tangible results.

Our online offering is designed to be flexible and support your specific requirements. We are able to offer live virtual classrooms led by our vastly experienced Senior Facilitators, self-paced e-learning modules for individuals, one-to-one delivery for personal development and a blended learning capability that combines any of the above and is all accessed through our Learning Experience Portal (LXP).

Since 1989, Grahame Robb Associates' (GRA's) focus has been on delivering customer-focused leadership and team development training that meets the organisation's needs and inspires delegates to reach their full potential; whether they're attending a one-off event or a modular programme.

To find out more visit: www.gra.uk.com/about-us



LEARNING EXPERIENCE PORTAL

GRA's Learning Experience Portal (LXP) is designed to provide learners with a comprehensive suite of resources and collaborative learning tools to support their development and complement our live trainer experience.

Access to our fully-customisable LXP streamlines all of the pre-course administration and post-course content into just one user-friendly platform, tailored to your specific development programme. Our LXP enables individual learners and groups of learners to connect with GRA content and trainers in exciting new ways and at their own pace.

FEATURES INCLUDE:

- Access to self-paced e-learning
- User profiles to track individual learner engagement
- Content libraries packed with videos, webinars, articles, podcasts and more
- Interactive discussion forums
- Quizzes, assessments and psychometrics linked to learning objectives
- Access to all pre and post course work
- Ability to post questions directly to the programme facilitator
- Direct links to virtual classrooms
- Joining instructions for face-to-face events

The best way to understand the capabilities of our LXP is to experience it for yourself. Get in touch and we'll take you on a guided demonstration of our training support solution.



GRA'S LXP





ONLINE MODALITIES



LIVE VIRTUAL CLASSROOM

Our dynamic live virtual classrooms offer everything you'd expect in a face-to-face setting but delivered live in an interactive online classroom which participants can join from anywhere in the world.

Each session is led by one of GRA's experienced Senior Facilitators and a GRA Producer. We keep classes to a maximum of 20 participants and include all the theory, group discussions, quizzes and polls you would experience in a physical classroom; this includes breakout sessions for working with a learning partner or in small groups.



SELF-PACED E-LEARNING

Our self-paced, e-learning allows participants to take control of how they learn. Programmes are broken into content-rich, interactive modules for greater flexibility.

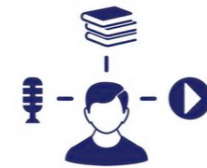
Within each module, learners will find written content, quizzes, case studies, questions for self-reflection and videos to support their development. They will also be able to interact with other participants and a GRA Facilitator on the class chat forum and find supporting resources in our expansive online library to enhance their understanding of the programme.



ONE-TO-ONE DELIVERY

If you're seeking personal development focused on enhancing your leadership skills and would prefer a tailored learning experience designed to focus on your specific challenges, blind spots and learning style, you should consider one-to-one training with a GRA Senior Facilitator.

We offer these intensive, personal learning experiences for individuals seeking to enhance their resilience, understanding of leadership theories and their practical application or executive coaching which incorporates Belbin® Team Roles and the Great People Inside® 360° feedback tool.



BLENDED LEARNING

If learners within your organisation have conflicting availability or a wide range of learning styles which requires multiple modalities, we'll work in partnership with you to create a bespoke blended learning experience.

Our blended learning combines available modalities as you require for a rich, adaptable learning experience that is suitable for all of your participants.





ONLINE SOLUTIONS



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



AVAILABLE MODALITIES:

Virtual Classroom		Self-paced E-learning	
Blended Learning		One-to-One Delivery*	

*For this programme one-to-one delivery would only be available as an add-on to the virtual classroom or self-paced e-learning.



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 and 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 (includes Belbin® Team Roles)
- 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
- Develop personal action plans and maintain on-going support to implement these new skills



AVAILABLE MODALITIES:

Live Virtual Classroom  One-on-One Delivery* 

Blended Learning 

*For this programme one-to-one delivery would only be available as an add-on to the live virtual classroom.



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



AVAILABLE MODALITIES:

Live Virtual Classroom 



COLLABORATIVE TEAMS

Accomplishing More Together



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

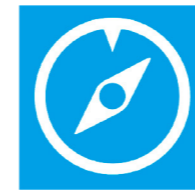
- Take part in an icebreaker task that will help you get to know members of the team better
- Gain a shared understanding of what collaboration means
- Identify the barriers to effective collaboration and the behaviours that undermine it
- Understand GRA's collaboration model and apply the principles 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



AVAILABLE MODALITIES:



Live Virtual Classroom



PERSONAL BRANDING

Building Authenticity and Credibility



PERSONAL BRANDING

We are all projecting our brand to the world everyday, 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

AVAILABLE MODALITIES:



Live Virtual Classroom



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



AVAILABLE MODALITIES:

Live Virtual Classroom  One-on-One Delivery* 

Blended Learning 

*For this programme one-to-one delivery would only be available as an add-on to the live virtual classroom.



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



AVAILABLE MODALITIES:

Live Virtual Classroom 



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

AVAILABLE MODALITIES:



VIRTUAL TEAM BUILDING

Many teams have had to adapt quickly to new ways of working, with maintaining team morale top at the list of challenges. That's where our virtual team building comes in. GRA offers a wide range of fun and challenging virtual team building activities, perfect for bringing your team together online. Whether you're looking for something different to support your conference, kick-off meeting or create a memorable experience that unites new or existing teams, we have something for everyone. The delivery method may have changed but our experiential ethos remains the same for virtual team builds.

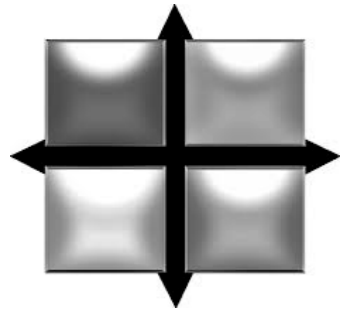
ACTIVITIES INCLUDE:

- Creative Challenges
- Problem-Solving Challenges
- Leadership Tasks
- Team Development 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. This policy allows individuals to set their own level of participation and means that everyone can have fun together in a safe space.

AVAILABLE MODALITIES:





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

AVAILABLE MODALITIES:



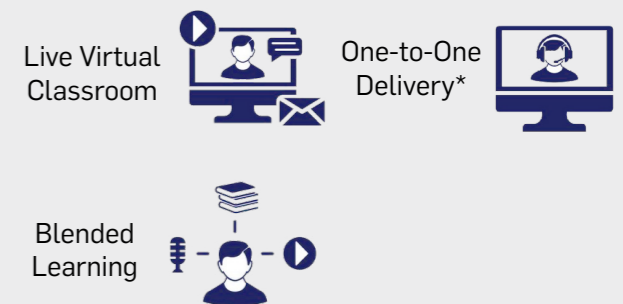
ACTION CENTRED LEADERSHIP

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 tasks from the comfort of your own home
- 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
- Have the opportunity to reflect on your own approaches to leadership

AVAILABLE MODALITIES:



*For this programme one-to-one delivery would only be available as an add-on to the live virtual classroom.

**This programme is delivered in partnership with Adair International.



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 leaders how to lead situationally by giving their people the right support and/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 goals of your organisation
- Create a shared language within the organisation

AVAILABLE MODALITIES:

Live Virtual Classroom  Self-paced E-learning 

Blended Learning 

****This programme is delivered in partnership with The Ken Blanchard Companies.**



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.**

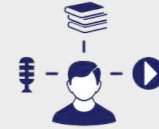


LEARNING OUTCOMES

- 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

AVAILABLE MODALITIES:

Live Virtual Classroom  Self-paced E-learning 

Blended Learning 

****This programme is delivered in partnership with The Ken Blanchard Companies.**



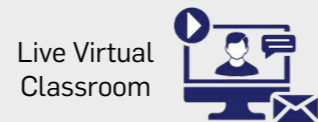
COACHING ESSENTIALS

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 mind-set 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

AVAILABLE MODALITIES:



****This programme is delivered in partnership with The Ken Blanchard Companies.**

TESTIMONIALS

“I WAS REALLY IMPRESSED! THE SESSION RAN SMOOTHLY, THE CONTENT WAS ENGAGING, AND THE SESSION PROVIDED A WELCOME BREAK FROM DAY TO DAY WORK AND A CHANCE TO CONNECT WITH COLLEAGUES IN A DIFFERENT ONLINE SETTING. GRA HAVE DONE A GREAT JOB OF ADAPTING THEIR LEADERSHIP DEVELOPMENT CONTENT FOR SYNCHRONOUS ONLINE DELIVERY. MAKING LEARNERS FEEL COMFORTABLE AND SECURE WHEN JOINING A NEW SESSION IS JUST AS IMPORTANT ONLINE AS IT IS FACE TO FACE.”

SAM HOBBS

Support Services Manager L&D, The FA Group

“THANK YOU FOR A VERY ENJOYABLE TWO DAYS! DUE TO THE PANDEMIC, THIS WAS NOT OUR PLAN A, BUT I THOUGHT IT WAS A TERRIFIC PLAN B. I VERY MUCH ENJOYED MEETING ALL OUR STAFF AND DESPITE THE REMOTE WORKING CONDITIONS I SENSED AN ESPIRIT DE CORPS THAT I REALLY WASN'T EXPECTING.”

CAROLINE BARR

Non-Executive Director, Business Banking Resolution Service

“THE BEST VIRTUAL TRAINING SESSION I HAVE ATTENDED. I WAS VERY IMPRESSED. GOOD AT MAKING EVERYONE FEEL AT EASE, LOWERING THE BARRIERS TO ENGAGE IN DISCUSSION AND CREATING A VERY POSITIVE AND KNOWLEDGEABLE ATMOSPHERE.”

MIKI VAN KOOIJ

Msc Student International Management,
Kings College London

“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



**FIND YOUR
SOLUTION**

GET IN TOUCH

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

We can tailor our programmes to your 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, free demo 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 DETAILS

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

✉ enquiries@gra.uk.com

☎ 01962 779911

🌐 www.gra.uk.com/contact-us





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