



TEAM DEVELOPMENT

GRAHAME ROBB ASSOCIATES LTD

RELEASING THE POTENTIAL OF INDIVIDUALS, TEAMS & ORGANISATIONS

Founded in 1989, Grahame Robb Associates Ltd (GRA) specialises in learning and development programmes which release the potential of individuals, teams and organisations.

We have extensive experience delivering innovative, bespoke organisational and people development programmes to a range of clients across all industries. We work in the areas of:

- Team Development
- Leadership Development
- Culture & Behaviour Change
- Organisational Strategy & Vision Implementation

We own and operate two purpose-built outdoor centres, designed specifically to support high impact, indoor and outdoor experiential development.

Our Outdoor Learning Centre near Reading is located within the grounds of Wokefield Estate in 15 acres of mature oak woodland. We are also the Official Leadership Partner of the English Football Association at St. George's Park, owning and operating the Outdoor Leadership Centre at the National Football Centre.

Furthermore, we have the capability to go mobile and virtual with many of our learning and development simulations, team challenges and team development modules.

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



OVERVIEW OF GRA

OUR APPROACH



How do you create a team built for success? It's an art form leaders have tried to perfect in professional sports and corporate organisations alike with great difficulty.

A team's ability to learn from disappointments and setbacks, be resilient and agile to the rapid pace of change and creatively respond to new challenges will determine their performance in a world where fine margins exist between success and failure.

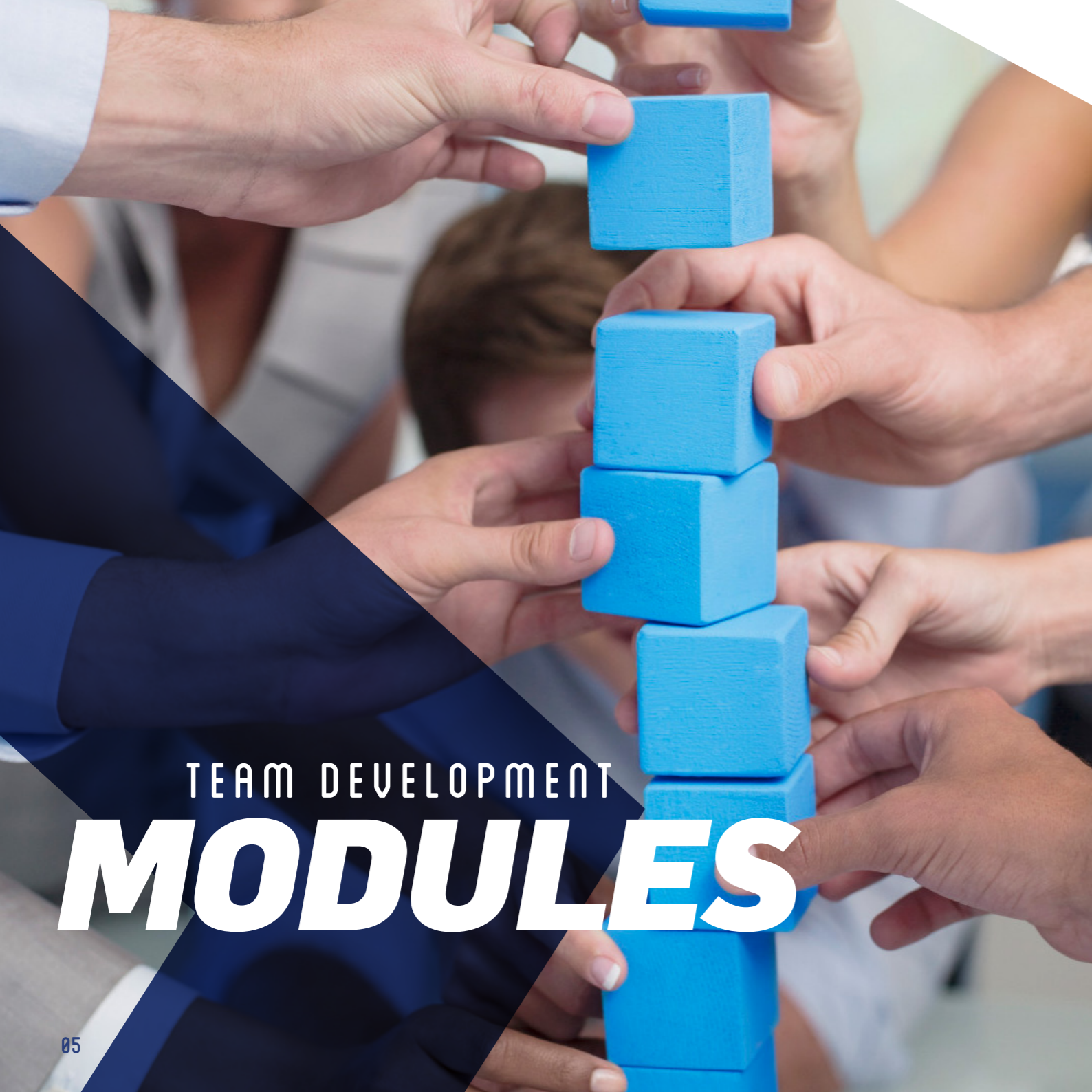
Whether you're looking to assess, engage or develop teams, at any level, within your organisation we can support you to achieve consistently high levels of performance and maximise potential. We'll tailor a team development programme specifically to your organisation's requirements and provide your employees with the knowledge, skills and motivation to achieve success.

We will work with you to discuss the potential tools and modules we believe would have the biggest impact and understand what a high performing team looks like to your organisation (including benchmarking), so the programme offers you a real return on investment.

We have over 30 years of experience designing and delivering results-focused development programmes that produce better leaders, more effective teams and sustainable behaviour change. We have worked with organisations around the world of all sizes, and from a wide variety of industries, to determine common traits required to develop high performing teams:

- Everyone has a clear understanding of team roles, expectations and goals
- 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 without damaging relationships
- Creative problem-solving with opportunities for everyone to express their ideas
- Shared leadership responsibilities to drive improvements and results together

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



TEAM DEVELOPMENT **MODULES**



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 is and what it means to be resilient
- 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 your own concerns in relation to stress and resilience levels
- To take away practical options of how to support other people in relation to their stress and resilience levels



KEY MODELS & TOOLS

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



SELF & TEAM AWARENESS

GRA's Self & Team Awareness programme will ensure that members of a 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
- Develop personal action plans and maintain 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 your aiming 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

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



KEY MODELS & TOOLS

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

EXPERIENTIAL BUSINESS SIMULATIONS

GRA's Experiential Business Simulations are designed to replicate 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 the team to realise their full potential
- Enhance communication, collaboration and decision-making across the board
- 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

- Experiential Simulations are tailored to the organisation's specific challenges and desired learning outcomes. A range of models and tools highlighted in this document can be integrated into the simulation.
- We have over 100 diverse indoor and outdoor activities that can be incorporated into your simulation, ranging from desktop problem-solving tasks to highly physical challenges in the outdoors, therefore every delegate is able to contribute to the successful completion of the simulation, regardless of their abilities and comfort zone.
- We operate a Challenge by Choice policy whereby each delegate will decide for themselves which activities they wish to participate in. We offer a wide range of activities so that no delegate misses out on learning opportunities.

“GRA’S EXPERIENTIAL SIMULATION CHALLENGED OUR LEADERSHIP TEAM AND SIGNIFICANTLY INCREASED LEVELS OF TRUST IN A WAY THAT ENABLED GREAT PEER-TO-PEER AND COACHING CONVERSATIONS. THIS HAS BEEN A PIVOTAL BUILDING BLOCK TO SUPPORT THEM IN ACHIEVING THEIR FULL POTENTIAL AS LEADERS; ENHANCING SELF-AWARENESS AND STRENGTHENING OUR LEADERSHIP COMMUNITY.”

MICHELLE FORD

Talent and Development Manager, Tech Data



ACTION CENTRED LEADERSHIP

Adair International's Action-Centred Leadership™ (ACL) provides a great blueprint for the leadership and 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
- 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



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 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



KEY MODELS & TOOLS

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

LOCATIONS



OUTDOOR LEADERSHIP CENTRE ST. GEORGE'S PARK

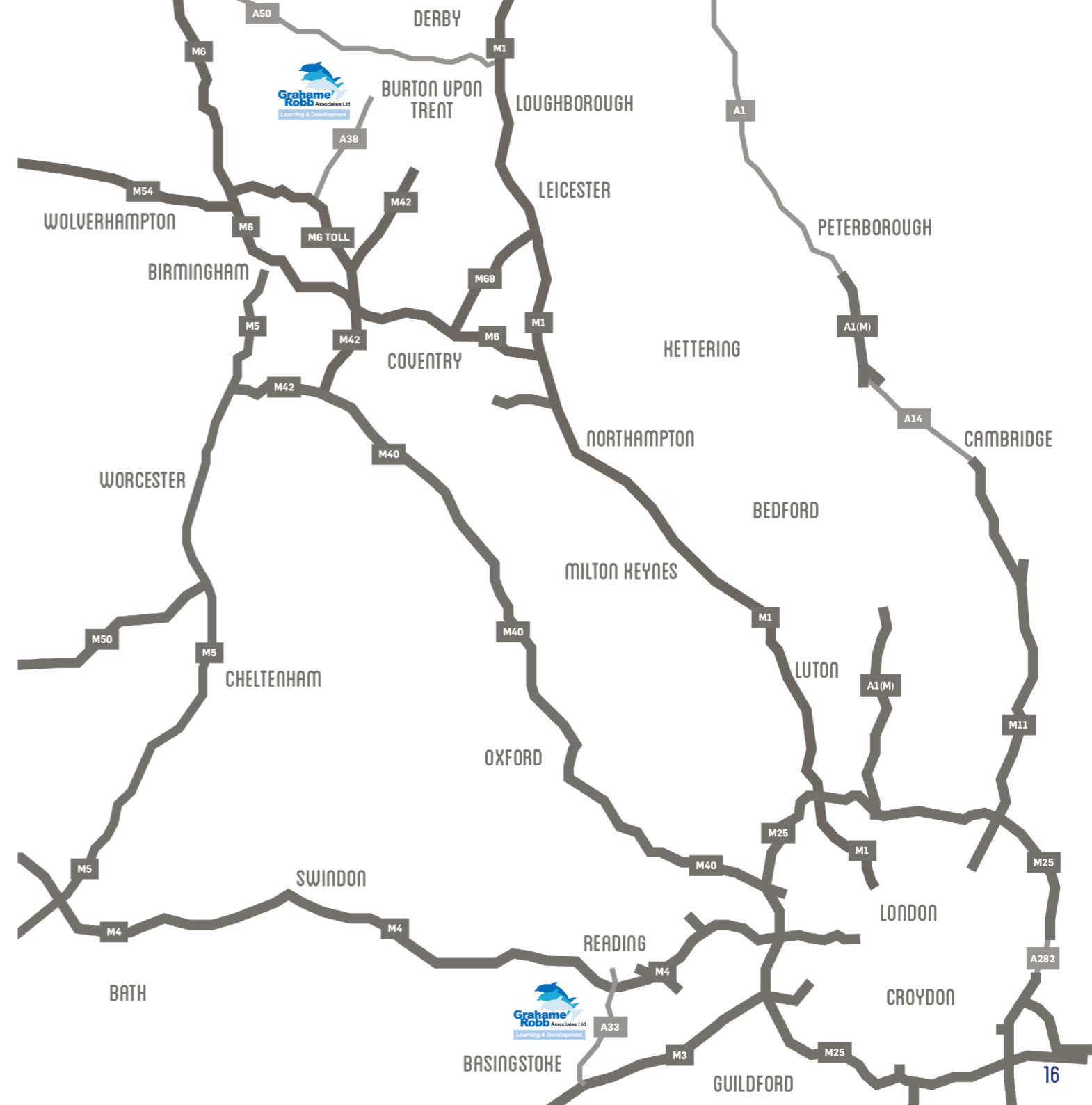
Our Outdoor Leadership Centre is located at St. George's Park, The FA's National Football Centre in Staffordshire. Set in the National Forest, in 330 acres, the centre is the training base for the 24 England teams and features a 228 bedroom Hilton hotel.

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



TESTIMONIALS ▶

“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

“THIS WAS THE BEST EXECUTIVE MANAGEMENT TEAM EVENT I HAVE BEEN ON. IT GAVE ME LOTS OF INSIGHTS ON WHERE I, AND THE TEAM, CAN IMPROVE.”

STEPHEN BATEMAN
CEO, Derbyshire Health United

“OUR OWN FACILITATORS AND THE PARTICIPANTS HAD NOTHING BUT PRAISE FOR THE KNOWLEDGE, FLEXIBILITY AND RESPONSIVENESS THAT THE TEAM FROM GRA BROUGHT TO OUR PROGRAMMES. THE FEEDBACK HAS BEEN FANTASTIC WITH MANY SAYING THE RESILIENCE TRAINING IS THE BEST THEY’VE BEEN ON.”

SARAH RUDDER
L&D Consultant, Thales

“WE NEEDED TO GIVE OUR STAFF THE OPPORTUNITY TO GET TO KNOW EACH OTHER BETTER. IN ASKING GRA TO UNDERTAKE THE TASK, I KNEW WE’D GET CREATIVITY AND PURPOSE, BUT THE LAUGHTER, COURAGE, SPONTANEITY AND SHEER SENSE OF HAVING FUN TOGETHER EXCEEDED MY HOPES AND MADE FOR A HUGELY SUCCESSFUL PROGRAMME. I HAVE NOTHING BUT POSITIVE FEEDBACK – A REAL TESTAMENT TO GRA.”

TOM HALL
Director, Alitex



GET IN TOUCH

This brochure is an overview of how our team development modules can provide your organisation with the perfect platform to accelerate your 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.

CONTACT US

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

✉ enquiries@gra.uk.com

☎ 01962 779911

🌐 www.gra.uk.com



For more information or to discuss your requirements please contact:

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