




Off-the-shelf **virtual learning library**

Our library of 90-minute learning sessions deliver short bursts of knowledge covering the 'what', 'why' and 'how' of a topic; information-led Espressos cover the 'what' and 'why' complemented by practical Skill Drills to give the 'how'.

PERSONAL EFFECTIVENESS

KEY:  ESPRESSO = THEORY-BASED  SKILL DRILL = PRACTICAL SESSION

| | | | | | |
|--|--|--|--|--|---|
| <h3>Communicating Effectively</h3> <p>This highly interactive session introduces you to the core skills that underpin effective communication: skilled questioning, focused listening and congruent non-verbal signalling.</p> <p>COURSE CODE VILT-CE COURSE TYPE ESPRESSO</p> | <h3>Building Networks</h3> <p>This session dispels common misconceptions about networking and looks more closely at what networking really is.</p> <p>COURSE CODE VILT-NET COURSE TYPE ESPRESSO</p> | <h3>Business Language Busters</h3> <p>This session explores business jargon and its effect in the workplace. You will look at different kinds of business phrases and cover some coping strategies.</p> <p>COURSE CODE VILT-BLB COURSE TYPE ESPRESSO</p> | <h3>Effective Meetings</h3> <p>This interactive session is suitable for individuals who are required to run, conduct and lead any kind of meeting and who wish to achieve success.</p> <p>COURSE CODE VILT-EM COURSE TYPE ESPRESSO</p> | <h3>Assertiveness</h3> <p>This session focuses on building assertiveness; it looks at what assertiveness is, how it compares to aggressiveness and passivity and what assertive behaviours look like.</p> <p>COURSE CODE VILT-AS COURSE TYPE ESPRESSO</p> | <h3>Get Confident and Make it Stick</h3> <p>This session explores your drivers to stay motivated in order to boost your confidence.</p> <p>COURSE CODE VILT-GCMS COURSE TYPE ESPRESSO</p> |
| <h3>Questioning and Listening</h3> <p>This session covers how to plan for a conversation and practises a variety of questioning techniques to help achieve your desired outcomes.</p> <p>COURSE CODE VILT-QL COURSE TYPE ESPRESSO</p> | <h3>Social Media in the Workplace</h3> <p>This session explores the benefits, as well as the concerns, organisations have expressed about allowing employees to use social media.</p> <p>COURSE CODE VILT-SMW COURSE TYPE ESPRESSO</p> | <h3>Effective Writing</h3> <p>This session covers some of the essentials of written English that will help improve the impact of all business documents you produce.</p> <p>COURSE CODE VILT-EW COURSE TYPE ESPRESSO</p> | <h3>Personal Brand and Impact</h3> <p>During this session you will explore a five-step process for developing a memorable and consistent personal brand.</p> <p>COURSE CODE VILT-PBI1 COURSE TYPE ESPRESSO</p> | <h3>Career Planning</h3> <p>This session is for anyone who isn't sure which direction they want to take in their career, has not clearly articulated their career goals, or doesn't know how to reach their goals.</p> <p>COURSE CODE VILT-CP COURSE TYPE ESPRESSO</p> | <h3>Drive</h3> <p>This session focuses on what stops us from achieving our goals, and the skills and techniques we need to develop in order to overcome those obstacles.</p> <p>COURSE CODE VILT-DRV COURSE TYPE ESPRESSO</p> |
| <h3>Presentation Skills</h3> <p>This session will give you an overview of the key steps required when preparing to deliver an engaging and powerful presentation.</p> <p>COURSE CODE VILT-PRES COURSE TYPE ESPRESSO</p> | <h3>Influencing Skills Part 1</h3> <p>In this session, you will learn how to define influence and how to analyse sources of power and influence in an organisation.</p> <p>COURSE CODE VILT-INF1 COURSE TYPE ESPRESSO</p> | <h3>Influencing Skills Part 2</h3> <p>In this practical session, you will learn and plan how to draw on different sources of power and influence in an organisation in order to increase your personal influence.</p> <p>COURSE CODE VILT-SD-INF COURSE TYPE SKILL DRILL</p> | <h3>Working Remotely</h3> <p>This session will provide you with some essential strategies for maintaining your productivity and effectiveness when working from home.</p> <p>COURSE CODE VILT-WR COURSE TYPE ESPRESSO</p> | <h3>Flexibility and Agility</h3> <p>In this session, you will explore flexibility and agility from two perspectives: the drivers, benefits and characteristics for organisations, and what behaviours leaders must develop.</p> <p>COURSE CODE VILT-FA COURSE TYPE ESPRESSO</p> | <h3>Building Multicultural Relationships</h3> <p>In this session, we cover how to build strong and positive relationships with people from different and diverse cultures.</p> <p>COURSE CODE VILT-BMR COURSE TYPE ESPRESSO</p> |
| <h3>Negotiation Skills Part 1</h3> <p>This session looks at what good negotiation is, and identifies what skills and practices are required to achieve successful negotiations.</p> <p>COURSE CODE VILT-NS COURSE TYPE ESPRESSO</p> | <h3>Negotiation Skills Part 2</h3> <p>This practical session focuses on a real upcoming negotiation, and will support you to practise the process and associated skills.</p> <p>COURSE CODE VILT-SD-NS COURSE TYPE SKILL DRILL</p> | <h3>Managing Stakeholders</h3> <p>This session will provide you with an awareness of the key principles around managing stakeholder relationships, by exploring a set of practical tools.</p> <p>COURSE CODE VILT-MS COURSE TYPE ESPRESSO</p> | <h3>360-Degree Feedback</h3> <p>This session will give you some practical advice and guidance on getting the most out of the 360-degree feedback process.</p> <p>COURSE CODE VILT-DF COURSE TYPE ESPRESSO</p> | <p> 90 minute sessions  Up to 30 participants  Instructor-led sessions</p> <p>To find out more: Visit hemsleyfraser.co.uk/virtual-sessions, call 0345 071 2806 or email enquiries@hemsleyfraser.co.uk to discuss your requirements and for pricing</p> | |

PERSONAL EFFECTIVENESS

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|---|---|---|---|---|--|---|
| <p>Giving and Receiving Feedback Part 1</p> <p>This session will provide you with the knowledge and skills to feel more comfortable and confident when giving and receiving feedback.</p> <p>COURSE CODE VILT-GRF COURSE TYPE ESPRESSO</p> | <p>Giving and Receiving Feedback Part 2</p> <p>This session practices the essential skills of both giving and receiving feedback – constructively and positively – using a simple and highly effective model.</p> <p>COURSE CODE VILT-SD-GRF COURSE TYPE SKILL DRILL</p> | <p>Building a Positive Culture</p> <p>This session introduces participants to climate booster – six conditions that have been shown to lead to a more positive culture.</p> <p>COURSE CODE VILT-BPC COURSE TYPE ESPRESSO</p> | <p>Resolving Conflict</p> <p>This session will provide you with an understanding of some of the most common sources of conflict and the risks of not managing conflict effectively in the workplace.</p> <p>COURSE CODE VILT-RC COURSE TYPE ESPRESSO</p> | <p>Innovation and Creativity</p> <p>This session will help you to really understand what innovation is in the workplace, and the benefits and risks associated with it.</p> <p>COURSE CODE VILT-IC COURSE TYPE ESPRESSO</p> | <p>Problem Solving</p> <p>This session will ask you to consider the types of problem you need to solve and will support you in applying a dynamic problem-solving process to help resolve these issues.</p> <p>COURSE CODE VILT-PS COURSE TYPE ESPRESSO</p> | |
| <p>Emotional Intelligence Part 1</p> <p>This session will help you to really understand what emotional intelligence (EQ) is and why it is such an important skill in the workplace.</p> <p>COURSE CODE VILT-EQ1 COURSE TYPE ESPRESSO</p> | <p>Emotional Intelligence Part 2</p> <p>This session will give you the opportunity to practise some of the key skills associated with emotional intelligence (EQ).</p> <p>COURSE CODE VILT-SD-EQ COURSE TYPE SKILL DRILL</p> | <p>Collaboration</p> <p>The aim of this session is to help you to evaluate how you foster collaboration within and across teams and projects, and to develop your ability to collaborate more productively.</p> <p>COURSE CODE VILT-COL COURSE TYPE ESPRESSO</p> | <p>Handling Stress</p> <p>This session examines the causes and impact of the workplace situations and activities that may be stressful for you.</p> <p>COURSE CODE VILT-HAS COURSE TYPE ESPRESSO</p> | <p>Managing Stress</p> <p>This session examines the causes, symptoms and impact of work-related stress. You will define the difference between positive and unhealthy stress.</p> <p>COURSE CODE VILT-MST COURSE TYPE ESPRESSO</p> | <p>Time Management</p> <p>A fully interactive session that looks at several concepts related to better time management techniques including personal preferences when it comes to time and task management.</p> <p>COURSE CODE VILT-TM COURSE TYPE ESPRESSO</p> | |
| <p>Handling Politics in the Workplace</p> <p>This session starts by addressing what is meant by workplace politics, and what the positive and negative elements are that exist that need to be managed and worked within.</p> <p>COURSE CODE VILT-HPW COURSE TYPE ESPRESSO</p> | <p>Managing Upwards</p> <p>This session analyses the relationships we have with our managers and defines what our manager needs from us as well as what we can expect from them.</p> <p>COURSE CODE VILT-MNUP COURSE TYPE ESPRESSO</p> | <p>Relating to Others</p> <p>This session looks at some of the key skills required to build and sustain effective relationships at work with a focus on communication.</p> <p>COURSE CODE VILT-RO COURSE TYPE ESPRESSO</p> | <p>Focusing on What Matters</p> <p>The focus of this session is to practise prioritisation. You will leave with a prioritised plan of activities for the next working day.</p> <p>COURSE CODE VILT-SD-FWM COURSE TYPE SKILL DRILL</p> | <p>Positive Psychology at Work Part 1</p> <p>The session explores the theory behind positive psychology along with defining what it is and how it might differ from other areas of psychology.</p> <p>COURSE CODE VILT-PPSY COURSE TYPE ESPRESSO</p> | <p>Positive Psychology at Work Part 2</p> <p>The session offers you some immediately applicable techniques for helping yourself and changing your mindset when faced with challenging situations.</p> <p>COURSE CODE VILT-SD-PPSY COURSE TYPE SKILL DRILL</p> | |
| <p>Unconscious Bias</p> <p>During this session, you will delve into the topic of unconscious bias and how it can affect our daily lives.</p> <p>COURSE CODE VILT-UB COURSE TYPE ESPRESSO</p> | <p>Challenging Conversations Part 1</p> <p>This session looks at a structured set of techniques, strategies and tips to make those tricky conversations more productive.</p> <p>COURSE CODE VILT-CHC COURSE TYPE ESPRESSO</p> | <p>Challenging Conversations Part 2</p> <p>This session focuses on a four-stage structure for having a challenging conversation, with the opportunity to explore and practise skills.</p> <p>COURSE CODE VILT-SD-CHC COURSE TYPE SKILL DRILL</p> | <p>Find out more:</p> <p>hemsleyfraser.co.uk/ virtual-sessions</p> <p>0345 071 2806</p> <p>enquiries@hemsleyfraser.co.uk</p> | | <p>Building Personal Resilience</p> <p>This session addresses the connection between resilience and our ability to work positively. It explores the different aspects of sustaining optimum levels of energy and pressure.</p> <p>COURSE CODE VILT-BPR COURSE TYPE ESPRESSO</p> | <p>Wellbeing</p> <p>This session takes a holistic view of individual wellbeing. This starts with defining what the term means to you, and then explores how to maximise the different domains of wellbeing.</p> <p>COURSE CODE VILT-WEL COURSE TYPE ESPRESSO</p> |

MANAGEMENT, LEADERSHIP & TEAM PERFORMANCE

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First Time Manager

This session looks at the differences that exist between being an individual contributor and a manager covering some of the more common traps that new managers are prone to falling into.

 **COURSE CODE**
VILT-FTM  **COURSE TYPE**
ESPRESSO



Managing People

This session looks at some of the core principles of people management, and the attributes that make an effective manager including motivation, delegation and feedback.

 **COURSE CODE**
VILT-MP  **COURSE TYPE**
ESPRESSO



Managing vs Leading

This session will consider the importance of knowing the difference between leadership and management, and what each one means.

 **COURSE CODE**
VILT-ML  **COURSE TYPE**
ESPRESSO



Coaching Part 1

This session will provide you with a comprehensive overview to coaching; defining what it means to be a coach and exploring the mindset, skillset and toolset required.

 **COURSE CODE**
VILT-CO  **COURSE TYPE**
ESPRESSO



Coaching Part 2

This practical session will give you the opportunity to practise coaching 'in the moment' using the GROW model and will provide feedback on your coaching style.

 **COURSE CODE**
VILT-SD-CO  **COURSE TYPE**
SKILL DRILL

Developing Others

This session is designed for managers who are looking to find out more about how to help their team members grow, learn and progress.

 **COURSE CODE**
VILT-DO  **COURSE TYPE**
ESPRESSO



Stepping Up to Senior Management

This session will introduce you to the specific role, requirements and attributes of a senior manager. You will also learn about organisational politics and internal power structures.

 **COURSE CODE**
VILT-SUSM  **COURSE TYPE**
ESPRESSO



Leading in Uncertain Times

This session will provide you with some essential strategies for leading your teams through times of insecurity and ambiguity.

 **COURSE CODE**
VILT-LUC  **COURSE TYPE**
ESPRESSO



Inclusive Leadership

This session covers the business case for diversity and inclusion as well as common biases and ways to be more inclusive.

 **COURSE CODE**
VILT-IL  **COURSE TYPE**
ESPRESSO



Team Effectiveness Part 1

This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective.

 **COURSE CODE**
VILT-TE  **COURSE TYPE**
ESPRESSO



Team Effectiveness Part 2

During this practical session you will have the opportunity to take part in a live challenge, where you will work in a team to complete a project and evaluate your performance.

 **COURSE CODE**
VILT-SD-TE  **COURSE TYPE**
SKILL DRILL



Discipline, Capability and Grievance

This session is aimed at people managers who would like to know more about Discipline, Capability and Grievance (DC&G) processes to manage them more confidently.

 **COURSE CODE**
VILT-DCG  **COURSE TYPE**
ESPRESSO



Managing High Performing Teams

This session will help you to understand what makes teams effective, and how to address some of the issues that can make them ineffective.

 **COURSE CODE**
VILT-MHPT  **COURSE TYPE**
ESPRESSO



Psychology of Leadership

This session will cover some leadership models, what makes some leaders great and what it truly means to be a leader today.

 **COURSE CODE**
VILT-PL  **COURSE TYPE**
ESPRESSO



Strategic Decision Making

This session is suitable for anyone who wants to upgrade their decision-making process and how to integrate them into business strategy.

 **COURSE CODE**
VILT-SDM  **COURSE TYPE**
ESPRESSO



Performance Management Part 1

This session explores the stages of the performance management cycle in some detail, considering what action a manager should take at each stage to support high performance.

 **COURSE CODE**
VILT-PM1  **COURSE TYPE**
ESPRESSO


Performance Management Part 2

This practical session focuses on techniques for conducting an effective conversation about performance using a simple four-step structure.

 **COURSE CODE**
VILT-SD-PM  **COURSE TYPE**
SKILL DRILL



Managing Virtual Teams

This session covers the various challenges associated with working with and leading virtual teams, which are becoming more and more commonplace in the modern working environment.

 **COURSE CODE**
VILT-MVT  **COURSE TYPE**
ESPRESSO



Building Resilience in Others

This session will help you to become a role model for resilience and equip you with some techniques for helping the people in your team to build their own levels of resilience.

 **COURSE CODE**
VILT-BRO  **COURSE TYPE**
ESPRESSO



Managing Wellbeing

This session considers the impact of wellbeing on businesses and individuals, identifying the warning signs that wellbeing may be out of balance.

 **COURSE CODE**
VILT-MVW  **COURSE TYPE**
ESPRESSO



Employee Engagement

This session introduces you to the hot topic of employee engagement – why it is important and how to understand and leverage the main drivers.

 **COURSE CODE**
VILT-EE  **COURSE TYPE**
ESPRESSO

Diversity and Inclusion

This session will help you to fully appreciate the importance of diversity and inclusion in the workplace, and to take practical steps to develop greater awareness and understanding.

 **COURSE CODE**
VILT-DI  **COURSE TYPE**
ESPRESSO

 **90 minute sessions**
 **Up to 30 participants**
 **Instructor-led sessions**

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 call **0345 071 2806** or email enquiries@hemsleyfraser.co.uk
 to discuss your requirements and for pricing

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|--|---|--|
| <p>Motivating and Delegating</p> <p>This interactive session looks at what really motivates people, what doesn't, how to use delegation as a motivational tool and how to make it really work.</p> <p>COURSE CODE VILT-MD COURSE TYPE ESPRESSO</p> | <p>Managing Change Part 1</p> <p>In this session you will explore the stages associated with change and what actions you can take to avoid the potential pitfalls at each stage of the process.</p> <p>COURSE CODE VILT-MC1 COURSE TYPE ESPRESSO</p> | <p>Managing Change Part 2</p> <p>This practical session uses a range of scenarios to help you to understand how to manage common reactions to change and overcome resistance as people move through the change curve.</p> <p>COURSE CODE VILT-SD-MC COURSE TYPE SKILL DRILL</p> |
| <p>Objective Setting</p> <p>This session focuses on three key elements of objective setting: preparing to write objectives, getting buy in and writing SMART objectives for both tasks and behaviour.</p> <p>COURSE CODE VILT-OS COURSE TYPE ESPRESSO</p> | <p>Working with High Potentials</p> <p>This session will cover the meaning of high potential, how talent can be spotted early and introduces a nine-box grid for assessing talent.</p> <p>COURSE CODE VILT-WHP COURSE TYPE ESPRESSO</p> | <p>Working with Millennials</p> <p>This session explores the different 'generations' found in the workplace, where millennials fit and the benefits and challenges of working with them.</p> <p>COURSE CODE VILT-WM COURSE TYPE ESPRESSO</p> |
| <p>Continuous Improvement</p> <p>This session defines what a process is, how to identify issues, make changes to a process and decide where to focus.</p> <p>COURSE CODE VILT-CI COURSE TYPE ESPRESSO</p> | <p>Creating Quality</p> <p>This session explores how to overcome the challenges of implementing quality in order to become a quality advocate.</p> <p>COURSE CODE VILT-CQ COURSE TYPE ESPRESSO</p> | <p>Facilitation</p> <p>This session covers how help others to maximise their contribution in groups and teams by creating a supportive and outcome-focused environment.</p> <p>COURSE CODE VILT-FAC COURSE TYPE ESPRESSO</p> |
| <p>Interviewing Skills</p> <p>This session will introduce you to structured behavioural interviewing and equip you with the skills and confidence to conduct effective interviews.</p> <p>COURSE CODE VILT-IS COURSE TYPE ESPRESSO</p> | <p>Introduction to HR</p> <p>This session is for people who want to know more about what HR does and how it helps organisations run successfully and in compliance with the law.</p> <p>COURSE CODE VILT-IHR COURSE TYPE ESPRESSO</p> | <p>Strategy</p> <p>This session explores how strategy is developed and the importance of values, vision and mission in determining an organisation's focus.</p> <p>COURSE CODE VILT-STR COURSE TYPE ESPRESSO</p> |

Use virtual learning as part of the *blend*

Used as stand-alone training delivery or as part of a learning experience, to complement other methods, our virtual learning can be used to create the perfect blend.

Use our off-the-shelf library of virtual sessions to enhance your own programmes or get our help to build a blended learning experience for your teams...

Wondering if virtual learning sessions might work for you?

Learn more about our capability and read what some of our clients say







Learning as a Service

We can help you quickly create custom blended development experiences that help drive your business goals. For example, our **Thriving in a Virtual World** blended service uses a mix of virtual learning and support, online content, platform and support services to help teams thrive while working remotely.

- ✔ *Create a feeling of connection*
- ✔ *Build momentum around goals*
- ✔ *Rapidly share content and learning*

Find out more

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|--|---|--|---|--|--|---|
| <p>Project Management</p> <p>This session covers kicking off a great project, the challenges around managing a project team and reshaping a project on the go.</p> <p>COURSE CODE VILT-PJM COURSE TYPE ESPRESSO</p> | <p>Stakeholder Engagement</p> <p>This virtual session covers how to work towards achieving goals and influencing project stakeholders, becoming more influential as a result.</p> <p>COURSE CODE VILT-SE COURSE TYPE ESPRESSO</p> | <p>Understanding the Key Financial Statements</p> <p>This session looks at the key knowledge needed to read and understand the Financial Statements and how this links to everyday operations in your organisation.</p> <p>COURSE CODE VILT-FIN COURSE TYPE ESPRESSO</p> | <p>Employment Law</p> <p>This session will cover some areas of employment law including the protected characteristics under the Equality Act and what constitutes discrimination.</p> <p>COURSE CODE VILT-EL COURSE TYPE ESPRESSO</p> | <p>Recognition and Reward</p> <p>This session starts by defining what is the true purpose of reward and recognition, then looks at motivators and what is likely to motivate and demotivate people.</p> <p>COURSE CODE VILT-RR COURSE TYPE ESPRESSO</p> | <p>Corporate Social Responsibility</p> <p>This session covers the history and future of CSR; how to develop the case for CSR projects whilst discussing real life examples.</p> <p>COURSE CODE VILT-CSR COURSE TYPE ESPRESSO</p> | |
| <p>Expanding your Financial Accounting Knowledge</p> <p>This session looks at key aspects of financial accounting and the impact of decisions on business results.</p> <p>COURSE CODE VILT-EFAK COURSE TYPE ESPRESSO</p> | <p>Understanding Costs and Budgets</p> <p>The focus of this session is management accounting. You will work through the nature and behaviour of costs as well as the impact of profit drivers on performance.</p> <p>COURSE CODE VILT-UCB COURSE TYPE ESPRESSO</p> | <p>Expanding your Management Accounting Knowledge</p> <p>This session gets participants thinking about how they put budgets together, what to include and other adjustments that need to be considered.</p> <p>COURSE CODE VILT-EMAK COURSE TYPE ESPRESSO</p> | <p>Sales Fundamental</p> <p>This session will give you an understanding of the key stages of the sales process and how to prepare effectively for a sales conversation.</p> <p>COURSE CODE VILT-SF COURSE TYPE ESPRESSO</p> | <p>Health and Safety</p> <p>This session will bust some of the myths surrounding Health and Safety, inform participants of the law, as well as responsibilities of employers and employees.</p> <p>COURSE CODE VILT-HS COURSE TYPE ESPRESSO</p> | <p>Sexual Harassment</p> <p>This session explores the pressing issue of combatting sexual harassment in the workplace: what is it, how to identify it and what to do about it if you witness inappropriate behaviour.</p> <p>COURSE CODE VILT-SH COURSE TYPE ESPRESSO</p> | |
| <p>Minute Taking</p> <p>This session covers the planning steps that need to be carried out before the meeting takes place to make sure we're set up for success on the day.</p> <p>COURSE CODE VILT-MT COURSE TYPE ESPRESSO</p> | <p>Digital Skills</p> <p>In this session you will gain a common understanding of what digital means and explore the link between digital skills and digital literacy.</p> <p>COURSE CODE VILT-DS COURSE TYPE ESPRESSO</p> | <p>Disruptive Thinking</p> <p>This session covers what is meant by the term disruptive thinking. You will look at the 'innovators dilemma' and the 'S curve principle'.</p> <p>COURSE CODE VILT-DT COURSE TYPE ESPRESSO</p> | <p>The sessions can be delivered via all of these applications:</p> | | |  |
| <p>How to Learn Online</p> <p>This session will give you confidence in learning online using virtual classrooms. It contains lots of practical and fun ways to experience this first hand.</p> <p>COURSE CODE VILT-HLO COURSE TYPE ESPRESSO</p> | <p>Smart Procurement</p> <p>This session will help you get to grips with procurement, explore common strategies and the right approach for your organisation.</p> <p>COURSE CODE VILT-SP COURSE TYPE ESPRESSO</p> | <p>Smart Supplier Management</p> <p>This session will cover how you can develop more effective business partnerships with your suppliers and how relationships and performance levels factor into supplier management.</p> <p>COURSE CODE VILT-SSM COURSE TYPE ESPRESSO</p> | <p>  90 minute sessions  Up to 30 participants  Instructor-led sessions </p> <p>To find out more: Visit hemsleyfraser.co.uk/virtual-sessions, call 0345 071 2806 or email enquiries@hemsleyfraser.co.uk to discuss your requirements and for pricing</p> | | | |

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