



## Full Circle Training & Development

Maximising the talents within individuals and teams



Full Circle Training & Development Ltd  
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What we offer at a glance...



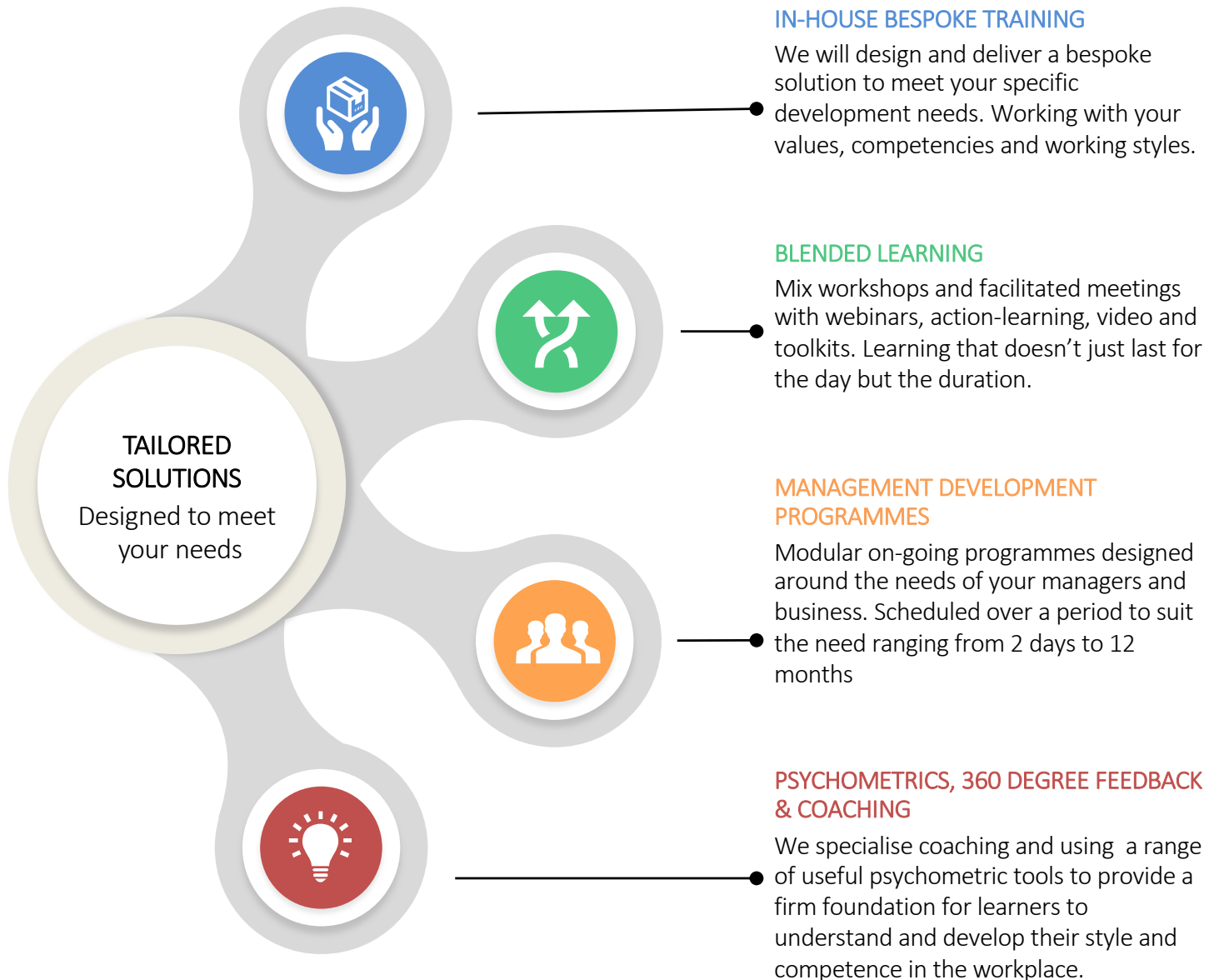
*Twenty years from now you will be more disappointed by the things that you didn't do than by the ones you did do.*

*So throw off the bowlines. Sail away from the safe harbour.  
Catch the trade winds in your sails. Explore. Dream. Discover."*

~ [Mark Twain](#)



## What we offer at a glance...



## Why do people choose Full Circle?



### Thought provoking, inspiring and practical

Our programs are interactive, challenging and relate directly back to the workplace where the real progress is made.

We work with your 'real-world' situations and issues that your people face everyday.

For our bespoke solutions, we will work closely with you before the event, gathering lots of information and feedback from your people for providing specific scenarios they can relate to. The content, materials, activities and discussions are then both practical and relevant.

We appreciate that it's the application of the learning that's vital, so as well as covering the techniques we always cover what your people should do to actually put the learning into practice when they get back to work.

It's important that we get to know your business, how it operates and its culture.

We will want to understand where you're heading and the current business drivers to input into the training. The keyword with all of this is "relevancy". Everything has to be relevant to your objectives and your organisation.



## Why do people choose Full Circle?

### Accreditations

We are accredited by 6 professional organisations (please see next page for additional details). That means that we regularly have all of our skills, processes and material reviewed to achieve our accredited status. Continuing Professional Development is vital for us as well as the people we work with.

By using a range of excellent tools, Full Circle Training & Development helps individuals to gain a detailed understanding of their working style and how this impacts on their relationships with others and as a professional. This often forms a strong foundation for our modular events.

We only use qualified professionals to carry out psychometric testing and this ensures that the highest quality advice and practices are used within your business. Our assessment specialists hold the British Psychological Society's Level A and Level B qualifications in psychometric testing. This gives you the peace of mind that our management and leadership events are of the highest quality and consistency.



Insights Discovery is a simple accessible four colour model that helps us understand ourselves and others.

Every person has all four colour energies within them; It is the combination of these energies which creates a unique personality.

Insights helps develop a language that allows individuals to communicate effectively, with customers and colleagues and to recognise and value contributions each individual can make. A language that makes personal development, empowerment and team- centred leadership a way of life.







## Why do people choose Full Circle?

### Accreditations

#### Emotional Intelligence

To maximise individual performance, we can provide structured, in-depth analysis of current behaviour and the underlying drivers. By building employees' awareness of both these aspects, you can empower employees to take ownership of their career development and ensure that they are working in areas where they can add the most value.

#### Why Emotional Intelligence matters?

The JCA Emotional Intelligence Profile is a developmental tool used to enhance the performance of individuals and leaders. Using the EIP3 to assess and develop the Emotional Intelligence of your people and leaders will help you to:

- Improve employee engagement
- Create open, collaborative and trust-based cultures
- Build an emotionally resilient workforce
- Develop a sustainable high-performance climate
- Transform the interpersonal skills of technical experts
- Focus talent development on the leadership qualities that are critical for future success

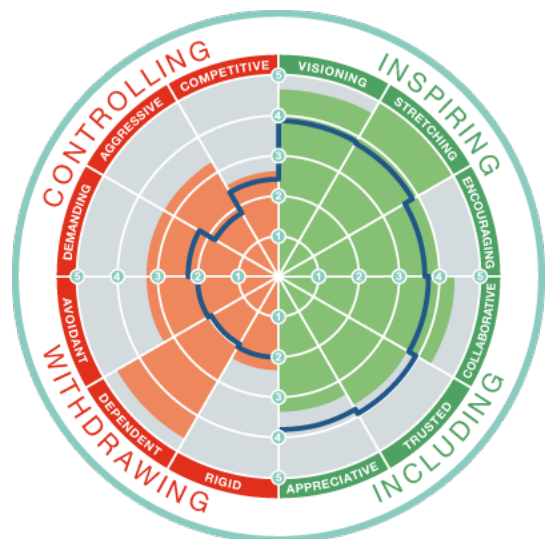


Emotional Intelligence in Business



#### Leadership Climate Indicator

Leadership climate refers to the emotional tone set or climate created by leaders within the work environment. Research shows that positive workplace climates lead to higher performance, engagement and well-being. Measuring leadership climate helps organisations understand the impact of “how does it feel to work for you?”



Emotionally intelligent leaders create more productive environments with healthy, engaged and motivated staff. We are qualified in a suite of leadership climate products includes organisational diagnostic surveys and 360 degree feedback questionnaires, to enable leaders to instantly see how their current behaviour is perceived and the impact this has on those following them.



## Our development solutions overview...

### Brilliant you

- Discovering self-awareness
- Personally impressive
- Personal efficiency and effectiveness
- Confident Communication
- Building resilience
- Expanding your network

### Getting things done

- Making the right choices
- Mapping the journey
- Delivering change
- Creating the future
- Raising the bar in client satisfaction
- Developing others –train the trainer

## Full Circle Training & Development

Helping you be your 'best self'

- Building great teams
- Right people, right job
- Purposeful team meetings
- Managing remote teams
- Motivating and engaging
- Maximising team effectiveness

### Setting the team up for success

### Taking the lead

- The role of the manager and leader
- Setting Direction
- Inspiring & engaging
- Developing others
- Keeping in touch
- Keeping on track



## Making the right choices

- Being clear about what the business strategy means to you and your team
- Thinking and acting strategically
- Identifying the importance of your KPI's
- Identifying what you control and what you influence
- Translating these into individual objectives
- Effective decision making and problem solving

## Delivering Results

- Know 5 essential conversations for delivery
- Set clear objectives and targets for the day, week, month
- Monitoring performance and praising progress
- Catch people doing things right
- Improve your ability to tackle issues early
- Delivering with and through others

## Delivering change

- Create a positive mind-set towards change for yourself and for others
- Recognise reactions to change and discuss how to deal with them effectively
- List ways to communicate change effectively
- Pre-empt likely changes and prepare for them well in advance
- Use tools to effectively implement change
- Support others through change



## Creating the future

- Creating the 'Future' you want
- Embracing the 'Big Picture'
- Deciding what you have to stop, or start doing in a different way
- Execute effectively - Manager/Operator versus Leader Modes – the trap of 'busy manager' and the shift to Leadership
- Identifying what's getting in the way of us delivering our future and actions we can take to start changing things

## Developing others – train the trainer

- Plan your training and apply it to a real situation
- Adapt your style and material to suit the situation and audience
- Five stage design process
- Make learning and development exciting and creative
- Induction training
- Deal with 'so-called' difficult learners
- 70:20:10 principles – growing talent to deliver future success

## Raising the bar in client satisfaction

- The client experience – Mapping the clients journey, moments of truth
- Identifying needs and expectations
- Delivering excellent client service through your team
- Setting and maintaining standards
- Opportunities to improve business





## Taking the lead ...



### The role of the manager and leader

- The six essential talents of brilliant managers
- Identify different management styles, including your own, and recognise where each is most effective
- Plan and control workload
- Use several well proven management models to help you achieve your business objectives
- Direct and motivate your team

### Setting Direction

- Understanding the purpose of a Performance Review and your role as an appraiser
- Planning, preparing and structuring Performance Meetings
- Setting objectives and reviewing development issues
- Using values and competencies
- Keeping everyone informed
- Aligning team and corporate objectives – heading in the same direction

### Inspiring & engaging

- Engagement versus Communication – how do I show up so others show up inspired?
- Playing to win v. Playing to avoid losing – what gets in the way
- ‘Relationship Triangle’  
Engagement in the context of relationship – delivering through and with others
- Engaging others – moving others up the ‘engagement ladder’
- Building and maintaining trust

### Developing others

- Keeping track of performance
- Identifying coaching and training needs
- Coaching ‘on the go’
- Designing and following a development plan
- Adding value to your team with regular developmental discussions
- Providing ongoing recognition and feedback

### Keeping in touch

- Running motivational 1:1 meetings
- Establishing open two-way communication
- Following-up and on-going developmental discussions
- Running productive team meetings
- Managing by walking about
- Keeping colleagues who work remotely informed and connected

### Keeping on track

- Pro-active Performance Management
- Identifying and communicating your expectations to the team
- Diagnosing performance issues
- Setting SMART objectives
- Positioning and having ‘challenging’ conversations
- You and your ‘difficult person’ – how to produce a winning relationship and work through potential conflict

# Setting your team up for success ...



## Building great teams

- Describe the characteristics of an effective team
- Identifying team preferences and roles
- Describe the development life cycle of teams
- Playing to team strengths
- Evaluating your current team and planning actions for moving your team ahead
- Collaboration and team learning
- Team success – setting team goals

## Right people, right job

- List the stages of a structured selection process
- Recruiting the right person for your team
- The principles of good and bad selection practice
- Developing your effectiveness in questioning and listening skills
- Competency based interviewing
- Successful induction – retaining the right people
- Meeting probationary targets

## Managing remote teams

- Understand how geographical barriers affects team members
- Connecting with team members as a remote manager
- Finding ways to ensure your team are working and collaborating successfully
- Keeping a dispersed team on a single track by building a shared context and communication plan

## Purposeful team meetings

- Holding effective team meetings
- Identifying good and bad practice
- 3 P's for meeting - saving time and increasing productivity
- Achieving your meeting objectives
- Interactive and inclusive meetings
- Pre, during and post meeting activity
- Apply sound process
- Gaining a reputation for running efficient and successful meetings



## Motivating and engaging

- The importance of motivation within the team
- Team vs. individual motivation
- Building team engagement
- Encouraging ideas and creativity
- Delegation – the importance of it from a team perspective
- Leading by example – showing up as your 'Best Self'
- Consistency and quality – setting and achieving high standards
- 5 ways to improve your team climate

## Maximising Team Effectiveness

- Explore the team dynamics
- Objectively assess the strengths and challenges of the team
- Create the space and the environment for open and honest conversations
- Improve communication and working methods
- Enhancing team relationships
- Focusing on the strengths and challenges most critical to the team's success
- Develop action plans to enable the team to perform at it's best



## Brilliant you ...

### Discovering self-awareness

- The importance of self-awareness for your development
- Understanding your personal strengths and weaknesses
- Exploring your blind spots and review the way you might appear when under pressure or in times of change
- Recognising the relationship between different 'personality types' and review how to adapt and connect with others

### Personally impressive

- Recognising what 'Good' looks like and building your brand
- Understanding the key traits of highly successful managers
- Your leadership interactions and how you 'role-model' standards
- Your leadership and management style – how your preferences impact your Team
- Increasing your corporate exposure and reputation
- Making impactful presentations



### Building resilience

- Understanding what resilience is
- Identify what supports and undermines resilience
- Identify resilience strengths
- Look at default behaviours and how to change them
- What happens physically when we are under pressure
- How to build your confidence
- Consider situations where being more resilient would be valuable
- Tools to help build your own and others' resilience

### Personal efficiency and effectiveness

- Priority management – Urgent v Important
- Effective planning and organisation
- Learning to delegate and 'let go'
- Setting and achieving goals and objectives
- Engaging support
- Managing interruptions
- Email overload
- Personal action planning tools to apply back in the workplace

### Confident Communication

- Communicating clearly, confidently & regularly
- Presenting your case with impact
- Achieving your desired outcomes
- Identify your influencing style and use it to encourage others to change their behaviour willingly
- Understand how your personal communication affects your work and ability to make things happen
- Better emails
- Saying 'no' – building assertiveness

### Expanding your network

- Identifying and managing your stakeholders
- Take a close look at the network and resources that you already have in place
- Keeping the conversation fresh and interesting – your questioning and listening skills
- Following up - crucial to your networking effort
- Building networks that are all about honest, sincere relationships, that are of value to both parties

Our values, we strive for ...



We have a passion for enabling people to reach their full potential and achieve more than they believed possible, providing skills that last and deliver real business results.



## Client Comments...

*I cannot recommend Jo highly enough. She is an incredibly talented and professional development expert. She has helped us facilitate our in-house management development programme and designed and developed our leadership programme for our Executive Team and senior leaders. Jo has been fantastic for Blue Cross, and we have been very lucky to have such a great fit with her style and delivery. Happy to endorse her work, if you want more information or to get in touch.*

**Rachel Briggs – Global People Director World Animal Protection**

*HF Holidays have worked with Jo for a number of years now. She has brought out the best in our leaders, raising their awareness, skills and confidence, helping us transform business performance. The cultural change has been welcomed by our team, has led us to do great things for our guests and members, and deliver stronger financial performance. Could we have done without Jo? Maybe but I doubt it.*

**Jim Forward CEO HF Holidays**

*Having a fairly new 'Team' we decided to invest some time and money into getting to know each other. Along came Jo and the 'Insights' profiling, insightful indeed. Jo's enthusiasm for all things Red, Blue, Yellow and Green soon rubbed off on us and we haven't looked back since. As a Team we have benefitted from identifying we have different colour preferences that depict how we like to work, and by highlighting our preferences to each other we are now able to get the best out of each other, increasing productivity and uplifting the atmosphere within the office.*

**Emma Cook- Finance Manager Cotteswold Dairies**

*Over the last two years Jo has become a key training partner for us, helping design and deliver the training and development strategy for the business. Jo's ability to understand our business model and build strong relationships with key members of the business is what sets her apart from other training providers. The courses provided are always bespoke to suit our business and full of energy to inspire our people. I couldn't recommend Jo highly enough.*

**Emma Shaw- HR Business Partner at Jaguar Land Rover**

*Joanne is without doubt one of the most inspirational people I have dealt with in business. She is extremely likeable and does her background work in detail on the business and the individuals she deals with. A very easy recommendation to write.*

**Tony Yates- Hospital Director at Spire Healthcare**

*For a number of our Talent programmes, Jo has successfully run presentation skills workshop for our participants. Through delivering succinct, specific feedback to individuals, she has ensured that they are more focused on the elements of making a really impactful presentation.*

**Jo Freeman- Talent & Leadership Development Manager at Nationwide Building Society**



## About Jo Hopwood.....



- Jo Hopwood is Managing Consultant at Full Circle. She has over 25 years experience in people and organisation development. Jo's passion is to maximise the talents within individuals and teams. Specialising in the assessment and development of individuals, teams and managers at all levels within an organisation. Jo really excels where she can weave the magic of Insights Discovery throughout an organisation, improving communication and generating team successes at all levels.
- During her career, Jo has worked in a variety of HR and Development roles. She holds Level A and B Certificates in Occupational Testing and Personality Profiling and is qualified in the use a range of psychometric tools. She is a licensed Insights Discovery Practitioner; and is also a member of the British Psychological Society and Institute of Leadership & Management.
- Jo subscribes to the ethical framework of the Association for Coaching and holds both an ILM Level 7 Certificate in Executive Coaching and a post-graduate degree level award through the University of the West of England (UWE). All of her work has a strong emphasis on personal development, engagement and being able to demonstrate positive results.



# Full Circle

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