



Helping people to deal with conflict and “difficult” issues has been a vital part of kmp’s training from the launch of the business in 1996. Partners Karen and Martin Price have an internationally recognised qualification in interpersonal skills. Their wide experience of business - gained through many years in senior positions with a major plc - is another factor which makes their training so effective. They earn consistent praise from clients and delegates and high levels of repeat business.



Tackling the tricky issues

Managing people is often cited as one of the most difficult areas of business and many managers say staff issues and relationship difficulties take up a huge part of their time.

Staff, too, often regard issues like these as a major cause of dissatisfaction and stress at work. kmp has developed a range of programmes - designed for managers and staff - which aim to help deal with the so-called “soft” issues at work.

“Soft” is hardly the right adjective as often they are the toughest issues to deal with and, if left unresolved, have a major impact on productivity. The kmp programmes described in this brochure are rooted in the real life experiences of the two trainers.

They encourage delegates to work with their own issues and offer advice and support to help them produce realistic solutions to implement back at work.

The foundation of this type of training is the Influencing and Communicating programme which was designed by Karen and Martin some years ago and has been constantly refined and updated.

It employs the principles of Neuro Linguistic Programming to help delegates understand why they get the results they do with other people and how they can communicate more effectively. Karen and Martin are licensed practitioners in NLP.

Quick guide to in-house courses

Influencing and
Communicating



Delighting Your Customers



Dealing with Difficult
People



How to be More Assertive



Personal Effectiveness



Managing Stress at Work



Coping with Change



People skills which make

Influencing and Communicating

This two day programme provides delegates with a thorough understanding of their own communication style and an appreciation of how colleagues and clients operate.

It is particularly valuable in building individual confidence at work, creating greater understanding within work teams and improving internal and external relationships.

Programme

- Understanding various methods of communication
- Communication styles and how to improve them
- Building rapport
- Voice tone and body language
- How we receive and process information
- Communicating with your team
- Communicating with internal and external customers
- Motivational factors
- Concepts of time
- Beliefs and behaviour
- Practical exercises and group discussions
- Group work on improving communication within the team and the business

Duration: Two days

Delegates: Maximum 12

Delighting your Customers

Customer service has become and increasingly important part of our training as we have responded to the needs of our clients.

Our typical programme combines the key interpersonal skills needed with good practice to help delegates build the confidence to become proactive with customers.

Programme

- Importance of excellent service
- Communicating effectively with clients
- Key interpersonal skills
- Assertiveness and other behaviour patterns
- Four cornerstones of assertiveness
- Importance of beliefs about ourselves and others
- Dealing with “difficult” customers
- Handling anger and resolving conflict
- Building rapport
- Creating a positive image
- Clear outcomes
- Setting performance standards
- Practical exercise and group discussions

Duration: Two days

Delegates: Maximum 12

Dealing with Difficult People

Conflict at work - dealing with “difficult” colleagues - is often one of the underlying causes of poor performance or stress.

In this programme, delegates are made aware of the reasons conflict occurs and strategies to deal with it. The importance of clear outcomes and correct behaviours is an important part of the process.

Programme

- Understanding the reasons behind conflict at work
- Developing strategies for handling conflict
- Awareness of difference behaviours
- How our beliefs drive our behaviours
- Understanding our own dominant behaviour patterns
- Learning to adopt different behaviour
- Developing clear outcomes and strategies to achieve them
- Individual cases studies
- Practical exercises and group discussions

Duration: One day

Delegates: Maximum 12

Courses tailored to your company's needs

the difference in business

How to be More Assertive

People who are genuinely assertive tend to get better results and this programme examines the four classic behaviours and strategies for changing behaviour.

Programme

- Importance of assertiveness
- The four basic behaviours and how to deal with them
- Body language
- Importance of beliefs
- Dealing with the “negative”.
- How to say “no”.
- Dealing with senior people.
- Four cornerstones of assertiveness
- Building rapport
- Positive first impressions

Duration: One day

Delegates: Maximum 12

Personal Effectiveness

This programme takes a different approach to the problem of time management by concentrating on why problems occur as well as how to overcome them.

Programme

- Personal concepts of time
- Our internal programming
- Time Management Matrix
- Why we procrastinate
- Barriers to delegation and how to remove them
- Priority language
- Solutions to timewasters
- Tips for good time management
- Positive language and changing states
- Group work and action planning

Duration:One day

Delegates: Maximum 12

Managing Stress At Work

Using a mix of theory and practical exercises, this programme focuses delegates on the causes of stress and strategies for removing it.

Programme

- Stress questionnaire
- Understanding stress
- Personality types
- Signs of stress
- The legal position
- Stress and change
- Relieving stress
- Looking after your health
- Positive triggers
- Changing your state
- Positive programming
- Group work and action planning

Duration:One day

Delegates: Maximum 12

Coping with Change

An exploration of the issues involved in change at any level in organisations with an emphasis on managing people’s responses to change situations.

Programme

- The forces for change
- Personal impact of change
- Dealing with beliefs about change

- Levels of participation
- Management styles
- Analysing the change
- Prospects for success
- Communicating the change
- Facing up to the issues
- Looking at specific changes at work

Duration:One day

Delegates: Maximum 12

Call 01723 865433 or complete the inquiry form on this site

DIRECTORS INVEST IN PEOPLE SKILLS

Clients come first for news network

kmp was first asked to provide customer service training for the Government's Central Office of Information in 2004.

Last year, the London region of the Government News Network asked for their own programme and director Emma Thwaites was delighted with the results.

"We had already done some work on a client service charter and the kmp programme helped us focus on what was really important."

The twelve information officers who

NATIONAL GOVERNMENT

attended the programme worked on the interpersonal skills necessary for excellent client service, and looked at the quality of current client service.

During a second session they considered the effectiveness of their team, beliefs and values, dealing with conflict and setting standards. The team left with a comprehensive action plan and the success of the programme led to a decision to roll it out across the other eight regional offices of GNN.



Building a new team

When HarperCollins IT Director Tom Payne joined the company in 2002, he quickly saw the need for a teambuilding programme among his six senior managers.

The two-day programme with kmp helped each of them understand how they and their colleagues operated and strengthened relationships within the team.

Tom was enthusiastic.

BOOK PUBLISHING

"Excellent. Understanding more about my team members was very helpful."

The team were so pleased with the Effective Communication programme that it was rolled out across the whole division, covering 55 staff in a variety of IT roles.

Since then other kmp courses have followed for managers and staff, including Personal Effectiveness, Coping with Stress and Managing Change.

'High quality programme, tailored to our needs'

Emap Advertising, media sales specialists for a major publishing plc, have been running kmp's Influencing and Communicating programme for the past four years.

The company's People and Culture Director Gary Hollins said:

"kmp totally understand our business, have spent time understanding our people, our culture and our strategy. This

MEDIA SALES

way they have been able to deliver a programme of high quality that is tailored to our needs.

"In addition to the excellent feedback from our people who have attended the program we have seen marked improvement in the way our teams and individuals interact with each other."

