



# The Bite

## Our Team

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## Tips from trainers . .

Here are some tips for training that we use ourselves and have collected from other trainers:

- The first of Steven Covey's "Seven Habits of Highly Effective People" is to *begin with the end in mind*. Keep this at the forefront of your mind when designing training. What is it that you would like people to do/know at the end?
- Write brief notes faintly, in pencil, on flipchart paper before you start. They won't be seen by participants but you won't have to refer to notes
- Put light folds in flipchart paper to divide it evenly and as a guide to straight writing
- Make a note of participants' names in the order in which they sit as they arrive in the room
- When using PowerPoint, press the **B** key to black out the presentation and prevent the projector light shining on you as you speak. Press **B** again to return to the slideshow
- Also, in PowerPoint, move between slides by pressing the number of the slide you wish to show, followed by Enter – eg **24 Enter**
- Needless to say – be thoroughly grounded in your material – prepare and rehearse more than you think necessary. Remember why you are making each point rather than learning it by rote.
- Plan for power failure. Make sure you can deliver the training even if your laptop or projector doesn't work



- Involve quieter people by **SNOWBALLING** – ask people to think of an idea individually, then share it with a partner, then combine with another pair – then present the best two ideas
- Control dominant participants by respectfully summarising their point, and then asking "What does anyone else think?" Or go around the room, start with the person after them and finish with the person before them!

## Quote, unquote

The only thing worse than training employees and losing them is not training them and keeping them.

**Zig Ziglar**

For a spring training drill, Yogi instructed his players to: "Pair off in threes"

**Yogi Berra**

How long can we go mean and lean before we become gaunt and dead?

**Unknown**

Customers are like teeth. Ignore them and they'll go away.

**Jerry "G" Flanagan,  
 State Farm Agent**

## ISO 9001

In May of this year BiteSize Learning was awarded UKAS accredited certification to ISO 9001. By meeting the requirements of ISO 9001 we feel we can demonstrate our dedication to superior organisational performance as well as our ability to make a real difference in the workplace through our training methods.



*"In spite of the cost of living, it's still popular"*

We would love to talk to you; please contact Paul, Rob or Shirine on the number below.

**0845 123 3757**

BiteSize Learning Limited  
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## 2011 Programmes

### Leadership development

Building and Leading Great Teams  
Business Skills Toolbox  
Coaching  
Delegation  
Leadership Communication  
Leadership Styles  
Managing Change  
Managing Difficult Situations  
Motivation  
Performance Management 1 & 2  
Recruitment Interviewing

### Personal effectiveness

Assertiveness in Communication  
Creative Problem Solving  
Diversity  
Effective Networking  
Maximising Personal Impact  
Negotiating and Influencing 1 & 2  
Optimising Energy and Well-being  
Presentation Skills 1 & 2  
Project Management 1 & 2  
Running Meetings  
Speed Reading and Memory Skills  
Stress Management  
Success through Change  
Time Management  
Successful Teamwork  
Written Communication

### Consultative selling

Introduction to Sales  
Understanding your Clients  
Building Rapport  
Moving the Sales Forward

## Work-Life Balance with Helen Whitten



BiteSize Learning has partnered with Helen Whitten to offer three new modules to help managers and individuals meet everyday challenges and perform at their peak. Positive people deliver positive results and her methods enhance creativity, motivation and excellence in both personal and team performance.

Helen applies Cognitive-Behavioural and Neuro-Linguistic Programming methodology to produce practical thinking systems that develop individual confidence, enabling people to break through old patterns of behaviour to achieve greater potential in their lives and in their careers.

As Deputy Chair of the [Work-Life Balance Trust](#) Helen was influential in raising awareness within organisations and government of the importance of balance to personal productivity, health and corporate social responsibility.

Details of the three new modules are:

### Creative Problem Solving

From time to time we need a new approach to solve problems and move forward. This workshop shows how to use a range of techniques to help find creative solutions to solve problems, overcome barriers and identify and realise opportunities.



### Optimising Energy and Well-being

Maintaining health, energy and stamina is one of the key challenges of employees and managers. This interactive session provides tips and strategies to create wellbeing and balance within a busy life as well as produce high quality work



### Speed Reading and Memory Skills

Sometimes we feel overwhelmed by the volume of information we are expected to deal with and remember. This module provides a series of techniques to double our reading speed and increase our ability to recall key facts, data, faces and names.



## Get a taste of our training programmes



At our next taster we will present a medley of some of our training programmes which will include models, exercises and discussions. This will provide an opportunity to see our approach to training and demonstrate how we are able to embed learning in a short but effective timeframe.

Here are the details:

**Date:** Tuesday 12<sup>th</sup> July 2011

**Venue:** CII Face to Face Training, 11<sup>th</sup> Floor, Fountain House, 130 Fenchurch Street, London EC3M 5DJ

**Time:** 9.30 – 11.30 (Coffee and sticky buns at 9.00)

To reserve a place please call Susannah on 0845 123 3757 or email: [susannah@bitesizelearning.co.uk](mailto:susannah@bitesizelearning.co.uk)