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You'll never know  
how **high** you  
can **SOAR**, unless  
you **spread**  
your wings



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## O D Innovations

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Developing People  
Developing Organisations

## Innovations for Change

Flexible, cost effective  
training and development  
solutions to support today's  
ever changing working  
environment



## Personal Effectiveness—Working Smarter

The pressures of the modern world present a constant challenge; quicker communication, competing priorities and the impact of technology have all added to the intensity of modern working life. We are continually being asked to achieve higher levels of performance under increasing time pressures. This course is designed to improve time management and enable participants to utilise tools, technology, planning, review and team work more effectively in order to deal with the daily demands of work more efficiently.

## Facilitation Skills

Skilled facilitation can engage people effectively to come up with creative new solutions that they will own and implement together. This course provides practical tools and techniques for effective facilitation to utilise in meetings and for planning, problem solving and decision making.

## Change - "Today is Different"

Change and uncertainty are becoming familiar aspects of working life. Change does not have to be negative; the opportunities it can present may indeed be far more beneficial than first thought. It is important to understand the change, what impact it has on you personally, your team and the organisation and how you can get the most out of the situation. This workshop helps participants to acknowledge their own response to change and how they can deal positively with living and working in uncertainty.

## Improving Customer Service

Good customer service is vital for an organisation's success and reputation; it also improves job satisfaction and staff morale. Good customer service depends on staff acting with professionalism and self-confidence, listening to customers and colleagues, understanding their needs in order to provide what they really want, where and when they want it and to balance this with the needs of the organisation. This workshop is designed for both customer facing front line staff and "back office" support staff, whose actions can have a significant impact on their organisation's reputation and success.

## Delegation Skills

Delegation is an important feature of many workplace relationships and the need for effective delegation is on the increase. Now more than ever there is greater pressure for teams to achieve more, efficiently and effectively. Despite understanding the value of delegation, many people say that they wish they could delegate more confidently; this workshop provides managers with tools to develop their delegation skills and help alleviate any potential pitfalls.

## Managing People and Performance

Performance management is perhaps one of the biggest concerns of managers - it is a key responsibility for anyone who has a line management role, and, along with motivating and dealing with staff development, is an integral part of that role. This workshop is designed to provide managers with the knowledge and practical skills to effectively manage their teams and individuals' performance.

## How to Recruit and Retain the Best

Attracting and retaining the best people is fundamental to business success. Organisations can ill-afford to make the wrong hiring decisions. This course will provide you with the skills and confidence to bring the right people into the right jobs and manage the entire recruitment process from start to finish.

## Problem Solving for Results

Regardless of the nature of the problems, simple or complex, easy or difficult to solve, problem solving is a fundamental part of every manager's role. Being a confident problem solver is really important to success and it's one that can make a huge difference at work. Much of that confidence comes from acquiring the key skills, tools and processes that can be used solve problems quickly and effectively. This workshop is ideal for anyone who needs practical techniques and creative thinking tools to generate new ideas that will help find creative solutions to problems.