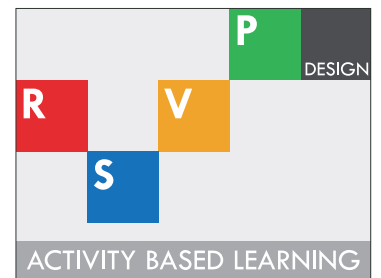


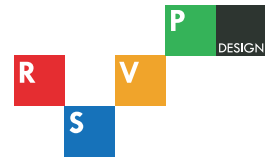
RSVP Design Ltd: Learning Experiences Programmes, Workshops and Events



Examples of learning and development programmes
and events delivered by RSVP Design facilitators to
meet client needs



WHAT KIND OF TRAINING DO YOU OFFER?



Overview

RSVP Design Ltd employs highly experienced trainers and facilitators who deliver a wide range of **learning and development programmes in the areas of Leadership, Management, Team Development, Personal Effectiveness and Inter-Personal skills.**

In addition, we specialise in offering professional development programmes to other training professionals. We have a high level of expertise and experience in delivering **facilitation skills and trainer training**, specifically designed for those who work with 'face-to-face' training and who wish to develop their confidence and competence in delivering engaging, experiential learning.

Finally, we specialise in delivering **large group events, conference programmes and team-building.**

Delivery Principles

We are firmly committed to delivering training that is activity-based and that engages the learners in the learning process. We design our training so that it is as experiential as possible and is relevant, practical and useful to the learners. We aim to work in ways that allow experimentation, discussion, problem-solving and creativity within small teams and which merge new insights and knowledge with the learners' existing models of successful behaviour and thinking.

Our training is designed to do two things: to make and to break patterns. Some training is to teach and 'groove' new patterns of knowledge, skill or behaviour and this requires rehearsal and practice. Other training needs existing patterns to be broken - in order to create new solutions, deal with change or introduce new behaviours and attitudes.

Company Principles

At RSVP Design Ltd we are committed to working in partnership with our clients. We will always offer you our best advice and share our expertise. However, we will also recognise that you know your business better than we do and we will ask for, and value, your inputs and your feedback.

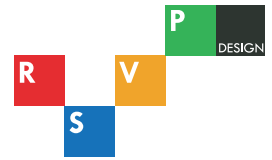
We will work with you to clarify precise, specific learning objectives and cooperate to find the best and most cost-effective ways of achieving them. If we cannot do something, we will tell you so and help you to explore other options.

We will always deliver a high quality, well researched and thoughtfully prepared product or service. We will work flexibly to find value-for-money solutions without compromising the quality of our design and delivery.

Our learning design principles are based around a recognition of individual difference. We respect all individuals, their needs and contributions and we strive to ensure that all of our programmes and products are accessible to diverse learners.

We work hard to create resources that are re-usable and flexible, to avoid wastage of materials and to contribute to sustainable organisations.

CAN YOU SUPPORT CONFERENCES AND LARGE GROUP EVENTS?



Conference Support

RSVP Design have been very successful in working alongside client organisations to deliver the learning elements within a conference and to ensure that these fit seamlessly with the overall conference design. We have particular expertise in:

1. Selecting and delivering practical activities to illustrate, and make memorable, the key corporate messages from the conference.
2. Enhancing networking opportunities by delivering a range of group activities that raise the quality of contacts that participants make and that strengthen professional relationships.
3. Providing powerful opening and closing conference sessions that unite all the participants and align their thinking before the formal conference inputs begin, or in advance of returning to work.

We pride ourselves on listening carefully to the content of conference presentations and ensuring that we can make direct links and connections between our inputs and the themes of the day, so that participants feel that the whole conference is connected and that the practical activities are much more than enjoyable diversions!

Many RSVP Design facilitators have significant experience and formal qualifications in working in the outdoors, so if your conference venue allows we can also provide appropriate outdoor activities if this is desirable and would add value to the overall design of your event.

Large Group Events

As a training delivery organisation, RSVP Design has become known for an ability to offer experiential and activity based events to very large groups without the need for significantly high levels of staffing. The nature of many of our activities, and the physical resources that we provide, means that we can work with many groups in parallel, using centralised, plenary group briefing and de-briefing.

Whenever possible we use our client's own employees to act as 'activity administrators' and we work with this team in advance to prepare them for the role that they will be undertaking during the event. In this way, RSVP Design can keep staffing costs low and internal staff can develop capability through taking on a new role.

We are not Event Organisers and we do not provide 'Corporate Entertainment' or very lightweight teambuilding events. Other providers have more expertise in offering corporate social events, reward programmes or 'away-days'. However, whenever there is a clearly defined set of learning objectives and a strong organisational development purpose for the event, RSVP Design are suppliers of choice for many major organisations.

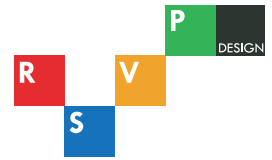
Contact us to explore your needs

If you are planning any learning event that requires external support from specialists in learning design and delivery, please don't hesitate to contact us for an initial discussion. We can be contacted via the web-site:

www.rsvpdesign.co.uk or call our sales office on +44 141 561 0387

For a more detailed exploration of our training delivery, contact Ann Alder directly on annalder@rsvpdesign.co.uk in order to arrange a telephone call or initial appointment.

WHAT IS THE RANGE OF PROGRAMMES?



For individuals....

RSVP Design work with individuals to help them to achieve their potential, meet professional demands and expectations and achieve personal and career development goals. This work is undertaken in two ways:

1. Through a personally designed 1:1 coaching process with an experienced RSVP Design coach
2. Through participation in a group-based 'soft skills' programme with an emphasis on personal effectiveness, behavioural observation, peer and facilitator feedback and personalised development planning.

To support both of these training initiatives, RSVP Design facilitators are qualified to administer a variety of psychometric tests and personal profiles, including MBTI, Herrmann Brain Dominance Instrument (HBDI) and the MRG Personal Directions Inventory, all of which offer valuable insights into personal styles and patterns.

For teams....

The ability to work effectively in teams remains a vital part of organisational life, even though the nature of teamwork changes as more work is undertaken remotely and electronically. RSVP Design offer training that develops teams at different stages in the team life-cycle and in different organisational contexts. We distinguish between our programmes by describing them in three ways:

1. Team-building. This is a process of bringing together a new team and accelerating progress by building relationships, establishing a common set of team values using a shared language and exploring team roles.
2. Team Development. This is a process of working with an established team to raise performance levels in order to tackle new goals. Overcome existing problems or relationship difficulties, or prepare for future change.
3. Teamwork Skills. This process identifies how teams work, how to build, lead and maintain them and how to become an effective individual contributor to project or virtual teams.

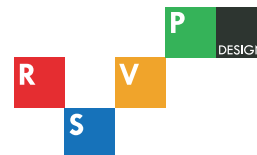
For organisations....

At RSVP Design Ltd we never forget that training is made available in order to improve overall organisational performance and effectiveness. In offering a range of Leadership, Management and Organisational Development programmes we focus on the needs of our client organisation and work in partnership to develop skills and competences that they have identified as vital to commercial or business success.

In this area our training falls into a number of different categories:

1. Extended residential or modular programmes to rehearse and refine agreed management or leadership skills. These programmes may include specialist inputs, for example from subject matter experts or professional actors in role-play scenarios. They are also likely to include extended management tasks or behavioural simulations that provide a rehearsal ground for new skills.
2. Short, subject-specific workshops to focus on key skills such as Customer Service, Innovation, Task/Time Management, or Negotiation Skills
3. Large group/conference events to provide practical experience to support and re-inforce organisational messages, often related to organisational change.

DO YOU PROVIDE TRAINER TRAINING?



Trainer Development

RSVP Design have enormous expertise in designing and delivering experientially based training programmes and our facilitators are delighted to pass this on to other professionals. We work with those who have a formal L+D role and with those who are simply engaged in the occasional delivery of training sessions as part of a managerial or professional role.

Our work is divided into two areas:

1. An introduction to activity based and experiential training methodologies for Subject Matter Specialists or instructional trainers: how to build participation and interaction into knowledge- based training sessions
2. Advanced facilitation skills and experiential learning design for HR, L+D and other training professionals

1. Creating REALS: one or two-day workshops

The term REALS refers to the concept of creating 'Rich Environments for Active Learning' and is based upon extensive research about the use of different learning methodologies in creating adult learning that sticks!

Evidence suggests that adult learners benefit from learning that is learner-centred, co-operative, problem-based and generative (ie uses the previous experience of the learner and integrates new experience with existing mental models.) Whilst this sounds complex, it is in reality an effective and valuable blueprint to help trainers to create activities and learning experiences that are enjoyable, interactive and memorable.

RSVP Design offers a one-day workshop to introduce the principles and practices of creating REALS (see our workshop description). This can be supplemented as appropriate with a workshop to develop actual materials for use in the client's own business. We have, for example, worked with Subject Specialists in Finance, Pensions, Law, Risk Management, Product Sales and Customer Service to help them to develop their own experiential materials.

2. Facilitating Learning: two-day workshops

Many skilled and experienced HR and Learning and Development professionals recognise that they lack confidence when asked to work in a facilitative style with groups (eg facilitating problem-solving or innovation groups) or to facilitate the more unpredictable outcomes that emerge from experiential learning programmes.

RSVP Design offer advanced facilitation skills programmes for client organisations. These are purpose designed, to address the type of facilitation that is relevant to the participants. They offer both theory and practice and are delivered to small groups (approximately 8 delegates) in order to allow for individual feedback and coaching.

These workshops cover:

- The basic skills of facilitation: understanding the role and responsibilities of facilitator and learners
- Facilitating learning activities: reviewing and de-briefing learning
- Facilitating group discussion, decision-making and problem-solving
- Facilitating team development, including conflict management and team action planning.

The workshops help facilitators to feel comfortable in relinquishing some of their control to their learners and to deal with the personal anxiety and challenge that may result from this approach.