

SYLO | *BEYOND*
HR.

Your People...Your Business

LEARNING & DEVELOPMENT

Bespoke and open training programmes that are designed to develop you and your team.

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LEARNING & DEVELOPMENT

INTRODUCTION.

Recruitment is costly. Not just the process, but also the impact on your business, with time and resources being directed to new recruits. When labour markets are tight, it's in our interest to retain our talent.

“Continuous Professional Development”, “Learning and Development” or just “Training”, whatever you call it, it is about helping people to better themselves. It benefits our businesses, our teams and ourselves as a leaders and managers, but where, and how to start?

WHAT WE OFFER.

At SYLO | Beyond HR. we know the importance of continuously developing ourselves and our people and, luckily, we have some of the best trainers in the business. Our training covers everything from Leadership and Job Skills to Team Development via coaching, small group training and psychometric assessments. Whether it's executive-level one-to-one coaching/mentoring or a workshop on time management, we adapt to fit your requirements:

- **Leadership Skills** – Elevating your skillset, to lead with confidence
- **Job Skills** – Customer service, sales, appraisal training: enhancing performance
- **Generic Skills** – Time management, communication skills: improving effectiveness
- **Team Development** – Understanding individual and team dynamics: leveraging strengths
- **Assessment Tools** – Understanding how you and your team could work more effectively

Our experience comes from working across a wide range of sectors, such as IT, construction, biotech, and franchises, and we deliver training in the UK and internationally, in person and virtually.

As with all SYLO | Beyond HR. services, our training is planned with you and is closely aligned to your business goals. We use your terminology and build the courses so that your employees can use their new skills the minute they get back to their desks.

LEADERSHIP SKILLS.

Whatever business you lead, you may need a completely different set of skills to those that earned your leadership status in the first place. Your role may shift from being 'technical', to one of developing your company's culture, strategic planning and creating high functioning teams. Or maybe you've got a new leadership/management team in place who need support to adapt to their new roles.

Senior leaders and managers need skills to balance their focus across customer engagement, team engagement, business processes and business success. This may require training, mentoring or coaching in small groups or individually.

We cover topics such as:

- Leadership skills
- Managing diverse teams
- Developing a supportive and inclusive cultures
- Workplace mental health and employee wellbeing
- Setting and achieving business strategies and plans

If you need support for you or your senior managers, [contact us](#).

“SYLO delivered on the brief by matching me with an excellent coach, Elizabeth, and someone that I trust implicitly. The coaching is an invaluable investment of my time and enables me to step off the treadmill, re-focus and ensure that I am in the best position possible to execute my duties and add value to this fantastic business.”

Rich Blunden, Group Managing Director, Monkey Puzzle Day Nurseries.



JOB SKILLS.

Developing skills and capability for specific job roles leads to improved productivity and retention, as participants return to work and use their new skills immediately. Our approach incorporates your business culture and language to resonate with participants. Group sizes vary between 4 – 12 people.

Just some of the areas we cover are:

- Effective customer service*
- Managing recruitment and selection*
- Sales for growth
- Recruiting for success
- Conducting effective appraisals
- Introduction to financial management
- Understanding marketing

*Some of our courses are CPD certified where delegates receive Continued Professional Development (CPD) points for selected training programmes. For details of current training courses that have accreditation please [contact us](#).

If you'd like to know more about our Job Skills courses, please [contact us](#).



GENERIC SKILLS.

No matter where or when you started work, there are some generic skills essential for personal effectiveness, which are often overlooked. We design the courses for your business, to ensure increased traction over standard off-the-shelf versions.

We believe strongly in these core attributes and run programmes such as these, for all levels:

- Time management skills*
- Communication skills*
- Managing employee Individuals rights*
- Managing Employee exit*
- Managing the remote employee*
- Handling difficult conversations

*Some of our courses are CPD certified where delegates receive Continued Professional Development (CPD) points for selected training programmes. For details of current training courses that have accreditation please [contact us](#).

If you'd like to know more about our Generic Skills courses, please [contact us](#).



DEVELOPING A SUCCESSFUL TEAM.

This programme considers how we can improve the team dynamic, helping members of the team to become inter-dependent, improving creativity and speed of response. It can work really well in conjunction with the outputs from Psychometric Assessments (see Assessment Tools for more information) or independently.

It includes the following modules (can be run separately or as part of a larger programme):

- Managing a Successful Team: Parts 1,2 & 3
- Change Management
- Improving Business Performance

If you'd like to know more about our Successful Team programmes, please [contact us](#).



ASSESSMENT TOOLS.

To support your workforce, we are qualified / accredited by Thomas International, SHL, strengths profiling and emotional capital assessment in delivering a wide variety of Psychometric Assessments.

We find these invaluable in learning more about the specific characteristics of an individual, using the outcomes to develop support packages to match individual and team needs, to benefit the whole business. We also find them particularly useful in recruitment, either during candidate assessment or onboarding new employees.

THOMAS INTERNATIONAL - PPA.

This behaviour assessment (PPA) provides rapid and deep insights into a person's behavioural preferences and communication style.

Using four main profile factors: Dominance, Influence, Steadiness and Compliance, Thomas' Personal Profile Analysis (PPA) provides information on an assessment taker's fears, motivators, values and behaviours.

THOMAS INTERNATIONAL - TEIQUÉ.

This assessment (Trait Emotional Intelligence Questionnaire) allows better understanding of employees' emotions and how they approach the emotions of others in the workplace.

It helps to:

- Understand employees' emotions
- Understand how an employee manages relationships
- Employ candidates with effective communication skills
- Foster engagement and loyalty throughout the company
- Fine tune employees' management skills
- Recruit emotionally intelligent candidates

SHL - OPQ.

As one of the longest standing and most "validated" Assessment Tools, the OPQ is widely regarded as a solid standard for Executive Assessment.

Accurate, bias-free assessments of potential by matching individual working preferences directly to business requirements.

Participants first answer a series of simple questions about their working preferences. This helps us understand which areas of the universal competency framework they are strongest in, and where they might require some development.

STRENGTHS PROFILING - CAAP.

This is an online self-assessment tool designed to help people to identify, classify and measure their strengths. It is designed to develop a clear understanding of what individual strengths people have and how to further develop their strengths to be their best self at work, individually or as part of a team.

The tool helps to develop a simple language to move people to meaningful action in their role at work (and in their life). The tool is supported by debriefs from our experienced and accredited practitioners in using this tool. The assessment can be created for individuals and a report can also be generated to identify the strengths of specific teams and is supported by insights for Team Managers to ensure that they can bring out the best in their teams and how they can best relate to individuals too.

The Strengths Profile includes identification of specific career opportunities matched by a person's unique combination of strengths. This is a particularly useful tool for career

development, career transition, outplacement and talent development within an organisation.

EMOTIONAL CAPITAL ASSESSMENT - ECA.

This is an online psychological assessment tool which measures an individual's capacity to use their emotional intelligence to develop their leadership capability.

This tool has been proven to help people reach their potential, or change some difficult behaviors that may be limiting their performance. Changing behavior isn't a straightforward process, but the reliability of this assessment tool helps people to develop a deep understanding of themselves in a measurable way.

The ECR is available as a self-assessment report or a 360 tool. The 360 includes feedback from Managers, Peers, Direct reports and can include stakeholders too. The assessment is carried out by our accredited ECR practitioner on the team and we recommend that the tool is supported by a programme of 1:1 or Team Coaching by our ECR expert. Further input can be offered through workshops focussing specifically on the ECR Competency framework to help individuals and groups to better understand the importance of Emotional Intelligence in their leadership and management development and set specific and measurable goals for themselves in a supportive environment.

The ECR has been used extensively by EasyJet, Sky and Network Rail.

If you'd like to know more about our Assessment Tools, please [contact us](#).

"We wanted to focus on our employee engagement; using a combination of psychometric assessments, as a starting point, we were able to bring the team together. The support we received has enabled us to operate more efficiently with a better understanding and respect of one another."

Mike Haley, Chief Executive, Cifas



OUR EXPERTS.



ANDRÉ BOZON.

I have been part of the SYLO | Beyond HR. team since 2010, and have worked with businesses to identify, develop and deliver knowledge and skills improvements right through the business.



STEVE OLIVER.

As a qualified ILM (Level 7) Executive Coach and Mentor, I have worked across a wide range of sectors and levels with a clear focus on personal growth and tackling issues like self-belief.

Our expert trainers, [André Bozon](#) and [Steve Oliver](#), have over 25 years of commercial experience in different sectors. They use the term “real life” because whilst based on sound theory, their training is based on real life experience. It provides participants with workable tools they can apply within their roles the moment they return to their desks. What’s more, they have fun when they are learning.

They work with large and small organisations, designing and delivering training to improve the skills of individuals and teams.

We asked them, ‘What are the most critical skills in the workplace?’ and ‘Why use SYLO | Beyond HR. for training?’. Here is what they said. You can watch the full interview [here](#).

NEXT STEPS.

We can develop courses and training to suit your business, whatever sector or size. We've had great reviews and we know we can support you and your people to improve effectiveness and performance.

For a **free** 30-minute consultation please [contact us](#).

"We met with SYLO to discuss creating an in-house **Leadership Programme** and felt confident in their ability to help us deliver our vision. They designed and delivered various modules and one-to-one coaching for the Leadership. The SYLO team pivoted from face-to-face to **online training** during the COVID-19 pandemic and our employees were able to continue to learn and develop. It has been a pleasure to work with the SYLO team these past 5 years and they continue to contribute to our business success."

Claire Madle, Training Advisor – Jonas Software, Wallingford

