

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
- 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](#). (email with CPD courses in subject header).

If you'd like to talk with us about any of these topics, please [contact us](#) (email with Job Skills in subject header).



GENERIC SKILLS.

No matter where or when you started work, there are some generic skills essential for personal effectiveness, which are often overlooked. We ensure these courses are tailored to your business, which ensures 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](#) (email with CPD courses in subject header).

Or for details on any of our Generic Skills courses please [contact us](#) (email with Generic Skills in subject header).



TEAM DEVELOPMENT.

DEVELOPING A SUCCESSFUL TEAM PROGRAMME SERIES.

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 info) 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



ASSESSMENT TOOLS.

To support your workforce, we also 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.

There are 60 strengths in Strengths Profile and it helps to embed a culture where people, teams and managers work together to appreciate and bring out the best in everyone.

More beneficial on an individual level, the strengths profile is an online assessment which explores where you perform well, what energises you and what drains your energy. The profile report focuses on which strengths are currently being used and those that are being neglecting whilst providing guidance on how to improve the use of your strengths.

Best time to use:

- Recruiting & onboarding new employees
- Supporting leaders to thrive
- Focus on increasing productivity and ROI

EMOTIONAL CAPITAL ASSESSMENT - ECA.

The tool has been developed by 2 psychologists, Martyn Newman and Judy Purse and is widely used with Fortune 500 companies. In the UK companies using the tool include EasyJet, Sky, Coutts, Network Rail, etc.

This tool allows for a 360 element as part of the assessment. There are lots of different ways the information can be put into a business context, but its strength is the robust research base so that participants are bench-marked against a high performing leadership group, and they receive very practical next steps and actions.

“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

