

CMP training method and your learning experience

Going on a training course represents a significant investment from you, both financially, and in time, so we make sure you and your delegates get the best and most useful training possible, in a positive, enjoyable environment.

Your delegates' learning is enhanced by effective strategies shared by your trainer's current practitioner experience and practice. They are provided with a supportive learning environment with a range of teaching, facilitation and coaching methods to accommodate a wide range of learning styles. Your delegates will be encouraged by the trainer to express their perspective, focus on their key learning aims and objectives, and build a realistic sense of their strengths and areas for development.

Your delegates receive developmental and motivational coaching around their ability and skills. Role plays are set up in a supportive, non-threatening way so that even the most reluctant find them useful and instructive. Skills practices pose the right degree of challenge for the right time and place on the course and are appropriate to the stage of the learning process. The learning outcomes for each part of the course are given to your delegates, as well as clear objectives for each role play.

To help your delegates develop their skills quickly effectively and comprehensively, all aspects of our classroom training are primarily practical and skills-based. Case studies, role-plays, examples of real-life scenarios, demonstrations and small group exercises vary the learning method for your delegates. Case studies are developed on the basis of information gathered from you and your delegates through our pre-course sheets. In this way our trainer understands the skills that your delegates already have, where particularly they feel they need support, and what recurring situations they find challenging.

A CMP Resolutions trainer will:

- Create an environment in which participation is encouraged, and contributions can be made by all in a safe manner at the appropriate level for them.
- Provide a variety of trainer inputs, which introduce key concepts, stimulate discussion and provide a platform for skill enhancement.
- Set up practical exercises through which you can share experience and network ideas.
- Model and demonstrate the skills being taught on the course.

- Use the experience in the group to draw out conflict issues, conflict resolution strategies and to develop personal awareness.
- Establish criteria for achievement and help you set personal goals and strategies to apply in skills practice sessions.
- Develop a framework for constructive feedback and provide coaching, one-to-one support and peer support where necessary.
- Encourage incremental learning by delivering content, and creating practical exercises which become incrementally more challenging to enable you to reach a high level of achievement.

Programme delivery

One trainer works with up to nine delegates or part thereof. This delegate/trainer ratio allows us to deliver the intensive coaching and one to one work which is the hallmark of our training and which is a training method second to none for building skills and competence.

Training days run from 9.30 - 5.30. Lunch is 45 minutes and there are four sessions with a break morning and afternoon at approximately 11.00 and 3.00.

On-course materials

We provide a delegate pack including PowerPoint slide copies, comprehensive delegates' notes containing theoretical and practical back-up material, checklists and reminders. Post course we provide typed-up flip charts from practical exercises. Professional training programmes such as the Qualified Workplace Mediator, Harassment Advisor, and Qualified Workplace Investigator are all delivered with a comprehensive service set-up pack for the client.

To discuss your training needs in further detail, please contact us on:

T: **0844 504 8874** or E: info@cmpresolutions.co.uk