



2021 Guide





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# WELCOME

**L**EAP was borne out of a want to work with the best people in the best way possible. Doing a great job for a fair price that makes development accessible to all organisations not just the large multinationals.

I had the vision of a group of like-minded, talented and enthusiastic people that can support one another to achieve our own individual personal goals is what formed the concept of the Training Consortium. LEAP is an integral member of this group. Unity is a key principle of this consortium where we each respect and support each other's dreams, hopes and needs. Each member may want some thing different from their work regime but whenever anyone is engaged they are fully committed and totally onboard with the activity.

It's all about the people, whether the great clients and delegates or our colleagues and friends - the leap people as our email states. Without any of those people we wouldn't be able to achieve all that we can.

I am honoured to work with an amazing group of talented and unique people each of whom contributes collectively and individually to the others. We have a powerful dynamic which I truly think cannot be beaten.

*David*





# ABOUT LEAP

LEAP Training Company specialises in personal, behavioural and leadership development for all levels within an organisation. Whether in the format of a face to face workshop, an interactive virtual classroom or as a topic for a one to one coaching session, LEAP aim to provide a blended approach that is tailored to the client's need.

In addition to the delivery of engaging and effective training interventions, LEAP Training Company can also provide a full and complete development support service ranging from the diagnosis of development needs; the design of programme events; the provision of operational support and reporting of Management Information (MI).

As the founding member of the Training Consortium, LEAP Training Company has access to a team of talented, highly skilled and passionate L&D consultants and HR specialists based throughout the UK and overseas.

At LEAP we take pride in making a difference. Our measures of success include:

- delivering behavioural or cultural change for the client partner in line with an agreed strategy or organisational design;
- supporting clients to achieve tangible returns on their investment such as increasing sales, improving employee engagement and enhancing the customer experience;
- developing or enhancing the personal confidence and professional capability of participants, by complementing and challenging their current and future state;
- adapting the conversations and exercises within the learning experience to reflect the real-world environment of participants which can be readily applied to their situation.

**'You have a real gift to impart knowledge and bring out skills in people that I think, from my experiences so far, is a very rare thing.'**

**Head of Recruitment  
Bibby Financial Services**







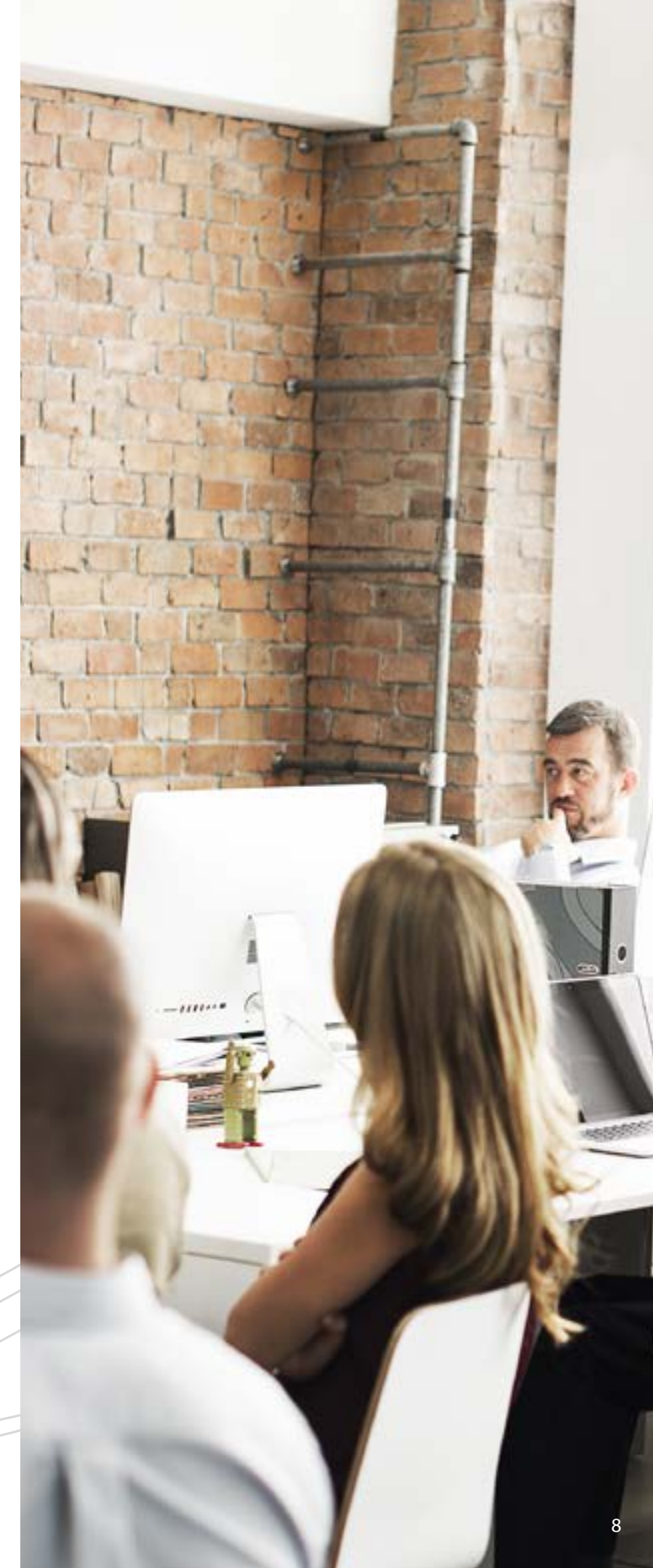
LEAP stands for ● Learning ● Empowering ● Achieving ● Performing ●

At LEAP Training Company we value working in true partnership with our clients and we believe this approach has been instrumental in developing and expanding our business.

Our clients have a dedicated LEAP project and delivery team who have complementary expertise, industry knowledge or cultural fit with the participants and the organisation. We are proud to be described as ‘trusted partners’ and we are often seen as part of the business.

Working alongside our clients we adapt and create learning solutions beyond just the actual training event. We align our materials with those already used within the organisation ensuring our materials feel like an integral part of the wider organisation’s culture and identity. This can range from using the correct technical language and terminology, corporate branding, alignment with internal processes and schedules through to working alongside other training providers within the organisation to ensure complimentary messaging and alignment.

We believe people learn best when the event is practical, interactive and fun. Our LEAP delivery style is more ‘facilitative’ and less like ‘teaching’. So when delivering sessions either face to face or virtually using Adobe Connect we ensure the delegates gain practical insight and application; not just a list of theoretical models. Our Virtual Classroom series of programmes have been developed to ensure they are not a passive activity for those in attendance and every session allows time for discussion and debate despite the sessions being briefer in time. We recommend a maximum of 2½ hours for a Virtual Classroom session to mitigate any digital fatigue.



**‘LEAP’s ability to get under the skin of our business and truly understand our vision, challenges and global strategy ensured that our collaboration was a true partnership. Working with LEAP to create a bespoke programme, with the flexibility to adapt and evolve as quickly as our business was changing, meant that we were able to equip our talent with the enhanced skills needed to immediately make a positive and beneficial impact.’**

**UK Development Manager  
Bibby Financial Services**





# VIRTUAL CLASSROOMS

A virtual classroom is defined as an approach which allows a delegate to experience the learning and interact with the facilitator just as they would do if they were in the physical classroom environment.

The system that LEAP has used for delivering virtual classrooms over a number of years is Adobe Connect. This technology was developed from the outset as a virtual learning environment and therefore incorporates numerous tools to replicate those used in the physical training room, such as:

- whiteboards that can be written upon by everyone including the delegates;
- virtual Breakout rooms which enable the main training group to be sub-divided into smaller discussion teams;
- webcams and audio facilities to enable delegates to contribute to the discussions;
- polls and chat-rooms;
- presentation of slides, videos and the ability to share screens.

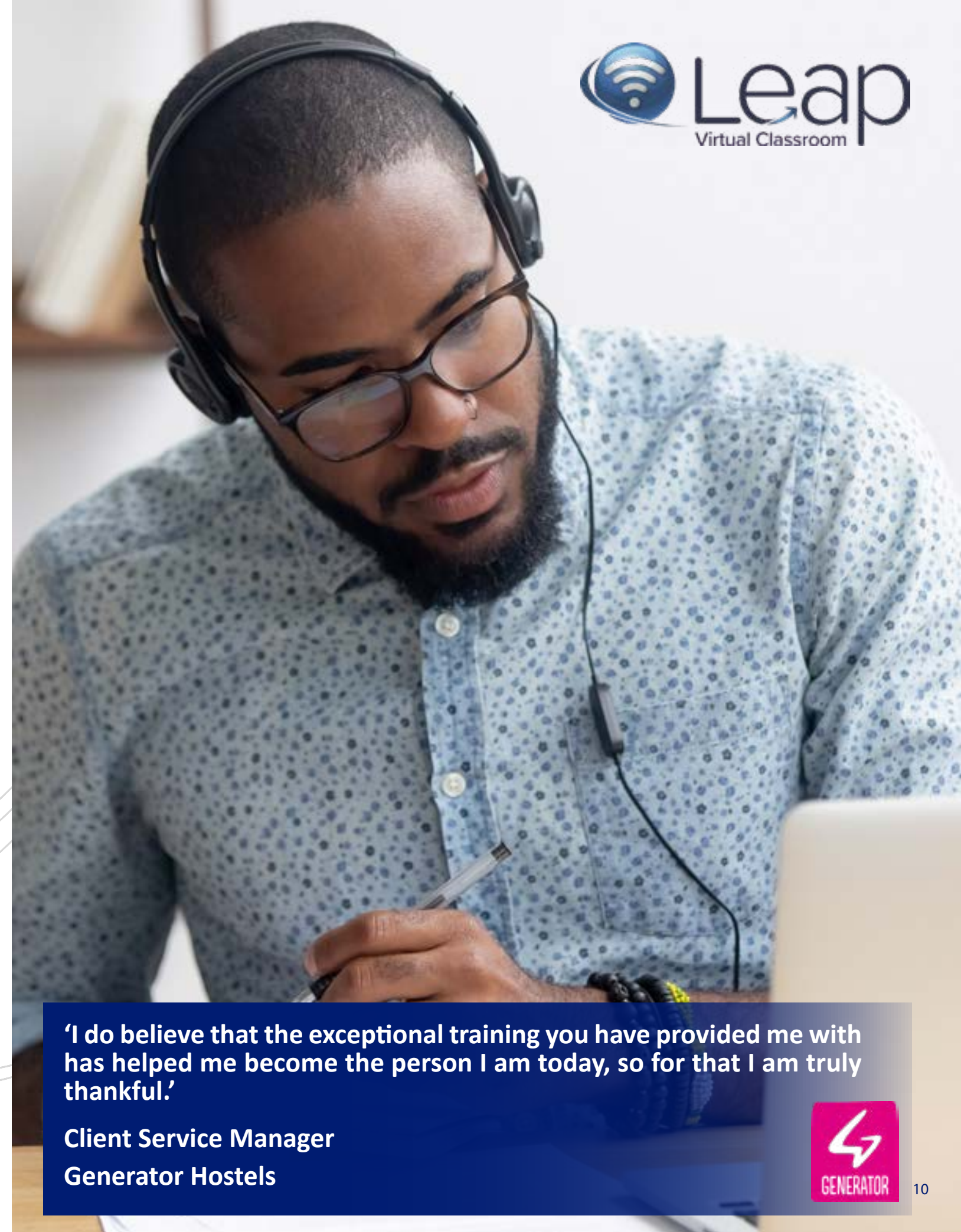
In order to derive the most benefit from a Virtual Classroom we would recommend a maximum of between 12 and 15 delegates per session. This enables a good level of participation and engagement to be achieved across the whole group.

We are passionate about the embedding of learning and recommend additional support is provided to each delegate to help them consider their own learning objectives.

Whether that be in the form of individual coaching or specifically written support material such as a SnapShot Booklet which are useful reference guides to the topics discussed during the Virtual Classroom along with some carefully considered reflective activities to stimulate a delegate's practical understanding of the subject and application to their personal situation.

The advantage of using Virtual Classrooms is it allows a geographically diverse audience to participate and gain high quality facilitated learning without the cost of travel either financially or, sometimes more significantly, in time lost from work.

Virtual Classrooms have become so important during the months since COVID-19 as the majority of people are now working from home as opposed to the office and social distancing would prevent attending a face to face event. The opportunity to undertake such sessions is not only great for learning skills but also valuable for engagement and personal welfare during these challenging times.



**'I do believe that the exceptional training you have provided me with has helped me become the person I am today, so for that I am truly thankful.'**

**Client Service Manager  
Generator Hostels**





# TYPICAL TOPICS

Whilst LEAP Training Company specialises in the core behavioural, leadership, and management skills - we have access to a wealth of technical specialists who can support you with your bespoke training request. Core LEAP Development Group topics include:

- Assertiveness
- Client Care: Customer Service
- Coaching and Development
- Communication Skills
- Corporate Networking
- Developing Brand and Impact
- Developing Resilience
- Diversity & Inclusion
- Enabling Performance
- Facilitation Skills
- Leadership Skills
- Leading Through Change

- Managing Time and Priorities
- Management Skills
- Mentoring Skills
- Mindfulness & Well-Being
- Personal Power and Influence
- Presentation Skills

- Recruitment & Selection
- Stakeholder Management
- Team Building
- Valuable Conversations
- Negotiation Skills
- Performance Appraisals

**‘Our business is forever evolving and LEAP’s ability to adapt and respond to change has meant that we have continued to make a positive impact globally.’**

**Learning and Development Manager  
DWF**





# ACCREDITED EXPERTISE

Our team of facilitators at LEAP Development Group are accredited coaches and specialists in the use of various tools, assessment techniques and processes which can be incorporated into our HR consultancy and training sessions, as required.

Such tools include:

- Behaviour Analysis (BA)
- Belbin Team role profiling
- DISC profiling
- Myers Briggs (MBTI) profiling
- Neuro Linguistic Programming (NLP)
- SHL 360
- SHL Occupational Testing
- SHL OPQ
- SDI profiling
- TMSDI profiling
- Transactional Analysis (TA)

**'I believe my general approach to management has been changed. The modules have made me think proactively before I speak, about different styles to use and made me more pragmatic and considered people manager. The course has been really enjoyable helped greatly by working with a great group of people and an excellent course leader.'**

**Risk Manager  
Co-Operative Bank**

The **co-operative** bank





# COACHING

We also offer individual coaching to supplement the Virtual Classrooms as this ensures delegates can apply the topics discussed into their own individual work situations. During a coaching session, facilitated by an experienced coach, each delegate would have the opportunity to consider their own goals and objectives regarding their approach to management. Using the content discovered on the programme, they can reflect on their own strengths and development themes and consider how they might apply what they have learned.

This can enhance the level of knowledge and skill which is subsequently transferred back to the workplace and thus, increase the return on investment of the training and the embedding of the learning. There are many ways in which this coaching could be structured, a couple of examples would be:

- Formally part of the Management Development Programme - specifically scheduled at certain points in the programme;
- As standalone coaching sessions offered to those individual delegates who want to have some 1:1 coaching time with the facilitator – potentially as a set number of coaching hours, allowing the delegate to use them at their discretion at relevant points for them throughout the programme.

**‘Can I just say a massive thank you for running the course, it’s hard to explain the impact it has had on myself (and others).**

**Although I am still me at work I am a far more confident me, considerate me and professional me. I find it so much easier to talk to people within the business, ask the questions to further my development and consider the types of people I am dealing with.’**

**Service Support Manager  
Aldermore Bank**

**Aldermore**



# CONTACT US

If you have any questions, want to chat to us, or are interested in working with LEAP, we would love to hear from you.



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You can also pay us a visit or send us a message via our website, twitter or LinkedIn.

[www.leapdevelopmentgroup.co.uk](http://www.leapdevelopmentgroup.co.uk)

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