

Smith Guttridge & Associates

Business Psychology & Human Resource Consulting



Based in the UK, Smith Guttridge & Associates has completed assignments in the Netherlands, Sweden, Lithuania, Israel, Portugal, and the Czech Republic. SG & A consultants specialise in:

- Coaching & Personal Development
- Leadership & Team Development
- Stress & Change Management
- Psychometric Assessments
- Career Management & Coaching
- Bespoke Training Workshops & Facilitation
- HR Strategy & Policy Development

Workshops: All workshops are a mixture of formal tutor input, self-assessment, and group work, to enable participants to maximise their development. Typically workshops are delivered over one day but they can also be run as one or two half-day events. These are some of the workshops we have designed and delivered. Examples of content are included on the following pages.

Coaching

Introduction to Effective Coaching Skills
Coaching Skills for Managers
Dealing with Difficult People

Career Management

Manage your Career
Career Management & Business Effectiveness
Preparing for that Key Interview or Presentation
Make the first 100 Days Count!

Leadership & Motivation

21stc Leadership – Emotional Intelligence plus!
Be a More Effective Manager
Improving Employee Engagement

Learning & Development

Managers are the Best Trainers
Be more effective using e-learning technology

Personal Effectiveness

Stress Management
Time Management
Meetings management

Consulting skills

Introduction to Consulting Skills
Managing Change
Creativity & Innovation

People and Organisations

Recruitment & Selection
Bullying & Harassment (Mobbing)
Customer Care

Communications Plus!

Communicate & Influence Assertively
Make Powerful & Effective Presentations
Effective Business Writing Skills
Improving Performance through Feedback



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MANAGING YOUR CAREER

Purpose: to help individuals who want to undertake a critical review of their career, so they can manage their career in a changing world.

Outcomes: at the end of the workshop participants will;

- Have a clear understanding of the world of work
- Have constructively reviewed their current position
- Have produced a personal career profile
- Have committed to an Action Plan for their future development.

Outline of contents:

The changing world of work – the end of the psychological contract
Career Management – who's managing your career?
Review of career to date – time line exercise
High spots in career – do the same factors still apply?
Personal career aspirations – what's stopping you?
Aligning your career with your values (Schein's Career Anchors)
What do you want to happen? Control & influence
Skills analysis and career achievements as building blocks
Your self-marketing portfolio (more than just a CV)
Your personal profile and elevator speech
Personal Action Plan

COACHING SKILLS FOR MANAGERS

Purpose: to help managers become more effective by helping them to develop coaching skills which they can use on a day-to-day basis to improve productivity and motivation.

Outcomes: at the end of the workshop participants will;

- Have a clear understanding of what coaching is and what it isn't
- Be able to recognise when coaching can be used
- Have learnt a simple 3D model of coaching
- Have further developed their coaching skills

Outline of contents:

Coaching, counselling and mentoring – similarities and differences
A manager's role in coaching
Your readiness for coaching – self assessment
Core skills for coaching - skills practice
The 3D model of coaching, the T-GROW model and other models
Giving feedback effectively – STAR model & assertive feedback model
Using NLP in coaching
Personal Action Plan

DEVELOPING EFFECTIVE TEAMS

Purpose: to help managers understand what makes an effective team and which factors help and hinder team effectiveness. This workshop can be delivered to existing intact teams or to managers of teams.

Outcomes: at the end of the workshop participants will;

- Have a clear understanding of what makes a team
- Understand the factors which make teams more effective
- Understand how personality factors effect team communication
- Be able to assess their own team effectiveness

Outline of contents:

When is a team a team, and not just a group of people?

The problems with teams

The Hackman model of team effectiveness

Teams and personality factors

Values and team work

The role of the team leader

Personal and/or Team Action Plan

LEADERSHIP DEVELOPMENT

Purpose: to help leaders understand how they can become more effective and the importance of flexibility in getting the best out of people

Outcomes: at the end of the workshop participants will;

- Understand a range of leadership models
- Have a clear understanding of their own leadership style
- Have experienced leading on a task
- Appreciate the range of styles available to them
- Appreciate how leaders can fail

Outline of contents:

The difference between leadership and management

The development of leadership styles and current thinking

Assessing your own leadership style

Functional (Action Centred) leadership exercise

Situational Leadership

The HAY leadership model and its relationship to company profit

How leaders fail – psychological insights

Personal Action Plan

MANAGING PRESSURE AT WORK

Purpose: aimed at managers and HR specialists interested in understanding how managing stress can reduce absenteeism and increase job satisfaction and productivity.

Outcomes: At the end of the workshop participants will;

- Understand the causes, effects and costs of stress
- Understand the main risk factors in the workplace
- Know how to recognise stress in themselves and others
- Have some tools and techniques which they can apply

Outline of contents:

Pressure or stress – which is it?

Stressful characteristics of work

Stress and health

Work-life balance and the importance of control

Why does it effect people differently – the impact of personality

Recognising stress

How to manage stress – coping skills

Personal Action Plan

RECRUITMENT, RETENTION & DEVELOPMENT OF STAFF

Purpose: to help managers and HR specialists develop a more systematic approach to managing their staff resources by looking at different stages in the employee life-cycle.

Outcomes: at the end of the workshop participants will have;

- Reviewed best practice in recruitment & selection
- Examined the factors influencing staff retention
- Considered the role of the manager in staff training & development
- Developed an Action Plan

Outline of contents:

The changing world of work – commitment or loyalty?

Recruitment and rejection, not selection – best practice

The first 90 days – the importance of the induction process

Family friendly policies – reality or myth?

Equality / Diversity Strategies – the business case

Identifying training needs – whose responsibility is it?

Is talent management the answer?

20-70-10: Grow or Go – does tough love work?

Personal Action Plan

Michael S Guttridge

Managing Consultant

Independent Consultant since 1997
25 years in Human Resources including 7 years at board level
Chartered Psychologist and Scientist,
Coaching Psychologist & Associate
Fellow of the British Psychological Society
NLP Master Practitioner
MSc in Applied Psychology & MA in Employee Relations and Labour Law
Chartered Fellow of Chartered Institute of Personnel & Development
Fellow of the Chartered Management Institute



Terry Gregory

Principal Consultant

Independent Consultant since 1997 with 20 years plus in Training & Development
Professionally qualified in Careers Guidance & Registered Guidance Practitioner
Professional Qualifications in Management and Training
Member of the Chartered Management Institute
Member of the Institute of Careers Guidance
Associate of the Institute of Management Consultancy



Organisations we have worked with

Astra Zeneca
ATOS Origin
BICC
Brenntag UK (formerly Albion Chemicals)
British Nuclear Fuels
BT
Cambridge Econometrics
Capita People Development
CIS
Engineering Employers Federation
Federation of Small Businesses
Institute of Leadership & Management
ITT (Cannon) Ltd
Kellogg
Kimberly Clark plc
Milliken Industries
National Power
Pepperl & Fuchs Ltd
Stepan
TMP International Consulting
United Utilities
Urenco
Valmet General Ltd.
Veka plc

Cheshire Constabulary
Christie Hospital
Erewash Primary Care NHSTrust
Greater Manchester Fire & Rescue Service
Inter-University, Israel
ISM University, Kaunas & Vilnius
Leeds Metropolitan University
Manchester Metropolitan University
Mykolas Romeris University, Vilnius,
Oldham Metropolitan Borough Council
Servite Housing Association
Sheffield Hallam University
South Manchester University Hospitals
Staffordshire Police
University of Bradford
University of Derby
University of Huddersfield
University of Leeds
University of Salford
Vilnius University
Warrington Primary Care Trust
West Yorkshire Police
Youth Justice Board for England & Wales

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