

A photograph of two women standing side-by-side, smiling. The woman on the left has short blonde hair, wears glasses, a black jacket, and a red patterned scarf. The woman on the right has dark hair with bangs and is wearing a blue and white floral patterned top. The background is a light green wall. The image is overlaid with a semi-transparent green filter.

Learning & Development.

hello.

Why we're different
and why that matters...

We're innovative, great listeners and courageous with our ideas for you.

People are our business – and we can help you to get the best out of your business by creating strategies that will take you, and your people, to the next level – by building an honest partnership and supporting you all the way.

How? We have trainers, coaches, marketers, graphic designers and HR specialists on hand to create Innovative solutions.

We're a lovely bunch (we think!) and we like nothing more than developing solutions that create impact.

To find out more... [explore!](#)

Learning.

Talent... grow your own

We're passionate about helping people to achieve their full potential. Our real-world experience allows us to encourage self-development and personal growth.

Our coaching expertise enables clients to get clarity and focus on what's really important to them. We're enablers who help them to discover and understand their way to success through action and planning.

We're skilled in asking the right questions and challenging people to change for the better.

As trainers we deliver interventions that can make the world of difference in the

workplace. Engaging training is critical but so is our research to ensure that we're bang up to date with trends and information.

Impact is key – we measure the impact and give feedback to all stakeholders – warts and all!

Most of our work is bespoke to the client's business and designed to allow for personalised learning to take place. We see delegates as people with different needs and different ways of learning so we design our training to meet those needs.



**Focus
Discover
Challenge
Research
Passion**



Coaching Mentoring Profiling Observation Development

Anni and Michaela

About us.

Anni and Michaela...

Anni Hollings

Learning & Development Manager

With over 30 years' experience working in the management and leadership development field, Anni has delivered training programmes to managers working in international organisations, right through to local SMEs. She is passionate about sharing knowledge and experience and that's why she loves doing what she does.

Anni sees the opportunity to work with individuals and businesses to help them develop and progress as a real privilege. Anni is a huge supporter of ongoing professional personal development and she wants to support our customers in being able to grow their businesses through investing in their staff. A qualified coach, personality profiler and professional educator, Anni thoroughly enjoys helping others succeed.

Together Anni and Michaela present a complementary and blended team. Their different backgrounds have moulded into a fascinating delivery duo, they clearly enjoy working together (and separately depending on client needs). When designing learning resources they bounce ideas around and when presenting together, they have absolute confidence in what each other are doing.

Michaela Tabinor

Learning & Development Consultant

With over 20 years' experience of leading training and development in a dynamic and competitive environment, Michaela has developed impressive knowledge and expertise in the areas of sales and customer service training, dealing with difficult conversations and team development.

Michaela is committed to ensuring that her training programmes are absolutely client focused and is determined to reach and attend to the expectations of delegates with different needs, knowledge and experience.

Michaela loves the challenges of helping clients succeed through providing exciting and contextually refined learning experiences.

What you say.

First impressions really do count...

“

I found the training invaluable. It's very easy in the current fast moving climate to forget the basics in customer service. It was good to stop and check what we are doing. Then refocus our efforts on pleasing our customers. I found the training re-aligned the helpdesk to ensure we are all moving in the right direction. Some of our engineers are new to the support arena, it was a good opportunity to help them build strategies to cope with certain situations. Each member left the course with some goals that were unique to them that will improve their customer service skills. The course was delivered clearly and logically and the trainer dealt with topics outside of the scope very well. I have noticed a definite improvement in the quality in the way the helpdesk staff converse with our customers.”

Steve Shields

Fifteen Group
Operations Manager

“

Strategi Solutions were commissioned to deliver sales training to our salesforce here at Uttoxeter. The course provided a clear 7 step structure to the sales process, which was explained through activities throughout the day that were tailored to our business. The trainer Michaela was fun and engaging, reaching members of the team that have different levels of experience and knowledge. The day was quite full on or intense, making it feel extremely worthwhile. When asked what they thought of the day, all rated the course as either excellent or very good. I would certainly recommend the programme to any business wanting to make their boat go faster!”

Hayley Plimley

Uttoxeter Racecourse
Sales & Marketing Manager



Support
Invaluable
Tailored
Structure
Knowledge

#teamStrategi



Strengths
Innovative
Variety
Bespoke
Achievement

Organisation Leadership Development.

Learning never stops...

We are experienced at designing bespoke leadership and management development programmes that are tailored to enhance the performance of the host organisation.

We use a variety of inventories to help identify organisation strengths, weaknesses and opportunities. We work closely with the host management team

to ensure organisational improvement through challenging, innovative and exciting development experiences that encourage delegate participation and engagement.

We believe that wherever you are in your career, learning never stops and our challenge is to fascinate and inspire personal success and achievement.

Courses.

Tailored for you...

These courses are tailored to meet the context of the sponsoring organisation(s). They may be one or two days depending upon content development. They can be run in-house or at an external venue. Prices are variable and dependent upon the degree of tailoring to fit. For between 8 to 16 delegates (depending on the programme).

Other courses for single organisations or consortia:

- **Leading Change & Organisational Transitions**
- **Inspirational Performance Management & Personal Potential Development**
- **Dealing with Difficult Problems & Differences**
- **Advanced Sales Skills & Techniques**
- **Aspirational Team Leadership**
- **Constructive Decision-making**
- **Knowing Me Knowing You – Effective Interpersonal Relationships**
- **Wellness and Well-being in the Workplace – Focus on Happiness**
- **Personal Branding & Developing Effective Relationships**
- **Developing Enhanced Customer Relationships**
- **Creating Inspirational Top Leadership Teams**

Please contact us for further details of the content of these courses.



Enhance
Leadership
Effective
Aspirational
Well-being

Open courses.

What we offer...

Developing New & Existing Sales Skills

Reaching customers and getting them to commit to buying is a key activity for any commercial organisation. Effective selling skills based on good techniques and an understanding of the psychology of the sales process can make a big difference to your sales success. This one day programme focuses on tried and tested tools and techniques to help your selling team engage in the selling process with confidence.

Training Others in the Workplace

When new members join your organisation or people are moved into new roles, they rely on others to help them learn how to become an effective employee. This one day course helps people understand how important that learning process is, tools and techniques of on-the-job training and how they can help others in their transition from new starter to effective performer.

Customer Service & Sales

High customer satisfaction is vital to the development of long-term relationships with your customers and clients and it is something that cannot simply be assumed. This one day course uses tried and tested tools and techniques to help your customer-facing team develop effective relationships with your customers and clients to ensure long-lasting and satisfactory relationships that deliver beyond expectations.

Preparing for Leading Change

No organisation can stand still and in this ever-demanding and competitive business environment having a workforce that is ready for change is important. This one day course focuses on the role of change leaders, the importance of how people respond differently to change and how they can help people be change ready and confident in responding to new challenges and expectations.

Developing Effective Teams

Effective team working is an essential requirement for most contemporary organisations. This one day course helps team members understand how successful teams develop, how to identify their individual strengths and weaknesses and how these can be developed to enable them to become effective team members in high performing teams.

Using Social Media for Business Success

Using social media is an essential tool in the marketing and PR portfolio. Without an effective social media strategy, organisations can quickly lose ground against their competitors. This one day course helps people consider how different social media services can help enhance their company profile and reach, and the importance of a well-designed and professionally managed corporate style.

Managing Difficult Conversations

There are times when as a manager or team leader you will need to engage in difficult conversations with members of your team, either as a group or individually. Most people find having those conversations very uncomfortable and unsatisfactory. This one day course helps people overcome their anxiety about engaging in these types of conversations through the use of tried and tested tools and techniques that support their confidence development and their ability to manage the meeting.

Effective Presentation Skills

Being able to present information in a clear and interesting way is an essential requirement in contemporary organisations. Many people find presenting an intimidating and stressful experience. This one day course introduces tools and techniques associated with effective presenting and enables participants to prepare and practise presentation skills in a safe and supportive environment.

Prices.

Your training...

Open courses can also be run in-company if an organisation has 12 to 16 people who want training.

£149 per delegate per training course (includes lunch and refreshments depending where course is delivered).

Where a company books **8 or more** delegates on one training course this rate drops to **£129 per delegate**.

Bespoke training available – prices on application.

Staffordshire based SMEs may be eligible to receive subsidised training – for further information contact the Strategi team.

Let's talk.

Have you got a project in mind that you'd like to chat about? If so, we'd love to help if we can.

We're a friendly bunch so pick up the phone!

How to get in touch

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