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IN-COMPANY TRAINING SOLUTIONS

EMPOWER YOUR EMPLOYEES WITH THE SKILLS,
KNOWLEDGE AND STRATEGIES TO ACHIEVE GOALS
AND ENHANCE PERFORMANCE

WWW.IIRMD.COM

METHODOLOGY

THE IIR MD APPROACH



Welcome to IIR MD
Introduction to your dedicated and experienced training consultant to support you through the entire process

Business needs analysis
To get in an in-depth understanding of your aims & objectives for growth & success

Introduction to trainer and subject matter expert
You are matched to your potential trainer right from the start and we create the ideas together



Practical implementation
Delivery of the agreed programme. Full logistical support is provided

Construction & refinement
Developing a detailed course programme for review & discussion. Ideas created collaboratively

In-depth consultation
Identifying the core content that will be included in your programme



Evaluation
Assessment of training and ideas provided for further development based on observations, including activities that you can do yourself

Support
Ongoing support – We are a resource throughout the year and provide support/ideas around implementation and sustainability

Welcome!

We are delighted to tell you about our training solutions and how we build relationships with our clients. We work closely with the key business stakeholders and our trainers to create our cutting edge and unique programmes based on specific objectives.

What we feel makes IIR MD special, is our commitment to serving our clients, being a resource for them, providing long term support and ensuring tangible results.

Although we are owned by a global PLC, we operate very much as a family business at IIR MD – taking the time to understand our clients’ headaches and goals is important to us and the success of our training programmes. We take pride in thinking creatively about the solutions that we offer, researching the market and ensuring we are always working with the right expertise and have the right commercial focus.

If you need any information or have any queries, please do not hesitate to contact us, we will be happy to help.

Kindest regards,

Leigh Kendall
 Divisional Director

-  NO DESIGN FEES
-  COMBINATION OF CONSULTANCY & TRAINING
-  FULL SUPPORT AT ANY STAGE OF THE TRAINING DEVELOPMENT

Some of our clients...





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OUR AREAS OF EXPERTISE



LEADERSHIP



MANAGEMENT



NEGOTIATION
SKILLS



BUSINESS DEVELOPMENT
& CUSTOMER EXPERIENCE



TECHNICAL



STRATEGY



PERSONAL
DEVELOPMENT



PRESENTATION &
PITCHING SKILLS



SUSTAINABILITY &
SOCIAL IMPACT



MARKETING



HR & ORGANISATIONAL
DEVELOPMENT



SPECIALIST PA/EA
TRAINING



WELLNESS



TEAM EVENTS



EXECUTIVE
COACHING



CULTURAL &
INTERNATIONAL BUSINESS



DONT SEE WHAT YOU NEED? GET IN CONTACT & WE CAN EXPLORE CREATING SOMETHING ESPECIALLY FOR YOU!

Leigh Kendall
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www.iirmd.com

LEADERSHIP



- From Management to Leadership
- Boardroom Master Class
- Business Strategy & Planning Toolkit
- The 5 Day 'MBA' for Business Leaders (also available as a Modular Programme)
- Performance Psychology
- Leading Project Teams
- Executive Coaching / Mentoring
- How to Shape Your Culture
- Economics for Business Leaders
- Leading High Performance Teams
- Developing Female Leaders
- Entrepreneurial Thinking
- Agile Leadership
- Action-Centred Leadership
- 'Fit for Business' Leadership
- Shaping The Creative Organisation
- Making Decisions in Conditions of Uncertainty
- Moral Courage in Leadership
- Pictures of Performance
- Leading Millennials
- Creating a Feedback Rich Culture
- Building Visibility & Value
- 21st Century Leadership
- Emotionally Intelligent Leadership
- Creating Psychological Safety
- Leadership Styles & Situational Leadership
- Leading a Business Through Change
- Independent Chairing
- Multi-Generational Leadership
- Board Skills Audit
- Knowing Your Role on the Board
- Finance at Board Level

MANAGEMENT



- Management for New Managers
- The 10 Minute Coach
- Coach the Coach
- Building, Managing & Leading Virtual / Remote Teams
- Motivational Management
- Performance Management
- Managing High Calibre People
- Supply Chain Management
- Change Management
- Team Working and Team Roles
- Is Management for Me?
- Top 10 Traits of Management
- Listen without Prejudice! Create a Culture of Openness
- Resolving Workplace Differences: Mediation & Crisis Management
- Matrix Management
- Managing / Facilitating Effective Meetings
- Management Toolkit
- Managing in the Middle

NEGOTIATION SKILLS



- The Negotiation Skills Toolkit
- Negotiation Skills for Senior Managers
- Sales Negotiations
- Negotiation Skills for Mergers & Acquisitions
- Negotiating with Procurement
- Negotiating with Sponsors
- Collaborative Negotiation

BUSINESS DEVELOPMENT & CUSTOMER EXPERIENCE



- Essential Selling Skills
- Client Relationship Skills
- Account Management
- Sales Leadership
- Sales Activity Management
- Value Selling
- Telesales Skills
- Sales Management Coaching
- Sales Team Development
- Commercial Awareness
- Creating the Sales Mind-Set
- Pitch Practice – Pitch Perfect
- Financial Know-How for the Sales Professional
- Selling & Negotiation with Procurement
- Social Media and Sales Lead Generation
- Networking for Business Success
- Sales Boot Camp
- LinkedIn Masterclass
- Conference & Event Hosting
- Bid & Tender Management
- 1:1 Sales Mentoring
- Creating your Sales Approach
- Getting to Yes: How to Accelerate Your Customer's Decision Making Process
- Ultimate Client Engagement
- The Trusted Partner – Advisory Skills
- Exceptional Customer Service
- Communication Skills for Customer Teams
- Complaint Handling
- Story Selling
- Storytelling in Business Development

TECHNICAL



- Negotiating, Drafting & Managing Commercial Contracts
- Professional Business Writing / Report Writing
- Finance for Non-financial Manager
- Leading Project Teams
- Agile Project Management
- Demystifying Quality Management - An Introduction to Lean, Six Sigma & Other Methodologies
- Project Management Essentials
- Establishing & Managing SLAs
- Service Transformation – 7 Ways to Save / Improve Resource Optimisation
- Assessing Business Risk
- Business Communication Including Telesales & Email

STRATEGY



- Strategic Thinking, Planning & Decision Making
- Vision & Strategy
- The Strategy Audit
- Design Thinking & Creative Problem Solving
- Scenario Planning for Long Term Leadership
- Strategy Facilitation
- Z.U.M.B.A.R – Lateral Thinking Toolkit
- Entrepreneurial Thinking
- Being an Intrepeneur
- Strategy & Innovation
- Digital Transformation
- Visual Thinking
- Organisational Mental Image Building Strategies
- Strategic Communication
- Global Strategy Trends

PERSONAL DEVELOPMENT



- Developing Personal Power & Influence
- Dealing with Conflict & Difficult People
- Mastering the Art of Effective Communication
- Time & Priority Management
- Developing Personal Effectiveness & Confidence
- Negotiation Skills
- NLP – Practical Business Applications
- Stress Management / Resilience Training
- Power Networking
- First Insights into Emotional Intelligence (EQ)
- Creative Problem Solving (CPS) & Innovation
- Body Language Training
- Profiling Tools: NBI Brain Profiling, Insight Discovery, MBTI, DISC, Strengthscope, FourSights, Belbin Team Roles
- Enhancing English Written Skills
- Perfecting your Enunciation Skills
- Accelerated Learning
- Memory Training
- Career Coaching
- Be a Silverback Gorilla
- Professional Vocal Image Training
- Your Amazing Mind
- Effective Across Borders
- Gravitas-Levitas-Status
- Accelerated Learning with Mind Mapping & Speed Reading
- Personal Excellence in Managing Productivity, Energy and Time
- Train the Trainer
- The Imposter Syndrome
- Personal Brand Development

PRESENTATION & PITCHING SKILLS



- Data Presentation
- Dragon's Den Style - Pitching and Feedback
- Live Pitch Support
- Showcasing Value
- Presentation Skills
- Presenting to the Board
- Public Speaking Toolkit
- Finding Your Voice
- Turning Anxiety into Excitement
- Voice Presence Coaching
- Invincible Messages
- Story-Selling
- The Virtual Presenter
- The Virtual Facilitator

SUSTAINABILITY & SOCIAL IMPACT



- Environmental, Social & Corporate Governance (ESG)
- Corporate Social Responsibility
- Business Continuity Planning
- Ethical Business Practices
- Corporate Governance
- Measuring Social Impact
- Social Impact Reporting
- Strategic Governance

MARKETING



- School of Marketing (Face-to-Face and Digital)
- Digital Strategy
- Social Media as a Marketing Tool
- Managing the Media Monster
- Online Reputation Management, Blogging & Twitter
- Positioning Statements & Concept Writing

HR & ORGANISATIONAL DEVELOPMENT



- HR as an Internal Consultancy
- Strategic HR
- Measuring & Demonstrating the ROI of HR & Training
- HR in a Multi-Cultural Environment
- Operations Management for HR Specialists
- Finance for HR
- Making Performance Management Work
- Marketing & Selling HR to the Business
- HR Re-Engineering
- Supercharge Your Recruitment
- Employee Engagement & Analysis
- HR Analytics
- Internal Communications
- Employee Engagement & Discretionary Effort
- Unconscious Bias
- Recruitment & Interviewing
- Diversity & Inclusion
- HR Conflict, Discipline, Grievance & Mediation
- HR for Non HR Managers
- Investigation Skills for HR Cases
- Understanding the Gender Confidence Gap
- TNA (Training Needs Analysis)
- Writing L&D Strategies
- L&D Budget Management
- Preparing Evaluation Analysis / Reports for Boards
- Cultural Audits
- 360-Degree Feedback Tools

SPECIALIST PA/EA TRAINING



- Management & Business Skills for PAs & Senior Secretaries
- Essential Skills for Executive Assistants
- Financial Skills for the Proactive PA
- Event Management
- Office Management
- Project Management for PAs
- 5-Day Mini 'MBA' for PAs
- Achieving Exceptional Performance for PAs
- Development for the Newly Appointed PA
- The Agile Assistant
- The Modern PA

WELLNESS



- The Corporate Athlete
- Feeding The Executive Brain
- Health Champion Course
- Stress Resilience
- Mindfulness
- Positive Relations at Work
- The Healthy Manager
- Positive Psychology
- Look After your Best Assets: Burnout Prevention
- Powered for Positivity
- The Power of Wellbeing for a Manager
- Emotional Sequencing & Emotional Regulation
- Fit for Business
- The Happiness Index
- The Toolbox for Highly Effective Functioning in Stressful Environments & Situations
- Mind & Body Management
- Ultimate Brain Health
- Mental Health Awareness in the Workplace
- Breathing Techniques & Practice
- Anger Management – Emotional Freedom Techniques
- Meditation
- Nutrition for Nerves
- Sleep & Performance
- Healthy Eating & Nutrition for Performance

TEAM EVENTS



IIR MD team solutions are powerful, focused and transformative events, developed in collaboration with the business. We tackle specific challenges that the team is experiencing – either existing, or because of a change that has happened within the business or marketplace. We also look at strategic team development and future proofing.

Here is an example of the type of scenarios we have worked with:

- Changes to Team Structure (as a result of mergers or redundancies etc)
- New Leadership
- Strategic Changes within the Business
- Operational & Process Change
- Conflict Issues
- Economic Changes (impacting the business)
- Board Cohesion, Development & Planning
- Morale Building
- Optimising Team Performance (doing more with less)

Each event is often built around business specific scenarios that the team encounters daily to ensure the event remains relevant and focused. Always immersive, they encompass practical tools, techniques and new ways of thinking for going forward.

The outcomes you can expect to see are:

- Newly Inspired and Recharged Teams
- Better Understanding of the Value and Contribution of Team Members
- New Skills to Add to Personal Development
- Clear Action Points to Take Forward to Improve the Business (or agreed action points linked to the overall objective)

We don't just stop at the event itself. We equip team leaders and managers with a wealth of resources, through consultancy and advice to help them maintain the momentum following our sessions.

EXECUTIVE COACHING



Our Executive Coaching programmes are not prescriptive because each of the professionals we work with are unique – with specific challenges and objectives they want to achieve. We, therefore provide a flexible plan of face-to face and remote meetings as well as “check-ins” that fit in with busy schedules and focus on the end result.

Our faculty are all consultants, running their own businesses, advising on boards or working in senior positions. We have coaches from Legal, Finance, Sales, Manufacturing and IT backgrounds, as well as numerous other sectors.

Some of the areas the coaches have worked on developing:

- Financial Awareness
- Business Development Strategies
- Managing a Sales Team
- Operational Management
- Presentation Skills
- Leadership
- Creative & Innovative Thinking
- Professional Confidenc
- Public Speaking
- Voice Coaching
- Psychological Blockers

CULTURAL & INTERNATIONAL BUSINESS



- Cross Cultural Working (Including Specific Cultures eg. India, Japan etc)
- Effective Across Borders
- International Business Etiquette
- Virtual Working

DELIVERY



Face-to-Face Workshops

Our workshops are created completely around our clients needs, developed for them and with them. You know your business better than us! By ensuring we connect you to the right specialists we can, together ensure that the face to face training is fun, practical useful and deliver the outcomes you want utilising cutting edge delivery and passion.



90 Minute Power Sessions

Intensive, pacy and focused sessions to refresh or introduce key topic areas to your business. Perfect for the busy professional and economical, as we can run up to 3 different workshops in one day.



Digital Learning

We offer remote learning products as standalone modules with video, articles, blogs and assessments or as part of a blended learning programme. As with all our training content can be tailored to your needs. We also supply tailored e-learning content. Our digital offering complements most Learning Management Systems (LMS).



Training Needs Analysis (TNA)

We understand that our clients don't always have a ready-made set of training briefs. We say to our clients time and again we are a resource for you! What is important to us is working with you to create training that is right for your people AND achieve the results you need. We have numerous complimentary services to support our clients through this process.



Virtual Reality

Our unique platform allows organisations to examine their teams and leaders in a completely new way.



Business Climate Survey

Successful companies monitor their environment to maintain a business culture that anticipates problems before it happens and rectifies mistakes immediately in order to sustain passion and energy. Unlike conventional organisational climate surveys, which are expensive, time-consuming and rarely current our Organisational Wellness Instrument provides up-to-date and easy to read measures of the current situation in an organisation – or any part of it. It is easy to use, easy to administer, quick to complete as well as very responsive in reporting results.



Blended Learning

We understand that people's behaviour does not change in a single day. To improve the sustainability and the momentum of our training we can design a blended learning approach to support people as they begin to implement their new skills. This can include video follow ups, webinars, interim business transformation projects, coaching calls either group based or individual and course work.



Key Note Speakers & Consultancy

We have a broad faculty of key note speakers and highly experienced practitioners that can provide consultancy in most subjects, based globally. The emphasis is always on practical application.



Webinars

We are experienced in facilitating dynamic and practical webinar workshops; these can also form part of all our training offerings.

DON'T JUST TAKE OUR WORD FOR IT...



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“

Both service and quality we are getting from IIR MD are exceptional. Kate and Jenni are knowledgeable and efficient, they understand very quickly what we are looking for and they are able to present us the right design and format delivered by an excellent trainer or coach in a very short time frame.

Ursula Gehri, Senior HR Specialist, Clearstream Deutsche Borse

“

Very interactive! Pitched perfectly and not too intense. The environment was very comfortable. Learned skills that I can definitely apply to work and personal life.

Clearstream Luxembourg

“

Exchange of ideas, sharing common challenges gave me some good ideas on how to improve less models/theory, more tailored hands on examples and best practices.

PwC Luxembourg

“

We had the opportunity to work with IIR to implement a training course on business writing skills. We highly recommend this course for its hands-on approach, providing concrete examples & practical tips. Our delegates appreciated the interaction of the session which allowed the participants to share their experiences.

Arendt and Medernach Luxembourg

“

Engaging and addressed real problems. Well planned and delivered.

National Grid UK

“

Course was extremely interesting. All of the exercises were stimulating.

UN Food Agency Rome

“

Better designed and delivered than other courses I have attended.

Thomson Reuters London

“

I noted that during the course everybody's attention was consistently maintained. Attendees participated in all parts of the course.

NN Group Netherlands

“

Very practical models, tips and suggestions. The openness of the trainer, real life examples. Very good delivery and condensed package.

European Central Bank Frankfurt

“

Have sat on other 'boring' courses and this flew by due to the engaging trainer.

XPO UK

“

I enjoyed the trainers knowledge. Probably the best training I have been to. It was brilliant.

Clearstream Cork

“

The trainer did a good job with raising awareness on sensitive matters for the team.

Tata International Metals UK



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Our sister companies are:

IFF (financial training):

www.iff-training.com

Lloyds Maritime Academy (maritime training):

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**WE CAN CREATE HYBRID
PROGRAMMES OF TECHNICAL
AND SOFT SKILLS TRAINING**

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