

Angie Turner

From: Angie Turner
Sent: 06 July 2020 09:42
To: Angie Turner
Subject: Select Training - training for change



Dear [Name]

Who could have predicted the events of the last few months and the dramatic impact they have had on all our lives since I last wrote to you? We've all had to learn to do things differently, and probably nowhere more so than in how we work.

As lockdown eases and some sort of normality returns, there is still a feeling that life will never be quite the same again. The whole experience has also given most of us the chance to take stock and reflect on how we live and work. While some people are excited to return to their jobs, others may be apprehensive and worried as to how they will cope with the changes.

I recently had first-hand experience of the challenges this can present, as I grappled with the technology involved in offering coaching services online rather than face-to-face, while also trying to keep the experience personal and engaging for my clients. It has been a very steep learning curve for me, but also energising to successfully develop and deliver a new and broader offering to clients. In the future, clients will have a wider choice as we offer more 'blended learning' opportunities.

Coming Up!

In further moves to keep one step ahead in responding to client needs, Select will be launching a modernised website to reflect our new approach. We will also be running a short survey to find out what you want in terms of your development needs and how training is delivered. And we are planning a 'Virtual Coffee' event for HR professionals to share their experiences. More on all this in our next newsletter.

Coaching at Work

What has become very apparent through this period is the need for staff to be flexible, motivated and willing to accept responsibility (and be held accountable). Organisations which have nurtured these qualities in their workforce through coaching will have found it much easier to quickly adapt to remote working and keep their businesses running as smoothly as possible.

Most managers will have faced difficult challenges, and some will have coped better than others. Those using a 'command and control' micromanaging approach have probably struggled with remote working. Conversely, managers who are overly supportive and empathetic can become too much of a prop for staff who then can't cope without them.

All these issues have been laid bare during lockdown, revealing weaknesses in *management styles* which are not so apparent in the office environment. However, if the future is for more remote working, along with doing more with less and greater innovation, we will all need to up our game. Coaching skills will be *vital* if we are to survive and thrive in the uncertain times ahead.

To learn more about the [Coaching and Mentoring qualification](#) that we are offering in partnership with the British School of Coaching please [click here](#) or email me directly with any question you may have a.turner@select-training.co.uk

In the meantime, stay safe!

With best regards

Angie

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