



IN HOUSE BROCHURE

2023

CONTENTS

Changing Behaviour Transforming Work	2
Our work	3
Positive Power and Influence	4
Tailor made	6
Our Partnership Approach	7
Learning Design	8
What's it like to learn with us?	10
Us	12
Terms and Conditions	13

SEPTEMBER 2023

WWW.CHARTWELL-LEARNING.COM

CHANGING BEHAVIOUR TRANSFORMING WORK

Build transformational learning experiences with us.

DEVELOPING AGILE BEHAVIOUR IS THE HEART OF OUR WORK.

That's the driver behind every learning experience we design and deliver, and it's the way we measure success.

For our learners success looks like a positive mindset, enhanced confidence, curiosity about personal impact, behavioural flexibility, and excitement about what's possible.

For our clients it means better conversations, robust decision making, alignment around purpose and goals, and behaviours that catalyse organisational change.

“

The material and facilitators were excellent. The opportunity to practise and to receive feedback in the moment was brilliant. The material gave me the opportunity to self reflect and adapt and adjust my natural styles accordingly.

OUR WORK

Learning and context are inseparable to create a development experience that yields long term results.

Our approach means **we focus on:**

ENGAGEMENT

Learning together fosters accountability and community so that retention rates are high and outcomes are sustained

INTEGRATION

We integrate your organisational context into the experience, and that's enhanced as stories are shared and connections made.

RESULTS

Working together on real challenges means tangible results straight away.

“

Incredibly useful and well-structured training programme. Delivery was spot-on, the safe group dynamic was established quickly, ability to practise then get constructive and actionable feedback was brilliant. By far the best training course I have ever been on and one I feel will help me in my personal life as well as professional career.

“

I was slightly cynical going in... but this programme smashed that cynicism out of the park.

It's made me start to think about myself and my actions in a completely different way.

Influence is Everything

- 🛡️ How do you ensure your message is conveyed with presence and impact?
- 🛡️ How do you build rapport with stakeholders?
- 🛡️ How do you galvanise and lead your team with clarity and creativity?
- 🛡️ How can you be credible, connected and influential, whatever the context?

1. GET THINGS DONE AND BUILD STRONG RELATIONSHIPS

You don't need to sacrifice your relationships at work to get things done. Nor do you need to give up your goals for fear of damaging an important alliance. When you're intentional and flexible in your use of influence behaviours you can meet objectives and develop strong and trusting relationships at the same time.

2. FACE YOUR CHALLENGES WITH CONFIDENCE

With a knowledge of different influence behaviours and strategies to hand, you can face into challenges and capitalise on opportunities; get ideas heard, tackle difficult conversations, galvanise teams, overcome roadblocks.

3. OVERCOME YOUR PERSONAL BLOCKS

Knowing what influence behaviours to use and using them authentically allows you to overcome your fears and negative beliefs. You can adapt to the situation, make objective choices, and maintain your presence and impact. Your personal blocks no longer diminish your performance.

▲▲ POSITIVE POWER ▼▼ AND INFLUENCE

We've delivered the globally renowned behavioural skills development programme for over 20 years.

The core concepts of Positive Power and Influence are in our DNA, and shaping the design and delivery of that programme to reflect the needs of our global clients means we know how to;

- Simplify the content so that it's meaningful for learners across the world.
- Weave organisational contexts into the fabric of the work.
- Harness technology for connection and real-world application.
- Integrate current thinking about presence, impact, learning and leadership.
- Navigate complex global projects at scale.

The Chartwell Learning approach is about supporting people to explore the core of who they are and the possibilities for change, on creating shifts in mindset that enable change, and on using practical tools so that change becomes habit.

Our community of psychologists, facilitators, and learning designers work alongside you to distil individual and organisational priorities into the learning experience.

Depth of experience is essential for lasting impact. We're not interested in superficial learning that gives the illusion of change.

If it's not built to last it's not us.

TAILOR MADE

Lasting impact happens when the look and feel, the details, and the big picture align with your processes, language, and brand.

Our approach is people centred, modular, and rigorous.



Add your own context across every element, and together we'll design an exceptional learning experience.

🛡 YOUR BRANDING

We create a learning proposition that generates interest and excitement.

🛡 YOUR CONTENT

Content that speaks your language means learning that's relevant and applicable.

🛡 YOUR PLATFORM

Your personalised dashboard with a choice of tools to enhance engagement and learning.

🛡 YOUR MAP

Our simple module navigator amplifies key activities to achieve your desired outcomes.

🛡 YOUR MESSAGING

Workflow integration means clear streamlined comms that support engagement.

🛡 YOUR SOCIAL LEARNING

Draw more value from the connections and climate we create.

🛡 YOUR SCHEDULING

Pace, timing, and cadence that work for you

🛡 YOUR IMPACT

Tools that measure impact for the learner and the organisation.

OUR PARTNERSHIP APPROACH



The best work happens when you see us as an extension of your team.

It's critical that we understand what's happening in your world. That's the foundation for everything we do.

We understand the importance of clarity about roles, responsibilities, and timelines. We'll present ambitious, creative solutions and help you build internal engagement and support.

Whether it's a one-off programme or a full-scale global roll out, our programme management skills and experience kick in, and we'll take as much of the strain as you need.

“

I've worked with the Chartwell Learning team for a few years now. What stands out is how the team work so closely with you to truly understand your needs in order to identify the best learning solutions for your business; their approachability, communication and flexibility is outstanding and the advice around delivery of the classes is invaluable.

“

I couldn't ask for a better partnership! I have worked with the Chartwell Learning team for the last 2 years during which we have delivered influencing programmes to over 400 colleagues. Their on-going support has been invaluable to embed the change in behaviours we are looking for.

LEARNING DESIGN

The experiences we design with you are elegant in their flow, simple in their navigation, and engaging in their execution.

MODULAR

Our modular approach to design means we work with you at pace to create solutions that are tailored to your needs and context, whilst also rooted in approaches that have been rigorously tested and evaluated.

FLEXIBLE

As we design the journey together, we'll consider the appropriate delivery mode, channel, cadence, and pace so that learners are actively engaged.

We'll build in touch points that allow you and individual learners to review needs and adapt the journey so that outcomes are met.

And we have an incredible network of psychologists and facilitators that we love working with. We'll bring them into the mix as needed to ensure the experience fully supports your agenda.

INTEGRATED

Context and learning are inseparable and we're passionate about getting that right. We weave that throughout the journey. And we're deliberate and explicit when we think that stripping out context will support the learning.

We'll take time to explore your operating model and culture so that we can speak your language in our content and delivery.

We know that you've invested in other supplier relationships and your own internal development activities, so we're keen to build on the activities that are already working for you.

DIGITAL

So much of what we do is interpersonal, in the room, human. But we're proud of our digital platform - Chartwell Connect.

It's a place for learners to connect with each other, with their programme, and with us.

We'll work with you to develop the digital journey so that it enhances the experience for learners, providing a single point of access to the learning journey and content.

HOW IT WORKS

Each module moves learners through the Change Equation and forms the core of any experience we build, so we'll be clear about what the critical elements need to be.

Together we'll tailor the activities within each module to:

- Integrate your work context
- Weight the experience to meet specific outcomes
- Balance the level of challenge and risk for learners
- Capture data that supports your ROI/ROO/ROE requirements

Once we've mapped out a design we'll create a detailed learning journey and enrol you on a prototype.

We'll review that experience and make any changes to the design, content, or delivery until you're confident that it's right.

And we'll continue to review the design after every cohort so that we iterate to meet your changing needs and expectations.

WHAT'S IT LIKE TO LEARN WITH US?



Our learners tell us that we create unique experiences that live long in both memory and impact.

Whilst that can feel like alchemy, we're always intentional about the ingredients.



LEARNER EXPERIENCE

Social Learning defines the journey.

We're passionate about cohort learning because it works, it lasts, and it's fun.

Social Learning supports:

Accountability: set goals and challenges and use new skills to hold each other to account and, at the same time, build your own competency.

Application: use new skills and behaviours immediately, during learning activities and in the flow of work, knowing your group are there to help you reflect and adjust.

Adaptation: collaborate to create activities that meet your needs, influence your facilitators to focus on areas of interest, and have more say in how you learn.

Deep learning takes place through shared experiences, activities, feedback, and reflection.

When you join a programme, you join a learning community. Your cohort members will act as coach, champion, and confidante throughout.

Our alumni community support your learning and development into the future.

$$D \times V \times F > R$$

DESIGN METHODOLOGY

The Change Equation shapes the design.

Every module we deliver moves that equation forward.

- Activities that create a sense of Dissatisfaction with your personal impact
- Exploring new skills and behaviours to develop a Vision of what's possible
- Practical tools that define First Steps towards making change happen
- Simple techniques to overcome our Resistance to changing well-worn habits and patterns

Using that formula as the foundation means you hold a mirror up and see yourself as others see you.

Current Me: How do I see myself today? How do others see me? How do I want to be different?

Future Me: When I experiment with different behaviours, how do I see myself? How do others see me? What are the possibilities?

Authentic Me: How do I make this my own? What's the gap between how I feel and my impact? How will I make this natural?



FACILITATION APPROACH

Psychological Safety is our north star.

When you feel safe you can work and learn at depth.

We value the diversity of experience and approach that our community of facilitators bring.

They work creatively to meet the needs of every learner and they are exceptionally skillful in building a climate of openness and trust that means you can:

- See mistakes as an opportunity learn
- Take risks
- Speak your mind
- Openly share stories and struggles
- Support and challenge one another

OUR STORY

We began life as an educational publishing company in 1977 and in 1983 we delivered our first Positive Power and Influence programme.

Since then we've built a talented team with a breadth and depth of skill and experience, and we've adapted our work to meet the needs of our portfolio of global clients.

Our philosophy is based on mutual trust and that's central to the way we want to work with our team, our clients, and our partners.

We think that a big part of what makes us unique is our reputation for quality and community.

We're excited about the future, getting even closer to what our clients need, and drawing innovative thinking, best practice, and organisational contexts deeper into our work.

We never under-estimate the challenge and the value of measuring impact and we want to learn with you

We're based in Brighton, UK, with a network of experienced facilitators that give us a global reach.

OUR VALUES

SUSTAINABLE

Durable, relevant, and respectful of legacy and context, we build creative solutions that last.

UNCOMPLICATED

We are honest, straightforward, and transparent.

FOCUSSED

Inspirational learning. Agile behaviour. Great relationships. That's it.

TERMS AND CONDITIONS

IN-COMPANY

1. Fees

- a. Preparation or other work agreed in advance with the client will be charged at £500 per hour.
- b. Fees are reviewed annually and you will be informed of the revised fee rates.

2. Expenses

Reasonable expenses will be charged as incurred unless stated otherwise.

3. V.A.T.

All our charges are exclusive of any Value Added Tax (VAT) or other taxes so chargeable, and shall be paid at the same time as payment of our fees are made.

4. Payment

Invoices are usually submitted on an interim basis and payment must be made within thirty days of the invoice date. Interest will be charged at 2% over the Natwest Bank base lending rate on account balances exceeding our terms.

5. Cancellation

Within 30 calendar days of the start date:

100% of the total fee plus reimbursement of any reasonable expenses already incurred.

Between 30 and 60 calendar days of the start date:

50% of the total fee plus reimbursement of any reasonable expenses already incurred.

More than 60 calendar days before the start date:

5% of the total fee.

6. Confidentiality

- a. Chartwell Learning & Development Ltd agrees that our consultants will not disclose any technical or commercial information, invention or confidential matter in the nature of a trade secret with which they may become familiar during the course of this work with you and which they may reasonably be expected to be aware would be or would constitute a confidential matter. Information which is already in the public domain and freely available shall be excluded from this restriction.
- b. Where our feedback to you forms part of the work we carry out, we can provide you with our assessment at group level and at organizational level. However, where it is possible and subject to your instructions it is our policy to refrain from providing our assessments upon specific individual participants without obtaining their prior consent.
- c. Save as otherwise agreed in sub-clauses 6a and 6b, Chartwell Learning & Development Ltd reserves the right to advertise, market and generally promote the work we carry out with you in our marketing and promotional endeavours.

7. Data Protection

Chartwell Learning & Development Ltd confirms that our consultants will not disclose any personal data relating to your employees obtained or produced in the course of this work to any third parties without the express consent of your employee, unless such disclosure is authorized under the Data Protection Act 1998.

8. Professional Agreement

Chartwell Learning & Development Ltd undertakes to provide a proposal describing the work that we have agreed to carry out with you.

9. Suitability of Participants/Trainees

You will ensure that all participants are in good physical and psychological health and that their participation is strictly voluntary. Chartwell Learning & Development Ltd reserves the right to refuse to work with any individuals who we deem unsuitable.

10. Intellectual Property

Unless otherwise agreed in writing or provided for in this contract, all intellectual property rights in the training and consulting services or any materials provided by us under this contract remain our property.

11. Force Majeure

We shall not be in breach of this contract if there should be any total or partial failure of our performance of the contract occasioned by any Act of God or Act of Government or State, war, civil commotion, embargo, failure of any computer system, prevention from or hindrance in obtaining any raw materials, energy or other supplies, labour dispute of whatever nature or reason beyond our control.

12. Third Parties

A person who is not a party to this Contract shall not have the right to enforce any term or terms of this contract pursuant to the Contract (Rights of Third Parties) Act 1999.

13. Limitation

In the event this contract is made with a consumer, the consumer's statutory rights are not affected.

- a. You agree that Chartwell Learning & Development Ltd's express obligations and liabilities are exhaustively set out in this contract. You agree that the express obligations made by us in this contract are in lieu of and to the exclusion of any condition, term or representation (express or implied) relating to our services. You will be responsible for any use of the work we carry out.
- b. Chartwell Learning & Development Ltd accepts liability to the extent it results from the negligence of its consultants and employees. Any loss or damage arising out of any action shall be limited to a sum not exceeding £10,000,000 in aggregate being the amount of professional indemnity cover obtained and you are responsible for making your own arrangements for the insurance of any excess loss.

14. Jurisdiction

This agreement shall be governed by and construed in accordance with the laws of England and the parties submit to the jurisdiction of the English Courts.