

# GarfieldBruce

a different approach to people development

[www.garfieldbruce.com](http://www.garfieldbruce.com)

## What we do

GarfieldBruce deliver learning, development and coaching programmes with a focus on leadership and management, personal responsibility and excellent relational skills.

Sustainable relationships are at the heart of all successful organisations, especially when there is a necessity for close collaboration and cooperation.

We know that the most powerful way to effect individual and organisational development is to work at the fundamental level of attitudes, beliefs, and behaviours.

We challenge mind-sets to instil new perspectives for achieving success, then we enhance people's skills which results in elevated performance and motivation, creates enhanced relationships and an attitude of wanting to consistently raise the bar.



*“Better performances, accountability, ownership, inevitably lead to a better use of resources, time efficiency, talent retention, creativity and collaboration between different departments as the team included people with different backgrounds.”*

Giovanni Sarazani, Associate Director, Precision Marketing

- ✓ **Elevate performance from the board room to rising talent**
- ✓ **A culture of excellence and continuous growth**
- ✓ **Emotionally intelligent, resilient and authentic relationships**
- ✓ **Impactful leadership and management**
- ✓ **An attitude of “wanting to be my best”**
- ✓ **Collaborative communication**

## About us

Teresa Garfield and Sula Bruce, have over 25 years experience working with corporate (multinational and SME) UN, NGO and public sector organisations.

We provide learning and development professionals, with extensive experience of executive coaching, team coaching, leadership and management development, talent development, communication and collaboration skills, mediation and managing conflict.

Our team are qualified executive coaches and members of accrediting bodies including the Association for Coaching (AC) and the European Mentoring and Coaching Council (EMCC).



[Teresa Garfield \(EMCC\)](#)



[Sula Bruce \(AC\)](#)

- ✓ 25+ years experience in training and personal development.
- ✓ Experts in coaching, training, facilitation, change management and personal development.
- ✓ First hand experience of working with:
  - ✓ Media, communications, advertising and creative businesses
  - ✓ Financial organisations
  - ✓ Public Sector bodies
  - ✓ Women's empowerment and gender equality
  - ✓ Humanitarian relief, aid and development sectors
  - ✓ Sustainability and climate change

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*“Ultimately, it's empowering your staff with the skills that make you more of an asset”.*

**Kieran Smith, Manager, Starcom MediaVest**

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# Executive and Team Coaching

We coach individuals and teams to be their best!

Clients, including business leaders, directors, managers and team leaders, engage us to help them explore motivations, goals and blocks and to build a strategic forward moving action plan.

Coaching is a dynamic process that encourages individuals and teams to maximise professional potential. Effective coaching is an art as well as a skill, and used expertly facilitates the development of relationships, capability, mindsets and behaviour change, elevating performance and results.

*“The brain that contains the problem probably also contains the solution. If the conditions are right, the huge intelligence of the human being surfaces. Ideas seem to come from nowhere and sometimes stun us.”*

Nancy Kline, *The Thinking Environment*

Our relational approach to coaching creates those conditions and has been described as engaging, challenging, intuitive, practical, passionate and really useful.

Common goals and a vision will help drive cooperation and performance. Efficient teams know how to resolve conflicts before they happen. They have clarity about everyone’s role and are aligned to the team’s vision.



*“Wow, that was an amazing experience. I learnt so much, I’ve grown so much and my confidence feels like it comes from the inside now”*

Senior Account Director. Grey Advertising

*“The coaching has been invaluable. Teresa provided tools to help me break down what might otherwise have seemed too large to get a grip on and has nudged me in the right direction when I drift off track.”*

C.A, Director, Hermes Focus Asset Management Ltd

*“Thank you so much for a wonderful team coaching session. A number of people have already come to me in person to say how very useful it was.”*

Theo Harris, Director, Elfrida Rathbone



# Presentation & Public Speaking Excellence

This is an encouraging and deliberately fun workshop to make the content memorable and to transform what can be an intimidating prospect into one that is exciting.

Learn to speak with charisma, presence and authenticity, essential qualities that impact and engage your audience. Learn how to present to groups without the stress that the idea of speaking publicly often brings.

## Course Highlights:

- ✓ Improve self-image and build confidence
- ✓ Deal with nerves and harness nervous energy in a creative way
- ✓ Learn how to create audience rapport and connection
- ✓ Address all communication styles (this is a fantastic follow up to [Wavelength Communication Styles](#)) to ensure everyone in the audience is engaged and your message lands
- ✓ How to influence an audience and handle questions and participation with ease
- ✓ How to structure and plan material
- ✓ Improve congruity of message
- ✓ Explore the workings of small and large group presentations
- ✓ Practice skills for greater performance
- ✓ How to communicate complex or technical information for a non-technical audience in an engaging way
- ✓ How and when to use visual aids

Everyone will receive coaching, feedback and the opportunity to practice different presentation styles so that they can find their own authentic presenting 'voice'.

We can deliver this as an introductory one day workshop, or a two day deep dive with quality time for practice and peer and trainer feedback.

# Wavelength Communication Styles

Wavelength Communication Styles is a unique one day workshop. An essential conflict-busting, collaboration-building exercise, the day gives delegates the tools to understand everyone they come into contact with and the ability to foster meaningful connections, especially with those who challenge them the most.

Wavelength supports teams and groups to better communicate with each other in a way that will be positively received to create more enduring relationships, improved decision making and high-impact performance. Wavelength communication tools consistently create understanding where there was discord or resistance.

## Objectives:

- ✓ Learn the four major communication styles
- ✓ Discover your own communication style
- ✓ Learn how to recognise the style of others and adapt your communication effectively

## Benefits:

- ✓ Better understanding and more co-operation
- ✓ Improved ability to motivate and influence
- ✓ Less confrontation and friction
- ✓ Enhanced and enduring relationships
- ✓ More effective meetings, better one-to-ones
- ✓ Being more in charge and improved confidence

## Content:

- ✓ Self-assessment questionnaire
- ✓ Introduction to the major communication styles
- ✓ Qualities, strengths & development areas of each style
- ✓ How to identify the style of other people
- ✓ Tactics for adapting to and connecting with others
- ✓ Laboratory session to experiment with new approaches
- ✓ Action planning: strategic next steps and commitments

“*"This course didn't meet my expectations, it exceeded them - it was honest, smart and thought provoking!"*”



# Coaching Skills

Developing coaching skills is about unleashing the potential in the organisation. Leaders and managers can develop coaching skills to motivate, problem solve, improve relationships; for planning, reviewing and appraisals. Many potential ad-hoc, water cooler coaching moments are missed because the skills of coaching are not ingrained into management behaviour.

When are you given the space to speak and to express yourself clearly, with encouragement and without fear of interruption? And what is the impact?

Learn the power of listening to understand, rather than to respond. True listening allows us to gain clarity about the real issues behind challenges we face. Coaching empowers people to identify clear solutions and put strategies in place to implement them.

## Course Highlights:

- ✓ An in depth understanding of the principles of coaching and mentoring
- ✓ The manager's role as coach
- ✓ Identifying and practicing key coaching skills and qualities
- ✓ Learn a performance coaching model/framework
- ✓ Develop and practice coaching skills in a supportive environment and receive feedback on personal performance
- ✓ Learn the difference between 'hearing' as opposed to 'listening'
- ✓ Experience the power of active listening
- ✓ Identify different levels of listening and appropriate use
- ✓ Learn how to ask forward thinking, solutions focussed questions
- ✓ A clear plan of action for implementation



*"Just by listening to the client more, I found I wasn't second guessing what they wanted but by giving them space to think they were clarifying their own needs. And the biggest thing is I realised I didn't have to find solutions for people."*



Lucy Solomon, Grey Advertising

# Feedback Skills

Feedback is vital in managing and developing others to reach their full potential. Providing feedback that improves performance and boosts productivity requires the development of powerful skills which develop talent, builds confidence, and creates world-class performers.

Our Feedback Skills workshop uses a behavioural approach to teach participants how to deliver specific open, honest, constructive feedback. Identify the type of feedback that is most appropriate for the given situation - feedback that is heard, understood and actionable

## Course Highlights:

- ✓ Know how and when to deliver feedback
- ✓ Create relationships where people look for feedback and use it to develop
- ✓ Retain talent and gain higher organisational productivity and performance
- ✓ Give feedback that enables others to take responsibility for their own development
- ✓ Increase competence, motivation, confidence and trust
- ✓ Learn how to ask for feedback and see it as a gift



*Creating openness with the group and giving feedback was fantastic to see the positive effect on relationship building and personal development. This is something I want to continue to foster in both my work and personal relationships. Particularly the feedback technique we used of 'how I experienced...' This is a great feedback technique I'd like to use with the team after a meeting.*



Hayley Hedges, Starcom MediaVest Planning

# Get in touch

This is an overview of some of our workshops and services.

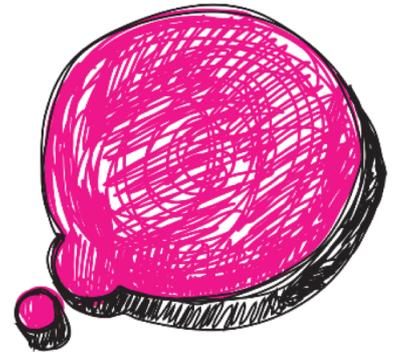
Please look at our website [www.garfieldbruce.com](http://www.garfieldbruce.com) as we believe some of our other programmes may also fit your needs.

We work in partnership with our clients to develop a tailored suite of workshops to suit their needs. Please contact us for more information and to discuss options.

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