



DIFFERENT DUCK

DRAMA BASED TRAINING

WWW.DIFFERENTDUCK.CO.UK

WHAT WE DO

Different Duck was formed to bridge the gap between learning and doing. We place experience-based, active learning at the heart of everything we do in order to offer a different type of training and development. Our workshops are experiential and fun and participants leave with instantly applicable skills to use in the workplace.

We provide bespoke, drama-based training on a range of communication skills. We use drama to bring the content to life and enabling participants to gain a deeper understanding by engaging and interacting with live case studies.

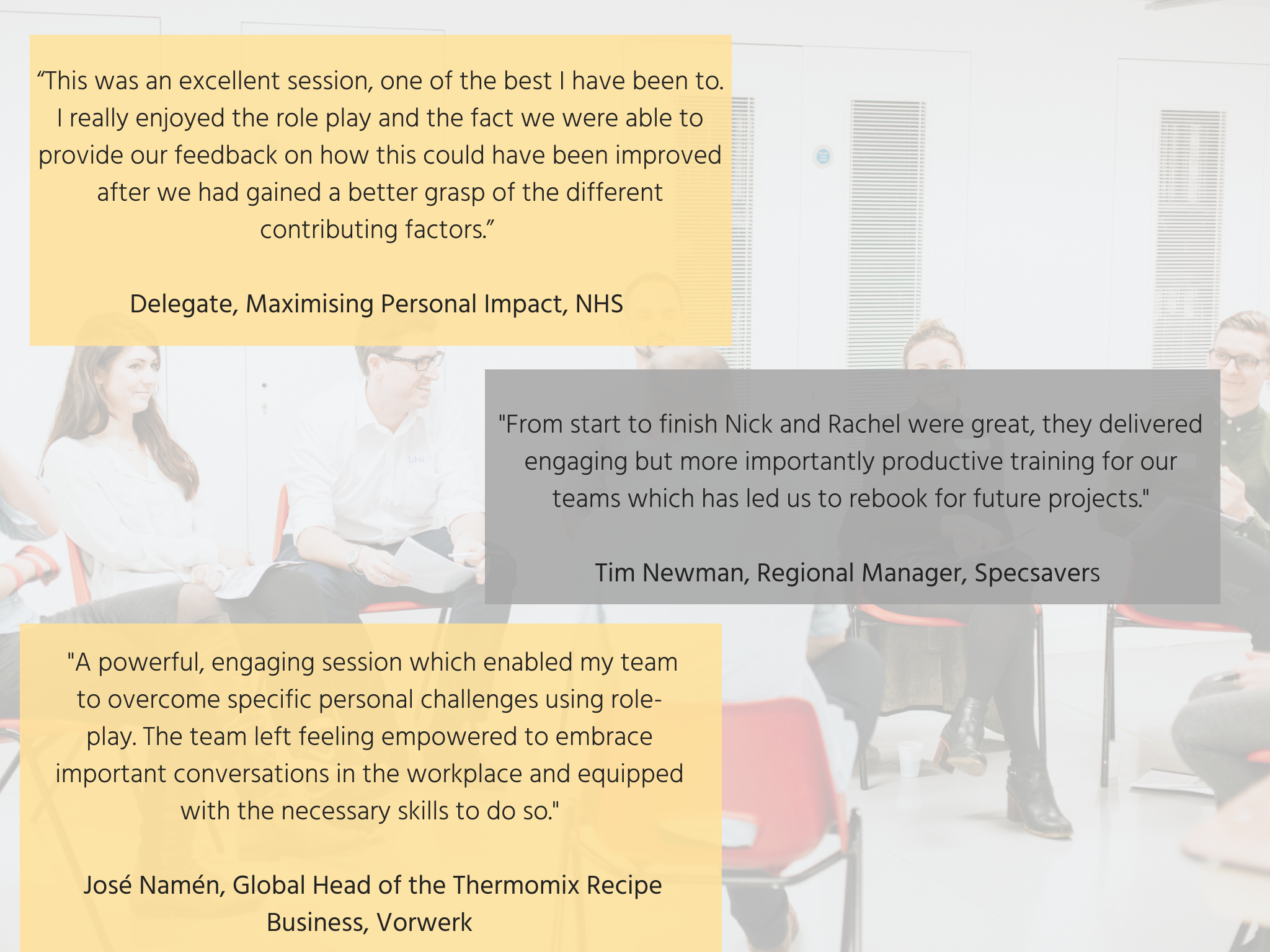
All of our workshops are tailored to maximise the impact for your team. We work with you to incorporate any specific challenging situations for delegates to find solutions and test out different approaches.

HOW WE DO IT

Our approach brings theory to life. This enables us to embed the values, dynamic and culture of your organisation within a tailored training programme.

We use a combination of Forum Theatre, Role-Play and Hot Seating in all workshops. This gives your team the chance to interact with a live case study, experience the impact of certain behaviours to gain other perspectives. They then put this all into practice in a role-play setting and test out different behavioural approaches for themselves.

Having the chance to **practice** in a safe and constructive environment means delegates develop confidence from overcoming challenges. This produces profound results and equips individuals with the skills and experience to succeed when faced with similar situations in real life. It also requires delegates to engage, support one another and share ideas: energising and strengthening your teams.



"This was an excellent session, one of the best I have been to. I really enjoyed the role play and the fact we were able to provide our feedback on how this could have been improved after we had gained a better grasp of the different contributing factors."

Delegate, Maximising Personal Impact, NHS

"From start to finish Nick and Rachel were great, they delivered engaging but more importantly productive training for our teams which has led us to rebook for future projects."

Tim Newman, Regional Manager, Specsavers

"A powerful, engaging session which enabled my team to overcome specific personal challenges using role-play. The team left feeling empowered to embrace important conversations in the workplace and equipped with the necessary skills to do so."

José Namén, Global Head of the Thermomix Recipe Business, Vorwerk

OUR WORKSHOPS

EQUALITY AND DIVERSITY

This workshop combines legislation with your organisation's policies, not to just tick boxes but to truly understand the importance of championing an equal and diverse work environment. We look at protected characteristics, how to avoid discriminatory behaviour and help delegates to understand their responsibilities. This workshop sets out to change mindsets in order to change behaviours.

UNCONSCIOUS BIAS

This workshop explores Unconscious Bias: how we develop biases, how they can impact our working environment and the importance of identifying any 'blind spots' in ourselves and within a team. We look at techniques to help decision making and within recruitment. We also practice initiating and handling difficult conversations around unconscious bias.

INFLUENCING AND RESILIENCE

This workshop looks at the dynamics of influencing others. It enables participants to identify their strengths and weaknesses in order to overcome personal obstacles. We look at the importance of body language and voice in demonstrating resilience, how to effectively influence different personality types and put these skills to practice.

OUR WORKSHOPS

MAXIMISING PERSONAL IMPACT

This workshop explores personal impact within the workplace. We look at the importance of personal brand, how to manage others perceptions, adapt your style of communication, provide practical solutions for individual obstacles and practice maximising impact in a range of challenging settings.

CONFIDENCE IN INTERVIEWS

This workshop gives delegates the skills to prepare for and undertake successful interviews, using live case studies to see and experience success. We look at the importance of controlling body language and voice, give delegates practical skills to improve confidence in interviews, common pitfalls to avoid and put these skills into practice in a role-play.

CUSTOMER SERVICE

This workshop enables your team to identify what takes customer service from good to **great**. Delegates will learn how to understand what customers want and how to adapt their communication style. They will see and experience positive interactions by looking at the journey from a customer perspective, practice how to engage and how to professionally handle customer complaints.

OUR WORKSHOPS

B2B CUSTOMER SERVICE

This workshop provides delegates with the necessary interpersonal skills to engage customers and develop positive working relationships. Delegates will identify their individual style of customer service, learn how to use positive communication and practice successfully handling challenging conversations.

CONFLICT MANAGEMENT

This workshop looks at the different aspects of conflict and how to prevent, manage and resolve conflict in a work setting. We give delegates the chance to test out different techniques to overcome difficult behaviour and create positive outcomes.

DIFFICULT CONVERSATIONS

This workshop aims to change mindsets around difficult conversations to embrace challenging conversations. We explore the importance of preparation and identifying outcomes, potential challenges in different personality types and the dynamics of a successful conversation. We put all these skills into practice using role-play.

GET IN TOUCH

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Croestar

ROYAL borough of
GREENWICH

 **UNIVERSITY OF**
PORTSMOUTH

hfma