

# BEYOND KNOWLEDGE

Developing people for the  
way we work today

**A Cegos Newsletter: Spring 2021**



The days are getting longer, it's warming up nicely and Spring is in the air. It is the time of renewal and new growth and, I guess after the last 12 months, many of us will be feeling impatient about all of the things that we can do. I am feeling impatient about getting on with things and I have to keep reminding myself that I should focus on doing the right things. Things that add value to the business, things that support our learners in transferring their new knowledge and skills to the

workplace and finally things that renew and rejuvenate me. I hope you enjoy our newsletter and that you find joy in doing the right things for you this season.

*Francis*

*Francis Marshall, MD, Cegos UK*



## When pressure does it worst, you're ready to do your best

When the pressure's on and stress levels are maxed out, make sure your teams are ready to do their best.

In 2019, workplace health insurer CIGNA ran an international survey which showed that not only 87% of employees felt pressured at work, an overwhelming 9 out of 10 felt their colleagues reaction to stress had a negative impact on the whole workplace.



Cegos has developed a series of programmes to help deal with pressure, from customer meetings and high-level negotiations to conflict resolution and difficult employee issues.

You can attempt and practice new behaviours and strategies in a safe environment and receive immediate feedback and guidance.

This provides the ability to view a difficult situation with optimism, turning it from a threat to a challenge, increasing your capability to achieve a positive outcome each time.

**Pressure? Bring it on!**



## The 7 key skills for tomorrow's leaders

As technology advances, the purely human aspects of work and the skills associated with it will gain in importance. More specifically, every employee required to lead a project team, business unit or community, will need to hone their leadership skills.



Which skills do you think are essential for today and tomorrow? We layout what we feel are the top 7 vital skills for effective leadership in 2021. **CEGOS TOP 7**



## Managing your people after furlough

The pandemic has disrupted organisations and caused leaders to think differently about their role and how they manage their people. Not only have they rapidly had to adapt their practices and procedures to suit the current situation but also to ensure their business continuity and viability. Part of this response may unfortunately have to include redundancies, and this can be upsetting for those who go and those who stay.



To compliment our March webinar, and to help you give thought to this challenging time ahead, we've prepared a takeaway document that looks at how Company and L&D leaders can manage the people who will remain with their organisation as well as those who will have to be let go.

Included are the Top Tips for leavers (job seekers) which can be used by HR departments when working with this group and Top Tips for the wellbeing and motivate your remainers.

## Get the Takeaway



## Leadership in 2021 (a Cegos Survey)



To manage a business with security and flexibility, we need leadership that is linked to a mission, not to a single person. Especially now in today's new world where the future is unpredictable.

The classic figure of the charismatic leader no longer responds to current needs. It is time to make room for widespread leadership on all levels, not intended as a personal attitude but as a competence that must be learned, developed and trained.

**Cegos is keen to understand exactly how businesses are defining Leadership in today's new world.**

You are invited to participate in our web-based online survey. If you consent to participate, all answers will remain anonymous and will be used to determine L&D leadership trends and analysis. Your experiences will build a picture of today's leadership style; the survey only takes 5 minutes. We'll share the results with all participants in May.

**Complete survey** Thank you in advance for your participation.



# Cegos is a Top 20 Leadership Training company 6 years in a row!



Training Industry (the leading research and information resource for corporate learning leaders) announced the Top 20 international companies they recognised as best leadership training providers. We're proud to say that Cegos has been selected now for the last 6 years.

Ken Govan, Cegos's Marketing & International Director commented "through our involvement in organisations' skills development, we have seen first-hand how important the question of leadership is today, and how it has become a core concern at every level of a company. By selecting Cegos, Training Industry recognises our thought leadership, the breadth and quality of our programs and the range of audiences we serve".



## Missed our previous webinars? Watch them at your own leisure

### Taking Back Control

Is your working day is being controlled by the demands of others and events happening around you? Now is the time to Take Back Control. Missed the webinar? Watch is now and transform the way you work in 2021.



### How Micro-Learning is Transforming the Global Learning Experience



Agnes Nagy talks to Cegos about how Aptar Group is using Micro-learning to deliver real change in the way their worldwide learners work.



**Cegos UK** is part of the Cegos Group, a leading provider of learning and development solutions since 1926. In more than 40 countries, we understand the challenges our clients are facing – and we use our skill and experience to help them stay ahead of the game. With hand-picked consultants, turnkey digital training solutions, and an in-depth knowledge of the corporate world, we offer the kind of learning and development programmes that get real results, fast.



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Cegos is in the 2021 Top 20 Leadership Training Providers by Training Industry