



This will not make you great

This may seem like a strange way to start a course or workshop, to state that it will not make you great atcustomer service, selling, presentation skills, IT etc

It is meant to be an attention grabber. So once you have introduced the topic, yourself, the aims and objectives make this statement clearly and boldly:

"This course will **not** make you great at ...(subject)....."

then pause and look around

Then say "What will make you great is what you do immediately afterwards and in the months to follow".

"At the end of this course, I will invite you to complete an action plan. This will be for you and your line manager and to be honest, if you do not want to show it to your line manager, I am not going to check up on you. It is entirely down to you".

"To get the most out of today (*or the next x days*) you need to make plans about how you will change what you do now to what will make you great in the future. For this you will have about 15 minutes reflection time at the end of the course. After that I will ask you to draw up an action plan with at least *n* actions and then share this with your manager after the course. "

"Remember just attending this course will not make you great – only you are able to affect your behaviour and your skills for the future. As Galileo said: *'You cannot teach a man anything; you can only help him find it within himself'*"