



What is Bitesize and How to Use it

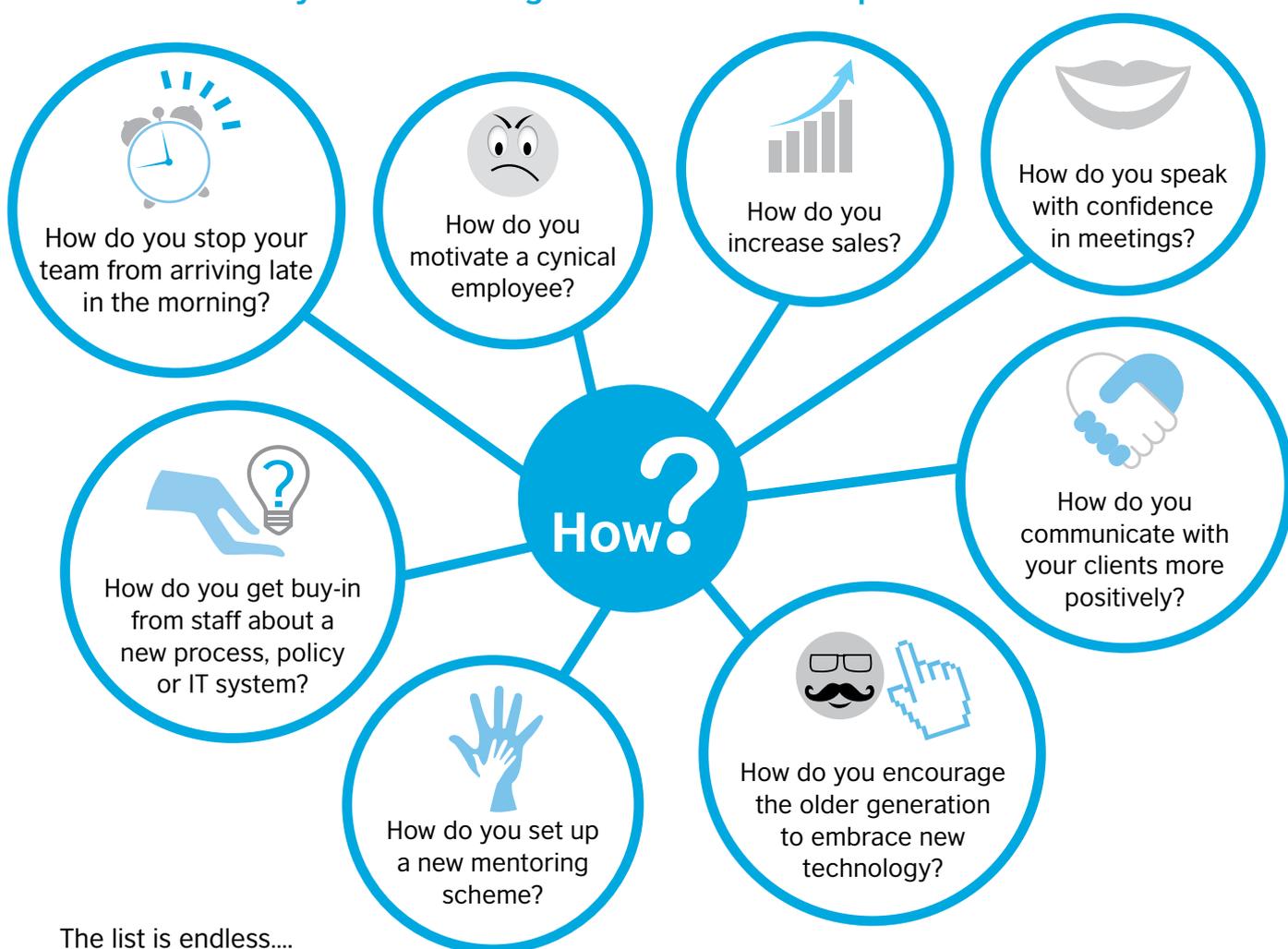
How did the Bitesize programme come about?

The Bitesize learning was conceived from a debate around solving a question which is central to the engagement, morale, productivity and success of staff:

How can employees solve the perennial problems that they face at work?

Whatever your role, whether it is senior, junior, part-time or long-term, you will face difficulties and challenges at work and you will come up against problems that need to be solved.

There have always been challenges at work – for example:



The list is endless....

The Bitesize programme has been developed to help you to solve your work issues, as well as providing you with skills, techniques, tips and strategies which will be beneficial at work now and in the future. In other words, the Bitesize programme enables change within an organisation which has been facilitated and effected by the employees themselves.

The Bitesize programme is the ultimate learning and development tool which is positive, forward-looking and shaped around your own business with its unique challenges and learning needs.

How do you use the Bitesize Programme?

There are 8 Suites in total, each containing a number of different modules. You do not need to do all the units in a particular suite; you can choose the modules from different suites which are most suited to your own workplace needs. For example, supposing you have a new product to sell and you and the team are not having much success selling the new product. Perhaps the team does not fully understand the benefits and features of the product, perhaps they are not used to communicating with customers, perhaps they are not confident speaking publicly, perhaps the team is not gelling together very well, perhaps you have not communicated the product effectively to them and as a result you have not secured their buy-in. The Bitesize programme can help you to deal with these challenges. For the above problem a proposed pathway could be:

1. *Problem solving: unlocking the problem* from **the Thinker** suite – helps you to unpick the problem of why sales are not increasing and find the root causes which you can then address
2. *Positive influencing skills* from **the Influencer** suite – gives you some tips and techniques about how to influence people positively
3. *Success with presentations* in **the Influencer** suite – helps you to present material concisely and with impact
4. *Assertiveness* in **the Best of You** suite – gives tips and strategies for communicating assertively and with confidence
5. *Better Brainstorming* in **the Thinker** suite – helps you to brainstorm more effectively, to generate ideas and solutions and to think together as a team
6. *Understanding Communication styles* from **the Connector** suite – helps you to understand the different ways people communicate and thus to enable you to communicate more successfully with other people
7. *Motivating your Project Team* from **the Teamster** suite – enables you to influence, motivate and understand your team

Each unit is 90 minutes long so it can be done during lunch, during a team meeting, during a staff meeting, as part of learning and development provision or as any part of the working day. The beauty of the Bitesize modules is that they are relevant to your own workplace issues and as such can impact upon your work positively and immediately as well as up-skilling staff in a variety of areas.

You do not have to do the Bitesize modules all in one go. You can decide when to do them. It could be over the course of 6 months or a year. You could do them in sets of two or individually. You can plan when you do the modules and work these into your learning and development or training provision. You can link the units or the entire pathway to a particular outcome – such as increasing sales of a new product – or you can link the units to your Performance Portfolio and to your deliverables.

How do you work through a unit?

Each unit is 90 minutes long. It is designed for you to be working hard and with pace throughout the 90 minutes. No unit is longer than 10 pages. Each unit has the same shape with four discrete sections; each section is colour-coded for ease of reference. You might find that you wish to spend more time on one section than another and that the final section could be done as a post-course task or be reflected upon at a later date.



DEFINE

DEFINE – this is the shortest section in terms of time. It is the point at which you decide together what your issues are, what problem you wish to solve or what area you feel challenged by. For example, perhaps you are doing a unit on listening skills. The ‘define’ section will ask you to think together about what you find challenging about listening. It may be that you have a noisy office and it is hard to hear, it may be that often you switch off because you are thinking about your to-do list or it may be that it is difficult to listen to incessant complaints from customers. By defining your challenges you can then engage with the rest of the material through the lens of your own particular issue. How will the skills you learn in the unit help your individual needs?



INFORM

INFORM – this is the section where there is information about management theory, modules, tips, techniques and strategies. There are video clips to watch, some articles to read and information given. It is laid out so that it is easy to access, read and engage with. There are learning questions to prompt your own insights and analysis. Again the material can be viewed through your own particular issue. How can the theory or the model help you with your workplace situation.



CONNECT

CONNECT – this is the section where there are activities, role plays, questionnaires and discussions for you to practise the techniques and brainstorm or discuss how the information and skills can help you in the workplace.



RESOLVE

RESOLVE – the final section is an opportunity for you to reflect on what you have learnt, to resolve to continue to put the techniques into action and to link what you have learnt to an outcome – it may be that you have the confidence to deliver a presentation, that you can communicate more effectively with a colleague because you have learnt about listening techniques or that you are on the way to increasing sales through brainstorming better ways to market to customers.

Features and Benefits of the Bitesize Programme

Features

- 90 minutes long
- 4 sections in each module –  **DEFINE**  **INFORM**  **CONNECT**  **RESOLVE**
define (determine the issue that needs solving, skills that need refining or area that needs developing), **inform** (models, theories, tips, techniques, strategies to use in the workplace), **connect** (role plays, exercises, activities to extend learning and put the learning into practice) and **resolve** (thinking about how to use the learning in the future and planning outcomes)
- Mixed media
- Beautifully designed for ease of use
- A wide range of activities

Benefits

- Relevant to your own work issues
- Up-skills employees in a wide range of areas from communication to creative thinking to working well in a team
- Immediate impact on work as the modules are rooted in real work issues
- Reduces the need for face-to-face training which is time consuming and expensive
- Length of modules means that the units can be done during the work day with minimal impact on other tasks
- Easily downloadable and can be used anywhere in the world with a computer and internet access
- Few resources required – flip chart paper, pens, post-it notes
- You can plan your own pathway through the units to fit your own business needs

Suites and Units

THE INFLUENCER

Better influence those around you and build more positive relationships

Units:

1. Mentoring in the workplace
2. Positive influencing skills
3. Building rapport
4. Building trust
5. Negotiation skills
6. Motivational techniques
7. Success with presentations
8. Success with presentations: Upping the ante

THE CONNECTOR

Better connect with your team, clients, staff or colleagues and build stronger, more positive relationships

Units:

1. Coaching in the workplace
2. Counselling in the workplace
3. Flexing your communication style
4. Listening skills
5. Overcoming communication barriers
6. Understanding communication styles
7. You and your voice
8. Effective networking

THE THINKER

Improve your creative thinking, lateral thinking and problem solving skills

Units:

1. Better brainstorming
2. Problem solving – Unlocking the problem
3. Unlock your creativity
4. Storytelling
5. Planning Tools
6. Making the Best Decisions

WORKING WITH CHANGE

Develop skills, strategies and ideas to overcome difficult situations and cope with challenges and change in the workplace

Units:

1. Dealing with difficult people
2. Learn to facilitate
3. Having difficult conversations
4. Setting Goals
5. Dealing with Difficult People
6. Learn to Facilitate
7. Having Difficult Conversations

Suites and Units

THE TEAMSTER

Enhance your ability to motivate and enthuse your staff as well as deal with conflict when it arises

Units:

1. Forming your project team
2. Getting support for your project
3. Motivating your project team
4. Setting up a project successfully
5. The multi-generational team
6. The multi-cultural team
7. Managing your team's creativity
8. Managing conflict in your team
9. The benefits of diversity in a team

THE COMMUNICATOR

Develop your communication skills to speak with greater confidence in any situation and better understand others

Units:

1. The art of asking questions
2. Successful public speaking
3. Assertive communication
4. Making meetings work
5. Giving constructive feedback
6. Understanding verbal and non-verbal communication

THE WELL YOU

Better manage your own emotions and reactions in the workplace

Units:

1. EQ – Knowing yourself
2. EQ – Managing your behaviour
3. Increase your empathy
4. Mindfulness
5. Managing your stress
6. Using the Johari Window

THE BEST OF YOU

Make the most of yourself and your skills. Enhance your performance, increase your productivity and feel good about what you are doing

Units:

1. Assertiveness
2. Coping with criticism
3. Overcoming fear of public speaking
4. Managing your work-life balance
5. Managing your time
6. Optimistic thinking
7. Projecting a Professional Image
8. Increase your Resilience



Tel: **+65 6653 8054**

Email: pd-c-enquiry@britishcouncil.org.sg

Website: www.britishcouncil.sg

ERF Reg. No.: 201202363R

ERF Validity: 17/03/2015 – 16/03/2019

British Council (Singapore)