

Pop Up Cafes

Food for Thought



In partnership with Cafe Style



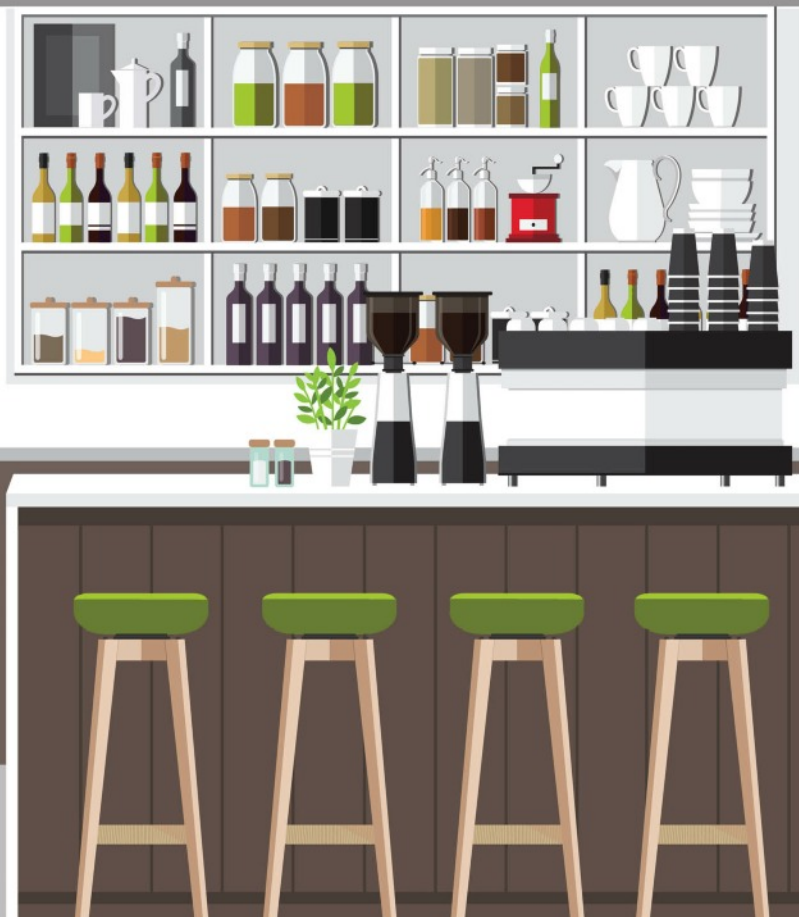
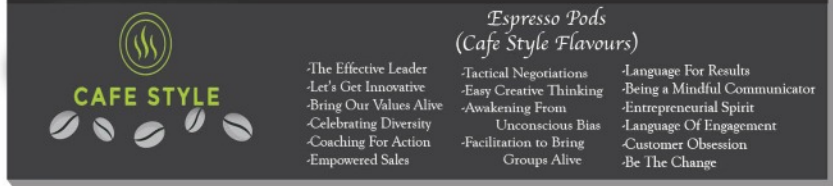
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The Pop-Up and Virtual Learning Cafes provide an informal learning environment where people feel free to explore, discuss and discover all possibilities. This is a place where even in the limited time of 60-90 minutes in each Espresso Learning POD Session (of which there are typically 3 sessions in one day) participants will leave more self-aware and open minded than when they arrived. What's more, they will be hungry to continually learn and discover more.

The Cafe Style methodology will be employed at these sessions, this means the learning is experiential and powerful. Logistically, a Pop-Up Learning Cafe can be set up at your business location in any indoor (or outdoor in summer) space.

- Espresso Learning POD Sessions are dynamic, experiential development sessions that take a maximum of 90 minutes.
- In these Cafe Style sessions you can experience more profound learning outcomes than from a full day of rote based training.

- What is more important is the learning can be applied straight away back in the workplace, enabling incremental change to be embedded and be more sustainable.
- A full day Pop-Up or Virtual Learning Cafe means you can have three to four Espresso Learning POD Sessions delivered.
- Employees can drop into the sessions that best meet their learning and development needs, as well as the business needs.
- Each client can choose from any of the Espresso Learning POD themes and we will come in and run your Pop-Up or Virtual Learning Cafe for you.
- As each Espresso Learning POD Session can have as many as 50 participants, or more in some instances, a Pop-Up Learning Cafe means you can develop hundreds of participants in just one day. What is more, because it delivered using the Cafe Style methodology, the quality of the learning outcomes are not compromised.

Experiential and Playful

Science has shown that adult learning is most effective in a positive emotional state: when it's fun. It makes intimidating, perplexing material engaging and easier to comprehend.

When playful, the learning occurs through self-discovery. In other words, not by 'consciously thinking and trying to 'memorize' and 'interpret' information from outside, but instead subconsciously imagining and creating, bypassing the conscious mind - like advertising. Being in a state of 'play' allows us to explore infinite possibility.

Many areas of neuroscience provide proof that without play, we cannot have the creativity and innovation we need. Play increases imagination and invokes creativity, because it creates a simultaneous sense of safety and adventure. Play encourages us to adapt to the outside world, while remaining authentic. It is one of the essential ingredients in the creative process.

Iterative

Iterative development involves a cyclical process, and can – because of its repetitive nature – have up to twice the impact of traditional linear learning.

Just as we pass through the four seasons every year, our learning passes through these same areas of study repeatedly over time. This doesn't mean that you should repeat the same thing over, and over again. But when the major themes keep reoccurring, you're learning spirals continually deeper with every cycle you are part of.

Collaborative

Adding social and collaborative elements to learning, leads to significant improvements in outcomes. When working together to achieve a shared goal, everyone needs to believe in the goal and trust the others as well as themselves. Furthermore, studies have shown that social embeddedness improves cognitive functions by broadening mental capacities of thinking, learning and understanding.

Add the fact that as much as 70 to 90% of workplace learning occurs informally and socially through discussion with fellow employees at the 'water cooler'. Since most of learning occurs in informal and social settings, perhaps the greatest single potential gain for learning is in this area.

You will note that **EPIC** embraces both the fundamental method of learning, which is designed to work with the subconscious to accelerate learning and addresses the necessity to break learning into micro, digestible elements that can be practically fused into the working operation.



The Effective Leader

Leading people in disruption requires we make the shift from doing the thinking for people to facilitating them to think for themselves. Let's begin that journey with three powerful Cafe Style activities that give you the tools to support that process and transform your people with ease.



Let's Get Innovative

Creating an innovative workforce is critical to the survival. Making it happen involves creative thinking, and many other attributes including a willingness to take ownership. Let's take a journey that opens our minds to possibility and understanding the process of self-empowerment.



Empowered Sales

Sales has changed so much over the past decade. The technologically driven information age that we are in is leaving buyers more and more overwhelmed. This means sales interactions must be highly impactful and sales people's skills must be highly tuned and more sophisticated than ever before. Let's tune up!



Facilitation to Bring Groups Alive

Great facilitation is when we help groups of people understand their common objectives and facilitate them to learn and plan how to achieve these goals. Facilitators remain neutral, their role is to facilitate people to think for themselves, to explore, discover and come up with their own answers as individuals and as groups.



Entrepreneurial Spirit

Entrepreneurial spirit is an attitude of mind and approach to thinking that seeks out change, rather than waiting to adapt to change. Entrepreneurial spirited people embrace innovation, and continuous improvement. They execute because they are willing to try, fail and learn fast.



Celebrating Diversity

In a disruptive market, it is not enough to manage diversity; we must start to celebrate it. Diversity lies at the foundation of an innovative organization, just as trust lies at the foundation of collaboration. Let's harness the power of the diverse nature of our workforce and celebrate our unique differences!



Easy Creative Thinking

Everyone is capable of thinking creatively, only many of us have been 'conditioned' out of it. Creative thinking includes divergent thinking, but there is more to it like developing our curiosity, our ability to observe, gaining insights etc. Let's begin an exciting journey into exciting and infinite possibilities.



Being a Mindful Communicator

Mindful communication means we need to sit back, listen, and be mindful about the meaning of what we are saying, before we say it. We must learn to be aware of the possible impact of our communication on the feelings of the recipient, only then can we really connect and build rewarding relationships with colleagues, friends and our family.



Customer Obsession

Customer obsession has its foundations in a strong vision and the shared value that the experiences of our customer's matters above everything. It is the key differentiator and those organizations that are obsessed stand far above their competitors. Let's become obsessed about customers!



Being the Change We Want

One obstacle to individuals taking ownership and being willing to answer for any outcomes resulting from their choices and decisions, is that we tend to want everyone else to change, believing that we are fine as we are. In this Espresso Learning POD, we will start a journey that will take us to a new realisation.



Tactical Negotiations

Having consummate negotiation ability and skills are key attributes for everyone to work effectively in a highly collaborative, creative environment. The experiential nature of this POD will provide participants with the tools, technique and confidence to improve outcomes that are always win-win!



Language For Results

Language is the code that drives our thinking. We have six key faculties of our mind and we do not always tend to use them to serve others and us well, or in the right context. Let's become more aware of how we can recode our language to achieve our goals more effectively, build great relationships and create personal success!



Coaching For Action

Coaching is a form of development in which we support the learner to achieve a specific personal or professional goal. The most critical element is for us to help the learner to continuously take action and learn from the feedback from that action. Let's do it!



Bring Our Values Alive

Moving from a rules based culture to one driven by values will provide the most profound shift in culture. Whilst we cannot tell people to behave in line with our values, we can facilitate them using experiential activities to bring them alive, transforming their thinking and behavior. So let's get the show on the road!



Awakening from Unconscious Bias

Unconscious bias is any bias that we are unaware of, triggered when our brain makes a quick judgment about of people and scenarios, influenced by our background, cultural environment etc. If we are not self-aware, these biases cause problems and impede the process of change. Let's get more aware!



Language of Engagement

Employee engagement happens because of the environment, beliefs, attitudes, goals and values of the organization. Our role is to ensure that everyone is equipped, motivated and empowered to contribute to overall organizational success, whilst ensuring their own well-being. Let's start to create a great place to work!

"Cafe Style is exactly what the World needs right now. It simplicity is its genius"

Head of L&D, Financial Services

What People Say About the Cafe Style Experience

"Cafe Style has transformed our organization. Our performance has risen, our sickness levels are lower than even and we have a genuine buzz about the place; a new language, which is all down to Cafe Style."

"Thought provoking, loved the approach, looking forward to using the method and games with my teams, unique approach to development and change."

"Cafe Style is so obviously effective and the results I experienced can be used straight away...thank you again!"

"I was at the World of Learning last week at the NEC and spoke on both days about the stuff we are doing here at xxxx. It could be that we are getting 3 x Outstanding and 1 x Good for our last HMIC inspection on Leadership, Efficiency and Legitimacy, so once published Cafe Style can take the credit for that. You need to go to the World of Learning Fi, there is nothing like you and companies are crying out for something different like Cafe Style. It was so 1980's and if I had money I still wouldn't have bought a anything."

"The activities are simply fabulous, I really, really enjoyed the experience and remember everything for the first time on any training session, thank you."

"We LOVE the training. We've rolled out the Cafe Style concept to the operational management and there's a real buzz around the advantage it can bring to an environment like ours."

"It was a gush of fresh air to training and development, pure magic and so engaging. The timing for Cafe Style is now."

"I learned something very important about human motivation and how wrong we have it, I took away so much new stuff."

"Cafe Style lends itself perfectly to today's business environment. I feel empowered to reinforce key messages and change attitudes of my team. What's more, it was amazing fun!"

"I learned more in the one day Cafe boot camp than I did on my six weeks management training program."

Case Study - Private Sector - Overview



For a regional service centre operation of a bank active in more than 70 countries with 100,000 employees worldwide, understanding the organization's values and behaviors was an important part of performance standards and organization development strategy. The client's key desired outcome was to enable the 7000 employees in the organization to recognize and display the behaviors that aligned to the values & beliefs of the organization. This could only happen if the employees could relate the values and the beliefs to their day job and it became a part of their operating language at work.

To achieve this, leaders and managers of the various client sites called Value Champions & Enablers, hosted "Value Cafes" every Friday, where teams came to participate in Cafe Style activities in an informal environment. Within 6 months, six values were sustainably embedded into the hearts and minds of their people. The client reported a measurable change in culture, engagement and performance, and a steep decrease of employee turnover with 40% "I must acknowledge and thank you for helping build our 'DB Culture' at India in such an engaging & impactful manner.

We believed that a change in the operating language would be the driver for change in behaviors and change in the overall culture of the organization. And what better way to change the language than to embed the new language in every coffee conversation? Since the activities are highly participative in nature and completely non-threatening, they allowed every participant to express freely, bringing in their own experiences, thoughts and feelings. This not just ensured a higher level of ownership in driving the change within the participants but also helped them align their own personal values to the organization.



In 2013 Cafe Style started what was to be a long term relationship with Durham Constabulary, a Police Force with 2,910 employees and a forever increasing number of Special Constables and Volunteers.

“Cafe Style provided something different to other programs of work. It complemented and brought together strands of formal learning and provided a long term opportunity where individuals and teams discovered a different way of learning. A freedom and confidence to work with tools that were really geared up to the Public Sector, as well as the Private Sector, and with the vast variety of challenges. No longer were we dependent on Consultants to deliver learning. Our people felt inspired and confident to use the activities during meetings, briefings, team events and during learning, as well as for high level development programs.

Cafe Style was, and still is as contagious as it was in the first Boot Camp in 2013. It can be used by everyone, not just for trainers. The learning is so unconscious that we don't even notice that we are discovering something different about ourselves and others. We are having fun and a laugh, which is such a release when we are constantly driving to achieve the best for our communities.

Cafe Style is now part of our culture, it is in our foundations. We have shared it with our partners and other Police Forces, as it's a great way to bring organizations together. We have used it for collaborating in project meetings, problem solving and received great feedback

from Multi-Agency teams during the early stages of working together.

This unique method appears to remove barriers, not only to learning, but in getting to know each other on a deep level. This ensures we constantly deliver a first class service. At the same time, Durham work with partner agencies, such as fire and ambulance services and we frequently share our learning to ensure our effective relationships remain in place.

This is despite huge financial cuts of over £22.2 million from 2010-2019 and a substantial reduction in the numbers of Officers and Staff. Our HMIC results are a testament to our innovative approach to learning. We are the only Force out of 43 in the country to receive five outstanding grades out of six, with the remaining one graded as 'good.'

Durham Constabulary is a pioneering force and has implemented a series of innovative schemes to reduce re-offending. We have seen falls in burglary, theft and anti-social behavior as a result of our creative approach to tackling crime.

I believe that Cafe Style has greatly contributed to our recent achievements, so much so, that we are intending to renew our license for the third year running.”

H. Bell, Durham Police

Case Study -Housing Sector - Overview



Homes for Haringey

Like many organizations in the public sector in general, and housing in particular, Homes for Haringey is asking its staff to do more with less. At the same time, the company is going through a major review of how services are delivered, transforming processes and changing how staff are managed and empowered.

With change being such a constant feature of modern working life, successfully embedding new working practices are less about the process of change and more about winning the hearts and minds of those affected.

So when considering customer service training program Cafe Style Speed Training was commissioned to run a series of Pop Up Cafes which encouraged staff to take a values based approach to customer interaction.

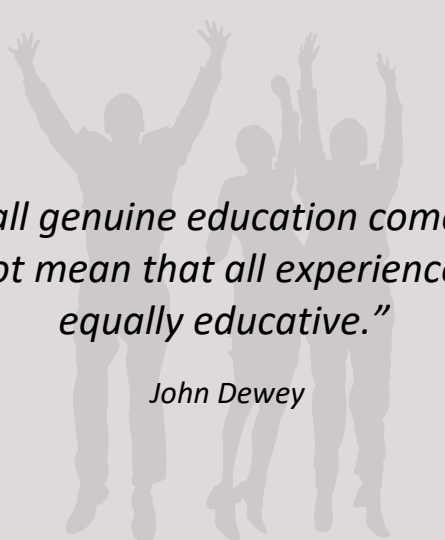
Over five days, 50 staff attended one of three 90 minute sessions designed to make them think about the language of service in order to use it on a daily basis. But this wasn't a dry PowerPoint training session. Experiential and based on the neuroscience of play, staff got to explore their personal values; learn techniques to influence and how to create truly positive dialogue with customers.

This was a truly high energy, high impact, high outcomes focused intervention. For the business, Cafe Style Pop Up Cafes gave great economies of scale and enabled minimum disruption to front line services. For delegates, its success came from delivering a science based, accelerated learning approach in a fun, engaging and different way.

The feedback from staff was really positive – not only from their unique approach to delivery, but also because it really resonated on a personal level with staff.

Here's what one of our managers said:

"I found the Cafe Style training an intelligent, cleverly orchestrated mix of direct interaction and intuitive psychological profiling, bringing intrinsically positive tendencies impulses and ways of thinking/ acting to the forefront of daily life. I found it most refreshing and workable not only superficially but profoundly."



“The belief that all genuine education comes about through experience does not mean that all experiences are genuinely or equally educative.”

John Dewey

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