

# PERFORMING PRACTITIONERS: RAISING THE BAR OF PERSONAL EFFECTIVENESS



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# WHY THIS COURSE?

How much of your work, as a Practitioner or a Coach do you perform on your own?

If your work regularly involves interactions with one or more people, how effective are these interactions?

How often do you brush it off that the result was because of them and you never reflected that there was anything more you could have done?

How often is your work impeded, delayed, or simply never as successful as you'd like it to be or as effective as it needs to be to compete at the highest levels, because of the way the person or people react and respond or not even listen?

How often do you ponder whether what you are doing is really best practice or just the way you do it?

How often, despite your best efforts to do your best job, do tensions arise that negatively impact the outcome?



# TO GO FROM GOOD TO GREAT REQUIRES BOTH TECHNICAL AND NON-TECHNICAL CAPABILITIES

Practitioners and Coaches have knowledge, skills and technical expertise that can help athletes and teams to achieve high levels of performance. They tend to focus on attaining new skills and knowledge to augment this technical expertise but rarely focus on developing themselves personally to be better at interacting with others and having a better understanding of themselves.

To amplify individual practitioner/coach impact within the multi-disciplinary teams (MDT) or with athletes/players, high levels of interpersonal,

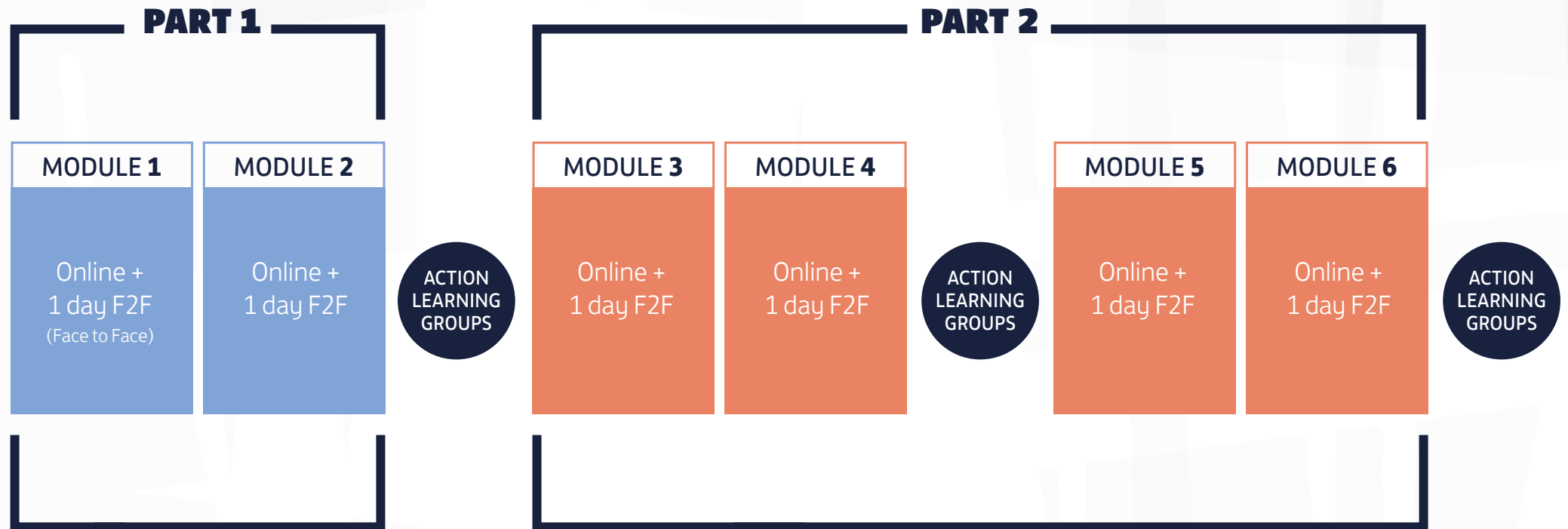
non-technical skills can enhance MDT working and performance problem solving through better individual and team interactions.

No matter how exemplary you may be in your technical competence, the outcomes you want may suffer if not matched with an equal ability to build productive relationships. It is the quality of these personal interactions that can make the difference between average and excellent performance.

## FOCUSING ON THE HORIZONTAL T OF SKILLS



# THE PROGRAMME AT A GLANCE



## UNDERSTANDING SELF

Understand your mindsets, values,  
thinking style and your personal  
behaviours.

## WORKING WITH OTHERS

Manage yourself more effectively.  
Increase the effectiveness of your interactions and relationships with others.  
More easily overcome challenges when working with others who think  
and act differently from you



# THE PROGRAM IN A NUTSHELL

The ***Performing Practitioners: raising the bar of personal effectiveness*** programme is designed specifically to support Practitioners and Coaches and MDT Practitioners to develop these non-technical skills that enable individuals ***to maximise their personal effectiveness when working with others and so positively transform working relationships.***

The programme is designed for groups of twelve to maximise time for workshops and practice activities and uses a blended approach mixing online course learning and off-site, face to face, training days.

## WHAT ARE THE BENEFITS OF ATTENDING THE COURSE? WHAT DO YOU LEARN?

The program offerings provide the capabilities to better understand yourself, work successfully with others, essential skills that form the most robust foundations for high performance interactions.

- Increase your self-awareness and manage yourself effectively - understand how you behave and why. Know yourself first. The starting point for personal effectiveness is you!

Understand your problem-solving style – why and how you respond to change; the style of processing you prefer and the approach you take when making decisions.

Gain insights into your personal values and how these strongly felt, enduring beliefs drive and steer the way you act.

Understand your personal approach to conflict; your natural defense mechanisms - how all of these influences your working relationships and what you can do if they impede your performance.

- Manage differences and strengthen your collaboration capabilities. Develop the capacity to value differences and overcome the tensions when collaborating with others - why it can be so frustrating when people act differently from you; why some working relationships have a natural 'fit' and others are fraught with tension.
- Positively transform your communication Know how to: remove barriers to trust; resolve conflicts when both parties are entangled in defensiveness; prevent derailment from inaccurate message transfer, misunderstandings and misinterpretation. Learn how to have more skilful conversations using active listening and giving/receiving feedback

skills - how they are inextricably linked, why they are two 'must have' skills for both quality communication and personal growth, and why they are the most challenging!

- Prevent biases and assumptions impeding judgement and creating conflicts. Become more adept observers of ourselves and aware of our beliefs to understand why it is so easy to leap to unfounded prejudices and conclusions about others and the impact of these inaccuracies.
- Increase your reflective practice: understand the influence of your mental mindsets; develop strategies for observation and self-reflection that enable you to make the review process a productive habit - learn from the past, apply changes to improve in the future.
- Make targeted action plans to actively apply learning in day-to-day work. There's a significant difference between knowing how to do something and actually doing it! As a first step to bridge this gap, Practitioners and Coaches commit to a set of deliberate and specific actions they will take at the end of each training session.
- Sustain and further develop your skills after the training. There is nothing more frustrating than wasted time! It's so easy to be swept back into the stresses of work and time pressures that enthusiasm for what has been learned swiftly wanes away. The programme is founded on the principle that continual learning to embed skills, is essential. Participants are encouraged to support each other's learning and development. Facilitated sessions take place between training modules to refresh skills; to check in on actions and further develop through hearing the 'real life' experiences of others.



# THE PROGRAMME AT A GLANCE

## PART 1 MODULES 1 AND 2

### FOCUSING ON YOURSELF

Understand your mindsets, values, thinking style and your personal behaviours.

- Increase self awareness and implications of behaviours
- Preparing your best frame of mind
- Skilfully reflect and review
- Manage differences through understanding and applying problem solving styles and personal values

## PART 2 MODULES 3, 4, 5 AND 6

### FOCUSING ON OTHERS

Manage yourself more effectively. Increase the effectiveness of your interactions and relationships with others.

More easily overcome challenges when working with others who think and act differently from you.

- Manage biases and prejudgement
- Skilful and active listening
- Giving and receiving feedback
- Skilfully converse to manage interpersonal tensions and conflicts
- Move from 'knowing to doing' through continued practice and action learning opportunities



# HOW TO ENROL ON THE COURSE SIGN UP

## WHAT TO DO TO SIGN UP

Please complete the attached application form or download here, fill in your details ensuring club sign off from your Line Manager and General Manager and send to [ryan.king@theFA.com](mailto:ryan.king@theFA.com)

## COURSE DETAILS

There are three, 2-day, face-to-face, training workshops that require attendance.

### MODULE 1 & 2

Tuesday 19th and Wednesday 20th October 2021

### MODULE 3 & 4

Tuesday 23rd and Wednesday 24th November 2021

### MODULE 5 & 6

Tuesday 15th and Wednesday 16th February 2022

The rest of the course will be delivered online and through interactive peer to peer sessions between the workshops.

## WHAT ELSE DO YOU NEED TO KNOW AT THIS POINT?

Applications will be reviewed, and successful applicants will be notified via email. Course participants will be asked to enrol on the course and complete some pre-course assignments two weeks prior to attendance at the first face to face event.

Throughout the course there will be opportunities to apply what you are learning in practise and share, review and reflect with the rest of your programme cohort. Successful applicants are expected to complete all tasks, attend all events, and fully engage in the learning opportunities provided.

The venue for the face-to-face training workshops is to be confirmed but will likely be Warwick, Loughborough or St. George's Park.

Click [here](#) to be taken to a video about the programme.

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**If you truly want to create good outcomes for the people you're responsible for working with, or for, you've got to make sure that you invest in a broad spectrum of skills.**

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**It's not about what we do, it's about how we do it, that makes the difference between being a good practitioner and a great practitioner.**

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**As you evolve through your career and take on more responsibility, there's an increase in expected interactions, and the complexity of problems. So, your ability to interact effectively with people and convert what you know into something that they can understand and make practical use of is absolutely critical.**



# YOUR DETAILS

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**Name**

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**Job Title**

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**Club**

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**Email**

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**Mobile Number**

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## Your Application

In no more than 500 words please outline why you would like to be considered for this course?

## Sign Off

The course requires online learning, virtual support and 3 X 2-day face to face sessions by attendance. These will be positioned in FIFA windows to minimise disruption to training. To be considered for the course, applicants must confirm that their club is supportive of the application.

**Applicant**

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**Line Manager**

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**General Manager**

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\*Travel and any overnight accommodation required must be organised through the club or by the individual  
Please submit your application to [Ryan.King@theFA.com](mailto:Ryan.King@theFA.com)







**FOR ALL**

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