

EXPERIENTIAL COMMUNICATION WORKSHOPS









We are an innovative and engaging training organisation specialising in learning through experience. Our expertise, honed on the stage, is applied to the corporate world, particularly in enhancing communication skills for leaders in Legal, Finance, Technology, and other prominent industries. We are a training provider that provides holistic, bespoke solutions for all your communication training needs at any level. We are also a partner, we can plug into your existing training framework, providing roleplayers and facilitators to engage your team and cement their learning.



WHAT WE OFFER

We have a wide range of courses and have delivered programmes across a varied range of topic areas including Management Development, Partner Development, and Graduate Development. As both a fully managed learning service provider and a facilitation partner, we can create and design a course to fit your needs, or we can plug into your existing framework and provide role-play and facilitation to enhance it. We have the experience and skills to operate and train at any level of your organisation.

This doesn't mean we have a one-size-fits-all all approach. Our facilitators can adapt to fit your unique goals and challenges. We take the time to understand points of pain and ensure our courses are tailored to address them. We know our subject, but we don't assume knowledge about your organisation. Tell us your challenges, and we'll deliver what you need with accuracy, clarity and vision.



TRAINING

Bespoke courses based on established expert frameworks and theories, delivered in an engaging and cohesive manner, with a focus on experiential learning, plenty of opportunities to practice, and live feedback for continuous improvement and solidified learning.

ROLEPLAY

We provide experienced, professional roleplayers who can adapt to your training needs.





FACILITATION

We plug into your existing training framework and help bring it to life. We create scenarios that reflect the conversations and situations you and your team will be facing in your roles, allowing them to practice in a risk-free environment and receive real-time, constructive feedback.

Our most senior associates not only provide top-level business coaching but also offer coaching across all levels within an organization. This ensures that executives can enhance their skills, address individual communication challenges, and perform at their best, while employees at various levels can also benefit from our coaching expertise.

COACHING





THE GREATEST STRENGTH OF ANY ORGANISATION LIES IN IT'S PEOPLE, OUR TRAINING ENABLES YOUR PEOPLE TO BE AT THEIR BEST

We've all sat through a presentation, the speaker is engaging, the content is interesting and relevant, but as time goes on, our concentration begins to fade, we make notes that seem coherent at the time, but don't make sense when reviewed the next day. The points that seemed so clear while listening are difficult to recall, just beyond our grasp. No matter how diligently we listen, we can't learn without practice, without doing, without taking what we've been told, and applying it in our own way, to our own challenges.

This is precisely the opportunity offered by Actors in Industry. Our Facilitators, Coaches and Roleplayers have been working with organisations at the top of the Legal, Finance and Technology sectors since 1992. They are highly experienced in a unique combination of business communication training and acting. They have a deep wealth of knowledge on how to communicate in a business setting, they know the expert theories and how to apply them, they break down complex subject matter with ease and clarity.

They also have the acting skills to create scenarios and roleplays based on your workplace and the challenges you are likely to face. Allowing you to reinforce the learning by practicing it for yourself, and hone your skills in a risk-free environment. Have you ever learned something in a seminar, thought you understood it and been confident to apply it in your role, only to have it completely fall apart the first time you put it into practice? Why not put your knowledge and understanding to the test before you're in a crucial board meeting, or pitching to a potential client? Get in touch to find out how we can help you invest in your team to be at their best.





PRESENTING WITH IMPACT

Engage your audience, boost your presence, and leave a lasting impact with influential presentations.

Face to face and virtual course options available.

WORKSHOP PURPOSE

An ineffective presentation can decrease morale and confidence in the presenter's credibility and organisation's strategies. Given increased time pressures, reduced attention spans and growth demands, our workshop equips learners with skills to break through the clutter and deliver authentic impact.

Learn established theories and frameworks for impactful communication, apply the knowledge by practicing skills and receive instant constructive feedback from one of our highly experienced associates.

LEARNING OUTCOMES

KEY SUPPORTING

- Mehrabian's model: Beyond words, explore body language and vocal elements
- The Impact Model: Prepare with confidence, mastering vocal and body language
- Greek Appeals: Captivate your audience with persuasive techniques

Unlike traditional training, you'll learn through immersive methods of dynamic role-play, interactive exercises and real-life scenarios. You'll also collaborate with others in breakout sessions and build confidence through meaningful feedback and coaching. EXPERIENTIAL & INTERACTIVE LEARNING



I wanted to highlight the outstanding performance of Ruairi and Charlotte during this week's IBR course. Their role-playing was remarkably convincing, and I personally shared my appreciation with them. I believe it's important for you to know that their contribution played a significant role in the success of the course. In particular, the feedback session was notably effective and interactive, with participants finding the sessions extremely useful. Your actors' skills undoubtedly contributed to the positive response.

PWC - BRITISH MULTINATIONAL PROFESSIONAL SERVICES BRAND OF FIRMS







WORKSHOP PURPOSE

In a crowded landscape, when more than one party is pitching for an account, how do you make sure you are the one they remember? This workshop equips you with the skills to craft and deliver winning pitches that resonate with your target audience.

Learn revolutionary frameworks and pitch deck formats for a clear, compelling and powerful pitch. Through rehearsals and live feedback from experienced trainers discover a presenting style that is a natural fit with your personality, and enhances your 'personal brand' and 'success rate'.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- The Golden Circle by S. Sinek: Embrace the power of "why."
- "Harnessing the Science of Persuasion" by Cialdini: Master persuasive techniques.
- The Hero's Journey Framework by Joseph Campbell: Craft resonant narratives.

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I wanted to express my appreciation for the outstanding work by Trevor and Roger. Their performance was nothing short of brilliant. A big thank you is in order for their credibility, brilliant portrayal of roles, and significant contributions to the entire process. Rest assured, we'll be seeking your services again, and I've already recommended you to another client of mine.

BACON6 - PSYCHOLOGY AND BUSINESS CONSULTANCY FIRM





STRATEGIC NEGOTIATION SKILLS

Master the skills to secure beneficial deals and partnerships, gaining a competitive edge in today's dynamic business landscape.

Face to face and virtual course options available.

WORKSHOP PURPOSE

According to a study by McKinsey & Company, suboptimal negotiation outcomes can lead to a revenue loss of 9-18%. Our workshop equips learners with pivotal negotiation skills to secure favorable deals while preserving relationships and competitive advantage.

Learn effective negotiation techniques, understand how to identify and leverage interests, and gain practical experience in how to balance the value of immediate outcomes against long-term relationships.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- The Harvard Approach Fisher and Ury: Collaborative negotiation strategies
- Relationship/Outcome Model: Navigate six phases of negotiation
- "3-D Negotiation" by Lax and Sebenius: Powerful tools to reshape critical deals.

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Enormous thanks to your team for an exceptional job yesterday. Your commitment, genuine engagement, and adept acting skills made a lasting impact. Our Account Management team was thoroughly impressed with how you embraced the role of psychiatrist – it felt incredibly authentic. Your feedback quality stood out, offering valuable observations and specific insights. Each team member took away valuable lessons and actionable goals. We look forward to potential future collaborations.

JANSSEN - PHARMACEUTICAL COMPANY





CULTIVATING CLIENT RELATIONSHIPS

Strengthen client loyalty and boost business growth.

Face to face and virtual course options available.

WORKSHOP PURPOSE

Increasing customer retention rates by 5% can increase profits by 25-95%. (Source: Bain & Co). Effective client relationships foster loyalty, repeat business, and positive word-of-mouth. Our role-play and scenario-based workshop will help learners observe and experience the nuances of building sincere lasting relationships.

Learn relationship-building techniques, understand how to anticipate and fulfill client needs, and develop active listening skills to cultivate strong, enduring client relationships.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

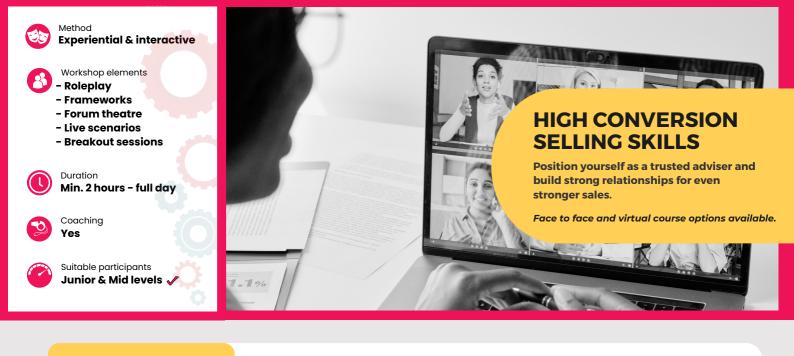
- RATER Model by Parasuraman, Zeithaml, and Berry
- Customer Value Journey Framework by Ryan Deiss: Deliver value-driven
 experiences
- "The Loyalty Effect" by Reichheld: Discover the hidden force behind growth, profits, and lasting value

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I kindly request you to extend my heartfelt gratitude to the actors who participated in our GYR programme last week. In a situation where a few observers were unwell, the actors went above and beyond to support us, exceeding our expectations. Their exceptional performance remains consistent as always. Please convey my sincere thanks to them.

ALLEN & OVERY LLP - INTERNATIONAL LAW FIRM





WORKSHOP PURPOSE

Research shows that companies investing in sales training achieve 50% higher conversion rates and 34% more revenue growth. Our workshop empowers the learners with proven and practical techniques and distinctions resulting in higher sales conversions.

Develop persuasive selling techniques, understand how to build rapport, invite and overcome objections and close sales. Gain confidence through practical learning by roleplaying the complete sales process.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- "The Challenger Sale" by Dixon and Adamson: Take control of customer conversations.
- Need Behind the Need Model: Uncover underlying client requirements.
- Handling Objections using APAC Method: Navigate challenges with finesse.

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EXPERIENTIAL & INTERACTIVE LEARNING

Your remarkable contribution on Wednesday didn't go unnoticed. You inspired delegates to embrace storytelling in their leadership approach, even skeptics left naming it as their key takeaway. The buzz and top marks for your sessions speak volumes. Thank you for linking your insights to the theme of trust, adding valuable depth. Working with you is always a pleasure, and we're excited to turn this into future successes. The actors came across as very credible, they varied their style according to the brief and also according to how the participants handled them, they gave useful feedback and were very nice to be around! Thank you so much!

EXPERIENCE ACCELERATOR - TRAINING & DEVELOPMENT CONSULTANCY





LEADERSHIP WITH PURPOSE

Hone your leadership skills to ensure that wherever you lead, your team follows.

Face to face and virtual course options available.

WORKSHOP PURPOSE

Ineffective leadership results in a disengaged and unproductive team, contributing to frequent staff turnover. According to Development Dimensions, 77% of organisations are currently grappling with a leadership gap. Our workshops are designed to equip your leadership team with the essential skills for effective motivation and leadership.

Leaders are equipped with the skills and frameworks to understand the needs of their team, and how to leverage their various individual strengths to attain the best outcomes. Skilled leaders who motivate and inspire their teams.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- BEERS Model: Effective communication & conflict resolution (behavior, evidence, effect, response, solution)
- Goldman framework: Enhanced leadership & interpersonal skills (emotional intelligence competencies)
- DISC Model: Diverse management profiles for team collaboration

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I wanted to take a moment to express my gratitude for the patience and attentive listening that Julia and Trevor demonstrated throughout our interactions. The team that Julia assembled for us was simply fabulous. Their dedication to precision without making it burdensome was remarkable. Without a doubt, I foresee our paths crossing again in the near future. It was genuinely a privilege to collaborate with such genuine professionals.

NESTLÉ PURINA PETCARE







CONFLICT TO COLLABORATION

Build stronger teams through effective management.

Face to face and virtual course options available.

WORKSHOP PURPOSE

Conflict is inevitable, but how it's managed has a transformative effect on potential outcomes. This workshop provides the learners with experiential strategies to handle conflicts productively and turn potential discord into harmony.

Learn conflict resolution techniques, understand how to de-escalate tense situations, and gain practical insights into effective problem-solving. With these communication and mediation strategies, you can address conflicts positively and ensure a positive outcome.

LEARNING OUTCOMES



KEY SUPPORTING FRAMEWORKS

- Thomas-Kilmann Conflict Mode Instrument (TKI): Understand conflicthandling styles
- CINERGY® Conflict Coaching Model: Develop conflict resolution skills
- "The Mediation Process" by Christopher W. Moore: Apply practical strategies for resolving conflicts effectively

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Yesterday was truly exceptional! Our team was thrilled with the workshop. The afternoon session, scenarios rehearsed twice, the negative belief cycle, and the Conflict Coaching Model was particularly valuable and inspiring. Special shoutout to coaches Jane and Matt for their impressive acting, knowledge, and guidance. We're excited to recommend you to others and consider you for future sessions.

PLAN - PRODUCT STRATEGY CONSULTANCY FIRM

GET IN TOUCH WITH US



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MASTER CRITICAL CONVERSATIONS

Master the art of navigating tough conversations with skill, ensuring harmony, productive communication and authenticity in your professional relationships.

Face to face and virtual course options available.

WORKSHOP PURPOSE

A recent Interact and Harris Poll report revealed that 69% of managers feel uncomfortable navigating crucial conversations with their teams. Our workshop addresses this gap, empowering learners to confidently and effectively address challenging topics at all organisational levels.

Develop active listening skills, learn how to stay composed under pressure, and understand strategies for finding common ground in difficult conversations. Gain practical experience in how to tackle sensitive topics with confidence, clarity and direction.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- Feedback model BEERS (behavior, evidence, effect, response solution)
- Under the waterline listening on 3 levels: head, heart and intuition
- "Difficult Conversations: How to discuss what matters most" by Douglas Stone, Bruce Patton, and Sheila Heen

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I'm delighted to share fantastic feedback I've received for the actors who participated in last week's roleplays. Their performances were 'utterly convincing', reflecting their tremendous preparation and exceptional professionalism on the day. Heartfelt thanks once again to everyone who contributed.

LINKLATERS - MULTINATIONAL LAW FIRM







Discover how to design, communicate and implement a DEI strategy.

Face to face and virtual course options available.

WORKSHOP PURPOSE

The concepts of diversity, equity and inclusion aren't new, but recent shifts in culture have brought them to the forefront. As per Glassdoor, 67% of jobseekers evaluate organisations on their DEI culture. Our workshop equips you with the latest DEI frameworks to drive business value by implementing a sound DEI strategy.

Understand the importance of diversity, equity and inclusion in the workplace and gain actionable insights. At the end of the workshop, have the ability to apply the knowledge and tools to create a divisional & organisational DEI strategy.

LEARNING OUTCOMES

KEY SUPPORTING FRAMEWORKS

- Cultural Competence Continuum: Navigate diverse cultural contexts
- Equity-Centered Design Framework: Foster inclusivity through design
- Intersectionality Framework by Kimberlé Crenshaw: Understand complex identities

Unlike traditional training, you'll learn through immersive methods of dynamic role-play, interactive exercises and real-life scenarios. You'll also collaborate with others in breakout sessions and build confidence through meaningful feedback and coaching. EXPERIENTIAL & INTERACTIVE LEARNING

I'd like to extend my sincere gratitude to Richard and Charlotte for their invaluable contributions to the Taylor Wessing Assessment Centre training. The feedback from our partners has been overwhelmingly positive. Their exceptional acting prowess added a layer of authenticity that significantly enhanced the credibility of the entire process.

TAYLOR WESSING LLP - GLOBAL LAW FIRM







WORKSHOP PURPOSE

In today's media-driven world, it's crucial to know how to interact under scrutiny. This workshop prepares you to confidently handle media interactions and effectively communicate your message to the internal and external stake holders.

Learn how to deliver key messages concisely, manage challenging media situations, and improve on-camera presence. Gain poise and professionalism by role-playing and scenario modeling with our stage and media experts.

LEARNING OUTCOMES



KEY SUPPORTING FRAMEWORKS

- Kahneman's System 1 and 2: Understand different thinking patterns
- Confident v Conditional Language: Master impactful communication
- Key Question Handling Techniques: Enhance your questioning skills
- BBHF Framework: Learn Blocking, Bridging, Hooking, Flagging techniques

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EXPERIENTIAL & INTERACTIVE LEARNING



Extending our gratitude to the actors – their impactful performance was a highlight. The role play activity stood out as incredibly useful according to participant feedback. The actors' expertise garnered positive remarks, showcasing the value of their feedback. Their involvement was instrumental in creating an exceptional event.

KORN FERRY - GLOBAL ORGANISATIONAL CONSULTING FIRM





TRANSFORMATIONAL DEVELOPMENT PROGRAMMES





IMMERSIVE





PARTNER DEVELOPMENT PROGRAMME

Prepare Associates to transition to Partners, giving them the tools they need to become inspiring and effective leaders.

From our 31 years of experience, we are perfectly placed to understand the challenges that result from Partners not having the communication skills they need to effectively manage their teams. We have a unique combination of communication skills and industry understanding resulting from a long-standing relationship with top-level law firms, including the Magic Circle. We guide Partners in developing those skills engagingly and interactively.

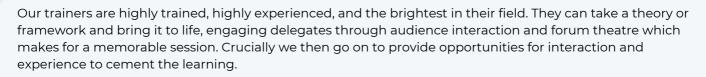
Many of the challenges they face are unique to the Legal industry, in that it's possible to make it to Partner without ever having had to manage and lead others. The transition from focusing their aims to a more collaborative approach is a difficult one. They have the legal knowledge but do they know how to manage conflict, how to delegate effectively, or how to ensure their team works effectively together? The key to effectively running a strong team is leadership, and when management lacks the skills for leadership, it can result in a stifling environment that hinders cooperation and growth.

THE SOLUTIONS WE PROVIDE

We've designed a complete Partner Development Programme which we deliver in its entirety. We can provide a completely managed learning solution to give your partners the communication skills they need to effectively run a team within your organisation.

We can also develop and deliver individual modules within the framework of your current Partner Development Programme, or provide role-players and facilitators to provide an engaging and interactive way to bring learning to life in pre-existing training frameworks. Whether it's design or delivery you need, Actors in Industry are the right partner.

WHY ACTORS IN INDUSTRY?



We can create scenarios and roleplays which uniquely reflect the challenges, client base, and culture of your organisation. We can also roleplay scenarios you have within your existing framework. At the top level, our most experienced trainers are also coaches, who can delve into the individual challenges faced by partners - be that gravitas, influencing, presenting, or personal impact - then develop strategies to overcome them through a mixture of theory and practice.



FOUNDATION TRAINING MODULES

- Advanced leadership strategies
- Building high-performance teams
- The leadership mindset
- Conflict to collaboration
- Shaping your network
- · Pitching to win

FLEXIBILITY



ADVANCED TRAINING MODULES

- Delegation with clarity and purpose
- Elevating client relationships
- Giving constructive feedback
- Driving excellence through change
- Dynamic management and leadership
- Building a DEI strategy

We find these are the most consistent areas our clients have a training need for Partners. However, we cover all areas of communications training and would love to talk to you about the unique needs, ambitions, and culture of your organisation, and how we can partner with you.

We are responsive, we're agile and we're highly experienced. Our trainers have a huge wealth of experience in the industry and are also highly trained actors who truly understand how to capture the attention of a room, keep their audience engaged and maximise the learning potential. This isn't just another day in the classroom!

Don't just take our word for it, here's what one of our clients had to say about working with us

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Working with Actors in Industry is consistently a pleasure. Their exceptional expertise shines through every step, from intricate planning and scheduling to the actual role plays and scenarios. Facilitating workshops alongside All is always a delight. Julia and her team collaborate seamlessly, crafting and delivering outstanding programs with constructive adaptability.

Their openness to feedback is noteworthy, and they exhibit remarkable flexibility on the spot, ensuring maximum impact. All excels in bringing scenarios to life and providing invaluable feedback to candidates on their performance.

But where Actors in Industry truly shine is behind the scenes. They're the unseen heroes, readily available to tackle any technical hiccups and committed to continuous reflection for ongoing development and improvement. Their support is invaluable as we progress.





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GET IN TOUCH TO BOOK OR JUST SCAN



GRADUATE DEVELOPMENT PROGRAMME

ABOUT THE PROGRAMME

With over 30 years of experience, we understand the evolving professional landscape. Graduates still grapple with timeless challenges like personal impact, teamwork, and client relationships. However, today's dynamic media landscape introduces new opportunities and challenges. Mastering these opportunities is essential for early career development, enabling effective communication with colleagues, clients, and partners.

Today's graduates, shaped by the COVID-19 pandemic, are adept at casual communication but may lack the skills to engage with senior stakeholders. We specialise in developing exceptional talent in the Legal, Finance, and Technology sectors, nurturing their professional skills while preserving their enthusiasm and fresh perspectives.

THE SOLUTIONS WE PROVIDE

MANAGED LEARNING SOLUTIONS

We can provide a completely managed learning solution to give your graduates the communication skills they need to succeed within your organisation, we can modify these to reflect your values, culture and aims.

EXISTING PROGRAMME INTEGRATION

We can also develop and deliver individual modules within the framework or provide role-players and facilitators to provide an engaging and interactive way to bring learning to life in pre-existing training frameworks.

WHY ACTORS IN INDUSTRY?

Our trainers are highly trained, highly experienced, and the brightest in their field. They can take a theory or framework and bring it to life, engaging delegates through audience interaction and forum theatre which makes for a memorable session. Crucially we then go on to provide opportunities for interaction and experience to cement the learning in a safe, risk-free environment. We give them the chance to refine their skills on one of our facilitators, gaining immediate feedback and improvement.

Meaning they'll have the confidence and skill to apply them professionally. We can create scenarios and roleplays which uniquely reflect the challenges, client base and culture of your organisation. We can also roleplay scenarios you have within your existing framework. Graduates are on the steep part of a learning curve, which is a great place to be! But they are often saturated and fatigued by long days, long documents and high expectations. We provide a refreshing change of pace, getting them up, moving, engaging and enjoying themselves as they learn.



FOUNDATION TRAINING MODULES

- Self-awareness in a professional setting
- Introduction to strategy and planning
- Effective time management
- Communication with clarity
- Personal performance management
- Commercial Understanding



ADVANCED TRAINING MODULES

- Enhancing emotional Intelligence
- Strategic decision making
- Practical problem solving
- Navigating transformation and change
- Effective negotiation skills
- Creativity and Innovation

FLEXIBILITY

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We find these are the most consistent areas our clients have a training need for Graduates. However we cover all areas of communications training, and would love to talk to you about the unique needs, ambitions and culture of your organisation, and how we can partner with you.

We are responsive, we're agile and we're highly experienced. Our trainers have a huge wealth of experience in industry and are also highly trained actors who truly understand how to capture the attention of a room, keep their audience engaged and maximise the learning potential. This isn't just another day in the classroom!

DON'T JUST TAKE OUR WORD FOR IT

Working with Actors in Industry is consistently a pleasure. Their exceptional expertise shines through every step, Actors in Industry played a pivotal role in shaping our Graduate Development Programme. Their coaching and training were instrumental in helping our graduates acquire essential communication skills and the confidence to excel. We've already received fantastic early feedback from our participants, and Actors in Industry's contribution has been invaluable.

LEADING PHARMACEUTICAL COMPANY



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GET IN TOUCH TO BOOK OR JUST SCAN TO REQUEST A CALL BACK



"It is a joy and delight to work with Actors in Industry. I absolutely loved the way they approached the scenarios and how much they went out of their way to find out about Taylor Wessing beforehand. It enabled them to weave specific examples into their scenarios with ease. Gigi and Matt were both able to put the candidates at ease, even in a digital environment, and had prepared in advance for any potential technical glitches. Their involvement in our assessment centres has been successful and seamless."

TAYLOR WESSING LLP - GLOBAL LAW FIRM

A SELECTION OF CLIENTS WE'VE SUPPORTED TO ACHIEVE THEIR MANAGEMENT DEVELOPMENT GOALS



GET IN TOUCH TODAY TO ELEVATE YOUR COMMUNICATION SKILLS THROUGH ONE OF OUR EXPERIENTIAL WORKSHOPS OR DEVELOPMENT PROGAMMES



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