



CROWN AGENTS

ACCELERATING SELF-SUFFICIENCY & PROSPERITY

Crown Agents' Training and Professional Development /

Dear esteemed colleagues,

The TPD family is sending you our warmest wishes and hopes for continued good health. We know that this is a worrying time for all and want to assure you that we are at your side, as we have been since 1960.

OPEN FOR BUSINESS /

Please be advised that while we have postponed courses that were scheduled up until the end of June, we are still open for business and would be happy to discuss your training needs and take bookings. We are busy speaking to our valued customers to ensure that the courses they want to attend later this year are rescheduled and available. Please [contact us](#) to discuss how we can assist.

While we know that our clients greatly value the peer-to-peer networking and knowledge-sharing face-to-face training in which we specialise, we also want to make sure that we are able to meet your training needs during these unprecedented times when travel is not possible.

We have developed some solutions to help you meet your capacity-building requirements until we can greet you in person once again:

REMOTE TRAINING /

To address the urgent challenges faced by governments and organisations, we have developed a remote training course called **Leadership in a Pandemic**. This programme will be relevant to all leaders and managers having to make critical decisions and lead citizens or staff.

Drawing on Crown Agents' experience during the Ebola crisis

and our 25-year history of running the UK Government's Conflict, Humanitarian and Security Department Operational

Team, this programme will cover the following core topics, but can be customised with alternative modules if more relevant to your sector:



- The principles of effective leadership amidst a global pandemic or public health emergency
- Acting decisively and effectively to protect your organisation and people
- Risk and scenario planning
- Ensuring organisational continuity with limited or non-existent resources
- Deploying and acting on public health advice
- Strategic planning in a crisis management setting – principles and best practice
- The importance of effective communications to provide reassurance and stability

This programme is available as a **bespoke, customised option for individual organisations** and will be delivered via **live, real-time sessions**. It will be engaging, content-rich and include group sessions and discussions to maintain that all-important interaction. The technology used is simple to use, can be accessed on a wide range of devices and works in remote environments even where there are bandwidth or connectivity issues. Full training and testing will take place with the client's staff before the course commences.

If this would be of interest to your organisation, please [contact us](#).

REMOTE COACHING WITH MARIA OLDER /

Many of you will have benefitted from the leadership and management expertise of our lead training consultant, Maria Older.

We are pleased to be able to offer one-to-one coaching sessions with Maria, which can be delivered over a wide range of delivery platforms. These sessions will be individually tailored to your needs after discussion with Maria. To discuss further, please [contact us](#).





Maria with Leadership Retreat delegates, September 2019.

Just a couple of the new approaches to training we are currently developing to meet your needs.

Please be assured we will continue to deliver as your trusted training provider through these difficult times and far beyond.

Warm wishes,

Penny Gruber
Head of Training and Professional Development, Crown Agents



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