



'it's the people we work with  
that make us different'



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# The 23Twelve Development Experience **Who We Are**

Too many training sessions deliver too much theory, tailored to no one in particular, that is either irrelevant, information heavy or plain boring and instantly forgotten back at the desk...despite considerable charges! Too many events companies deliver fantastic adventures that delegates enjoy, but offer no benefit to the employer back in the office and offer no visible change in performance or results...despite hefty costs! **'23Twelve' is different, very, very different. Our emphasis is on personal development. We offer a bespoke training day paired with an amazing personal adventure**

We guarantee that the whole development experience will be unforgettable for the delegate and ultimately beneficial for the employer. Our focus is on learning and the credible unpack of the skills back at the desk. We encourage people to succeed, through unique personal development experiences that they will remember and skills they will implement in the work place!

## **Mandy Cresswell Phillips**



## **Our Management Team**

### **Mandy Cresswell Phillips**

Mandy has almost 2 decades of learning and development experience. She has run her own international training company 'Mandy Cresswell Training & Development' for over 10 years and has worked with some of the most senior employees in some of the most successful companies in the World. Known for her vivacious presentation style, Mandy is a regular contributor to magazine and radio features and has been at the forefront of bespoke development in the US and in Europe.

### **Spencer Phillips**

Spencer has worked at some of the highest levels with some of the Worlds largest companies for over 20 years. Companies such as Ticketmaster, Johnston Press, Thompson Holidays, Silverstone Race Circuit, Emap, Rockingham Raceway and the John Aspinall Foundation, local government and major charities. Through his own highly successful international company Spencer J Phillips & Associates, he has advised on leading change, business development, corporate strategy, client retention as well as writing some of the most successful marketing and sales strategies in the UK. Spencer's little black book is the real secret to his success and he is able to draw upon his vast experience from theatre to motor racing, from charity to publishing , from blue chip business to government to ensure he offers the very best in skills and experience.

### **Austin Healey**

Austin Healey is not only a gifted rugby player; he has played in 4 Five/Six Nations tournaments ('98-'02) and was a key figure in the '99 World Cup. In the 1999/00 season he was voted both Leicester Tigers' and Allied Dunbar's Player of the Season. Austin has excellent management skills and unique experience in bringing together a group of individuals and building a successful team. He will be using these talents to enhance and develop delegates on the course. They will come away fitter, more confident when dealing with people and teams, motivated and able to motivate others to success, as well as being one of the privileged few to have been on a rugby pitch with a real World class player!

### **Belinda Wakeling**

Belinda began her career in product launches, leading her naturally into the opening and designing of some of the most exciting concept bars in London, giving her a real all round grasp of successful project management from idea stage through to take off! She now runs her own international company, working with the likes of F1, Touring cars and B&Q and is key in the successful raising of the millions needed for the sponsorship of these blue chip events.

## **Spencer Phillips**



## **Austin Healey**



## **Belinda Wakeling**



# The 23Twelve 'Race For Business Experience' Leading and Developing a Team

Venue: **Silverstone Grand Prix Circuit**



## How to Book

£1650 plus VAT per person  
Maximum 16 delegates

Telephone: 01233 643030  
Email: [sales@23twelve.com](mailto:sales@23twelve.com)

**A percentage of the profits  
from this course are donated  
to a nominated charity**

*'Running a company or an airline is a normal job. Racing is more'*  
**Niki Lauda**

## The Experience in Detail:

- \* Leadership
- \* Team Building
- \* Communication
- \* Decision Making
- \* Performance Under Pressure

' This active and exciting development day provides and creates an unforgettable learning environment for participants on this thrilling course. Delegates are stimulated through bespoke enhancement of their skill base, underpinned by a fantastic learning experience!

This is an invigorating day that builds teams, provokes leadership skills and tests to the limit reactive time management more effectively than traditional solutions and environments. Set at the historic Silverstone Racing circuit home of the British F1 Grand Prix, this session focuses on;

- \* The skills of leadership and teamwork under pressure, crucial to success in the 21st Century
- \* Motivation, communication, decision making and talent spotting the individual
- \* The impact of the management/leadership message
- \* What is the real role of a leader or manager within the team?
- \* When is success of the group more important than the success of the individual
- \* Effective Resource allocation and utilisation
- \* Time Management and decision making under pressure

'Running their own driving team at the legendary circuit, delegates will have the opportunity to put all these crucial team building and leadership skills and objectives into full and exciting practice...where they can take nothing for granted!

The course, suitable for drivers and non drivers tests agility, decision making and influencing through not just high performance cars, blind drives and rallying, but the highly charged ultimate team leadership test...the pit lane challenge'

*"You may think that it's not cricket, and it's not, it's motor racing"*  
**Murray Walker**

23Twelve's courses are different in that our learning experiences do not finish at five o'clock. We believe that this is exactly the time when learning really begins. So, all of our courses include:

- \* Overnight accommodation
- \* A private dinner
- \* A Guest speaker

**The 23 Twelve: Austin Healey Management Development Experience**  
Championing The Importance Of Exceptional Team Management And Leadership  
With A Real Rugby Champion!

Venue: Pennyhill Park, The Training Ground of Champions



## The Experience in Detail:

**'Leadership has a harder job to do than just choose sides. It must bring sides together'**

**Jesse Jackson**

- \* **1 Exclusive opportunity**
- \* **1 Unique Development experience**
- \* **1 Rugby Legend**

We are proud to present an exceptional opportunity for delegates to enhance their management and leadership skills. In the hands of Austin Healey, an inspired player and an equally inspirational individual. He is someone who really knows what it is like to motivate and galvanise a team, as well as to motivate and galvanise oneself.

This three day course is split into 2 stimulating sessions beginning on 21 September 2008, and will focus on four vital areas of people management and exceptional leadership

- \* **Leadership style and strategy**
- \* **Effective communication**
- \* **Motivating for success**
- \* **Team building**

Delegates will have the opportunity to, not only concentrate on the processes of successfully managing and leading others, but will, on the rugby pitch, benefit from personal direction and instruction from 'inspirational rugby legend' Austin Healey. Delegates will be able to improve and enhance their own personal team development skills and will come away fitter and better managers and leaders.

Be prepared for an amazing learning experience!

Arriving on night one, delegates have time to settle in and plan out their own development agenda. Using a combination of conference based and pitch based activities, delegates will find themselves working through a variety of case studies, workshops and rugby challenges! Not only is this an opportunity to hear some of the latest thinking on people management and leadership development, but also put some of these thoughts and ideas into practice on the pitch, whilst making the most of the chance to 'try' and 'tackle' some larger issues in the form of some of the biggest names in rugby!

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- \* **3 nights overnight accommodation**
- \* **A private dinner**
- \* **A Guest speaker**
- \* **A full development timetable**

## How to Book:

Course Costs:

£2550 plus VAT per person

Telephone: 01233 643030

Email: [sales@23twelve.com](mailto:sales@23twelve.com)

**A percentage of the profits from this course are donated to a nominated charity**

# The 23Twelve 'I can talk to the Animals Experience' Emotional Intelligence

Venue: Port Lympne Wild Animal Park



**'We call them dumb animals and so they are, for they cannot tell us how They feel, but they do not communicate less because they have no words'**

**Anna Sewell, 'Black Beauty'**

## **The Experience in Detail:**

\* Emotionally Intelligent Communication (EI)

\* Body Language

\* Rapport Generation

**Set in the environment of the Animal Kingdom, this fascinating and Unique one-day course includes:**

The ability to gauge others, get on with people and create a rapport with those we work with, as well as strangers, by being able to confidently 'read' the situation

The opportunity to assess the delegates own Emotional Intelligence (EI) and provide a framework to further understand and develop these communication abilities.

The once in a lifetime opportunity to work with highly experienced keepers and staff, already experts at reading body language and EI in their charges every day, at the glorious and unique environment of Port Lympne Conservation Park (part of The Aspinnall Foundation).

Delegates will interact directly and in complete safety with a variety of animals such as gorillas, big cats and rhinos, giving them every opportunity to put newfound skills into practice! This extraordinary encounter ensures that learning is never forgotten and fully applicable at the desk.

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**Delegates not only work on site, but stay on site in the exclusive Livingstone Lodges built on the plains of Kent with the giraffe, zebra and ostrich for company and enjoy a private sunset or sunrise safari.'**

**Dinner is also provided in the lodge dining room, overlooking the waterhole with some really wild dinner companions**

## **How to Book:**

£1395 plus VAT per person  
Maximum 12 delegates

Telephone: 01233 643030  
Email: [sales@23twelve.com](mailto:sales@23twelve.com)

A percentage of the profits from this course are donated to The Aspinnall Foundation

# The 23Twelve 24 Hours from Ulcer Experience Time Management and the urgent versus the importance

Venue: Famous Kitchens of the Park Lane Hotel, London



**'There is time enough for everything in the course of the day if you do but one thing at once, but there is not time enough in the year, if you do two things at a time'**

**Lord Chesterfield**

## The Experience in Detail:

- \* **Managing your time more effectively**
- \* **Time zappers...identify them and deal with them!**
- \* **What is the real difference between urgent and important**
- \* **Can you really make changes to your time management habits in just one day?**

As the world gets busier, the time we have to do our jobs seems to diminish, whilst the aspects to those jobs seem to increase. Going home at 5.30pm seems like a wonderful dream and being able to spend quality time outside work, an outdated idea! Welcome to the 21st Century, where:

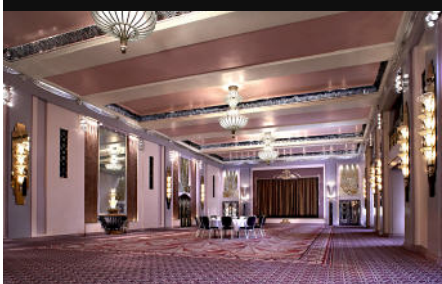
- \* **Demands are higher**
- \* **Time moves faster**
- \* **Everything is needed now**
- \* **Everything is important....except the things you require from others, which always seem quite low priority!**

**Is it really possible to stop time managing you and get a bit of your own back?**

Delegates will be given an amazing opportunity to do just that in the heart of the famous Park Lane Hotel....in the immense kitchens! Working with top chef Andrew Bennett and his 'always calm under pressure team', delegates will have to be equally composed when they not only have to prepare meals, but also deliver every course to Andrew's very exacting standards

**23Twelve's courses are different in that our learning experiences do not finish at five o'clock. We believe that this is exactly the time when learning really begins. So, all of our courses include:**

- \* **Overnight accommodation at the Park Lane Hotel, London**
- \* **A private dinner at the Park Lane Hotel, London**
- \* **A Guest speaker**



## How to Book

£1150 plus VAT per person  
Numbers are limited and courses  
Book up quickly

Telephone: 01233 643030  
Email: sales@23twelve.com

**A percentage of the profits from this course are donated to The Teenage Cancer Chrity**

# The 23Twelve 'There's No Business like Showbusiness' Presentation Skills Experience

Venue: Queens Theatre, London



'I do not object to people looking at their watches when I am speaking, but I strongly object when they start shaking them to make certain that they are still going'

Lord Birkett 1960

## The Experience in Detail:

- \* Effective Presentations
- \* Personal Impact
- \* Managing The Audience
- \* Voice and Body Language That Make A Difference

**A real once in a lifetime opportunity!** Presenting from this legendary venue home of the world record breaking smash hit, Les Miserables, the Worlds longest running musical

This truly **memorable experience** will culminate with the delegates delivering their own presentation from the **actual stage of the Queens Theatre**. From the vastness of the West End stage, into the vastness of the auditorium, delegates will never again experience such a sensation again and it will certainly help them remember everything they have learnt on the course when back in the Boardroom or at the conference

### The course will address the following:

- \* How much time do we have to make an impact on our presentation audience or round a meeting table
- \* How quickly do an audience of one or many form an opinion on our performance? What is that based on? How can we, effect that to the good?
- \* How can we manage the attention of an audience and make sure our information and we come across in the most concise yet memorable and interesting way?
- \* How important is how we say what we say?
- \* Is it possible to change the way we speak or move and still look natural and at ease?
- \* Delegates will have a chance to present to camera and also have the unique opportunity to work with actors and directors to improve technique and style not taught in business books or on unusual presentation courses...but will prove memorable and relevant to their occupation

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- \* Overnight accommodation at The Park Lane Hotel, London
- \* A private dinner, at The Queens Theatre, London
- \* A Guest speaker

Delegates will have the best seats in the house to see the Worlds Longest Running Musical Les Miserables, performed from the stage that delegates delivered their presentations from that afternoon

### How to Book:

£1395 plus VAT per person  
Maximum 8 delegates

Telephone: 01233 643030  
Email: sales@23twelve.com

**A percentage of the profits from this course are donated to 'Demelza House Children's Hospice'**

# The 23Twelve 'I love it when a plan come together experience' Project Management and Effective Teamwork

Venue: The Studios of The Ascent Media Group



## How to Book

£1150 plus VAT per person

Telephone: 01233 643030

Email: sales@23twelve.com

**A percentage of the profits  
from this course are donated  
to The Aspinall Foundation**

'Ever notice how 'what the hell' is always the decision?'

Marilyn Monroe

## The Experience in Detail:

The 3 secrets of good project management are:

- \* Effective planning
- \* Good inter team communication
- \* Knowing where you are before you start, knowing where you want to be at the end, knowing how you intend to get there.....and what to do when things don't go according to plan.

### Isn't it always the last bit that trips up any good project?

This session offers delegates the opportunity to work as a team, under strict time pressure, and tackle and complete a creative yet highly demanding project in one day'.....They will have the chance to work with one of the leading media companies in the World and produce a film, from story board to premier.

### They will:

- \* Be required to oversee the project, pre-empt the pitfalls and muster their resources effectively....with all the pressures of a real project back at the office! **As well as:**
- \* Be required to decide on the content, plot, starring and casting
- \* Go out and film the project under strict time and assignment constraints
- \* Decide on the editing, lighting and cutting of the film
- \* Work with editing professionals in an online and offline suite to get the music, credits and special effects exactly right
- \* Finally, see their completed film in the viewing cinema, used by some of the leading filmmakers in the industry today
- \* No other course offers delegates the opportunity, the pressure, the communication process and the chance to measure the success of the finished project in just one day! It is a real chance to improve in this area of business in an unforgettable way....with a copy of their success to take home!

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- \* **Overnight accommodation at The Park Lane Hotel, London**
- \* **A private dinner, at The Park Lane Hotel, London**
- \* **A Guest speaker**

The 23Twelve Development Experience

# In Action

## It's all about what you do and experience



**'23Twelve' is different, very, very different.**

[www.23twelve.com](http://www.23twelve.com)

[sales@23twelve.com](mailto:sales@23twelve.com)





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that make us different’



DELFONT MACKINTOSH THEATRES