Practical learning. Enhanced capacity.

Customized training for resolving conflict, improving communication, strengthening leadership and increasing personal effectiveness.



Learning that translates into practice

RFR designs and delivers engaging, hands-on learning experiences that build practical skills, strengthen competencies and support meaningful behavioural change. Available in person, virtually or through blended delivery, every course is tailored to the organization's culture, context, challenges and desired outcomes.

Our approach is flexible and interdisciplinary. Rather than relying on a fixed course catalogue or off-the-shelf product, we develop workshops and learning programs that can combine multiple themes, competencies and learning objectives. Participants learn through realistic workplace scenarios, guided exercises, demonstrations, coached feedback and opportunities to practice.

Three core areas of learning & development

01 Communication & Conflict

Strengthening constructive dialogue, negotiation and problem-solving.

Productive relationships depend on the ability to communicate clearly, navigate differences and work through difficult conversations. Illustrative offerings include Communicating in Conflict, Interest-Based Negotiation, and Giving and Receiving Performance Feedback. Training develops practical skills to listen, express concerns, explore interests and reach workable agreements.

02 Leadership & Workplace Effectiveness

Building capable leaders, respectful workplaces and trusted teams.

Effective leadership requires the confidence to address challenges early, foster accountability and build strong working relationships. Examples include Conflict Competent Leadership™, Manager as Mediator, Respectful Workplaces (Bullying and Harassment Prevention), and Building High-Functioning, Trust-Based Teams. Programs can integrate these topics to strengthen leadership judgement, constructive intervention, collaboration and team effectiveness.

03 Personal Growth & Development

Strengthening self-awareness, resilience and adaptability.

Personal effectiveness is supported by the capacity to regulate emotions, respond to pressure and navigate uncertainty. Workshops can include Emotional Fitness and Resilience, Stress Management and Internal Wellness, and Navigating Change and Uncertainty. Learning focuses on practical strategies that participants can apply to support their well-being and effectiveness at work and beyond.

Learning designed around your organization — not the other way around.

The topics above are examples, not limits. RFR collaborates with clients to clarify the audience, organizational realities, learning priorities and intended outcomes before designing the training. A workshop might focus on one skill-set or core theme, or combine a range of different competencies and learning modalities into an integrated learning experience. We believe that Learning creates understanding. Practice builds competence. Application creates change.

How we work

DISCOVER
Understand the organizational context, participants and desired competencies.

DESIGN
Shape a tailored session or program, including interdisciplinary and blended options where useful.

PRACTICE
Use discussion, demonstrations, exercises and realistic situations to build confidence and capability.

APPLY
Connect learning to day-to-day behaviour and practical next steps.

Delivery options

In-person workshops, interactive virtual sessions and blended programs; single sessions or multi-part learning experiences. Scope, format and duration are determined by the audience and objectives.



Let's explore what you could learn, develop and do better.

Email us to start a conversation