

PROGRAMME OUTLINES

Leadership and management development

Programme Duration	Goal setting 1 day	Leading People 2 x 1 day	The Manager as Coach 2 x 1 day	Managing through Change 1 day
Outline content	<p>Defining clarity and focus</p> <p>How to ensure that directed action becomes your driver</p> <p>The power of creative vision and planning</p> <p>How to set goals and targets that become a compelling future, to sustain motivation & action</p> <p>Importance of language patterns & phrasing for setting motivational goals</p> <p>Developing personal power to make things happen</p>	<p>The qualities of a leader</p> <p>Visioning – developing & inspiring a vision and mission</p> <p>Dealing with resistance and change</p> <p>Inspiring “followership” in others</p> <p>Developing excellence in communicating</p>	<p>How to recognise & apply appropriate behaviours when coaching</p> <p>Recognise coaching as a key part of team development</p> <p>How to identify good practice</p> <p>Using on-going reviews in order to monitor performance</p> <p>Identifying and using a flexible approach to communication</p> <p>How to develop criteria to measure & evaluate performance</p> <p>How to give effective feedback</p>	<p>Define the change curve, and how it relates to the development of a business</p> <p>How to model and demonstrate the behaviours required to lead others through change</p> <p>Describe a problem solving process that pools available resources</p>
Ideal for	all staff	senior managers	operations managers / senior managers	all levels of manager



All programmes can be run in-house or at our premises. They have a proven format which can be further adapted to suit your business. We frequently deliver the 2 day events separated by one week to allow practice at work.