

Example Management Development Programme

We design and deliver bespoke programmes to meet the needs of your organisation. This is an example of the type of programme we deliver to middle managers. It is based on sound theoretical knowledge, delivered in a highly interactive style, with the aim that participants will immediately be able to apply their 'classroom' learning to real management challenges.

Day 1

Understanding the Role of the Manager

- Understand the difference between management and leadership.
- Identify the key skills and attributes of a successful leader.
- Identify your personal leadership style and the impact it has on those around you.
- Adapt your leadership style to meet the needs of the people and the situation.
- Identify your personal strengths and areas for development.
- Understand and communicate your personal brand.

Day 2

Personal Effectiveness – Building personal resilience

- Deal with stress and conflicting needs.
- Build your resilience.
- Invest in your personal development as a manager.
- Use reflective practice to learn from experience.
- Sources of help and support.

Personal Effectiveness - Communication

- Identify your own preferred communication style.
- Adapt your preferred style to suit the audience and message.
- Structure and conduct meetings to achieve objectives and avoid wasted time.
- Speak and present with confidence.
- Influence and negotiate upwards.
- Manage challenge effectively.

Day 3

Personal Effectiveness - Organisation, planning and time management

- Benefits and challenges of good organisation, planning and time management.
- How personality impacts on how we organise ourselves.
- Strategies to manage your time better.
- The art of effective delegation.
- Manage the expectations of others.
- Build your assertiveness, learn to say 'no' with confidence.
- How to make the move from operational to strategic.

Managing people and performance

- Clarify and communicate the long-term vision.
- The link between individual and organisational performance.
- Set and communicate clear targets.
- Day to day performance management, including 1:1's and annual reviews.
- Address performance problems proactively and confidently.
- Give constructive or challenging feedback.

Day 4

Maximising your team's effectiveness

- Define the key characteristics of a successful 'team'.
- Understand how teams develop and change over time.
- Understand and use individual strengths within the team.
- Using coaching skills to develop your team.
- Successfully on board a new member.
- Build trust and motivate your team.
- Leverage the benefits of cross-team working.

Managing Challenging People or Situations

- Understand team dynamics.
- Recognise the signs of conflict and understand why it arises.
- Identify the costs of conflict and the benefits of resolution.
- Deal with difficult situations and manage conflict effectively.
- Use productive conflict to get the most out of your team.
- Work in partnership with HR to resolve issues.

Day 5

Managing and Leading People through Change

- Why organisational change is important.
- How change impacts on the team and individuals.
- Manage and lead teams through change.
- Understand and address negative behaviour and resistance.
- Maintain personal energy and commitment.

Creative Thinking, Problem Solving & Confident Decision Making

- Explore different approaches to problem solving.
- Dealing with situations objectively.
- The impact of your personal traits in problem solving and decision making.
- Networking and asking for help.
- Group decision making and problem solving.
- Looking at the bigger picture including the external environment.
- Review problems and share the learning.

Learning will be supported by practical exercises, small group working, discussions and feedback. Where possible we like to underpin training with a relevant project where managers can apply their skills.