

Management Development

Leadership Development Programme – 4 days

Course Summary

Leadership has never been more necessary, and its role more varied. Most top executives have grown up through the ranks and have had to master the changes in role, but the final change from Manager to Leader is the most challenging and difficult. To achieve this, leaders need to understand their new role in business. They need to know how to maximise the potential of their team through delegation and empowerment, to understand the behavioural differences between them, and to add in the most important aspect of motivation, both personal and for the team.

They have to set the blueprint for their business, including setting the vision and the goals whilst moving their team to a self-empowered mindset set for growth. They need to be able to present themselves in front of all types of audiences.

Who should attend?

This course is for directors and managers who want to get the best out of themselves and their team.

What you will learn

Day 1

- Identify why effective communication skills are essential in the workplace
- Identify four major behavioural styles
- How to communicate effectively with each style and understanding your natural response
- Understanding body language signals
- Handling difficult people and situations with more success
- Is it feedback or constructive criticism?
- Listening for understanding and meaning

Day 2

- Employment basics including recruitment, selection & induction
- Contracts of employment
- Maternity/paternity/adoption/parental leave
- Managing attendance
- Sickness and lateness
- Terminating contracts – including redundancy and retirement
- New legislation

Day 3

- Influencing the Influencers & high fliers
- What is NLP – an introduction to the basics
- NLP – science or common sense?
- The art of recreating excellence
- Language patterns
- Mirroring and pacing – putting yourself in others' shoes
- Internal and external references
- Coaching – a tool for self and others

Day 4

- What is a high performance team culture
- How to diagnose your team
- Developing the correct team culture
- Understanding the appropriate leadership styles
- Setting a vision that empowers your people and causes action
- Delegation - when to and when not to
- Leading through goal setting
- Accountability and empowerment

About the speakers

Helen I. Gilzean joined the Crisp Group in 2005 as Operations Director for CPD. She is a highly respected trainer with over twenty-five years of experience in programme design and facilitation. Helen has successful management and leadership experience based on business ownership and management of businesses in the USA and UK. Her career has also included living in the USA for 18 years, returning to the UK in 1995, to manage UK and Ireland operations for an international franchise, supporting franchisees in marketing, sales and business management. Helen's specialisms lie in management and interpersonal development for all levels in business from small companies to large corporations. Her presentations increase critical skills inventory and self-confidence by unlocking the door to productive communication, positive relationships and higher performance.

Carolyn Giles is a Fellow of the Chartered Institute of Personnel and Development. She has worked in HR since the early 1990s. Carolyn has worked with a wide variety of businesses ranging from architects, to manufacturing companies, to accountants to garages and many others. Carolyn enjoys delivering interactive training where delegates are encouraged to share their own experiences and ask plenty of questions.

Jon Lavin is a highly skilled people developer whose aim is to develop the effectiveness of people at all levels in businesses. He makes full use of his interpersonal skills based on Transactional Analysis and Neuro-Linguistic Programming. Jon's philosophy is to work co-operatively with people in finding their own solutions to what works best for them

Bill Allen has been in the business world for over 25 years and in his time has hired over 500 people. He is a Fellow of the Institute of Sales & Marketing Management and has run his own companies as well as working for multi-national companies. He has trained managers and sales professionals at all levels that have gone on to be award winners. His philosophy is simple, if you hire the best and get it right, then the rest is easy.

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Management Development

DAY 1 Workshop Timetable

- 9.00am Registration & Coffee
- 9.15am Welcome & Introduction
Expectations and agenda for the day
- 9.40am The importance of effective communication
Why is communication the lifeblood of an organisation?
What do you need to be an excellent communicator?
Common communication barriers in the workplace
- 10.30am The Personal Profile System
Identify your communication style and those you work with
Who is DiSC?
- 11.00am Break
- 11.15am Communicating effectively with each style
People compatibility
Maximising personal style differences in conflict
- 12.30pm Lunch
- 1.30pm Perception, language, body language barriers
Listening, speaking writing
Non-verbal and verbal
Body language
Can we talk?
Definition of feedback vs. constructive criticism
- 3.00pm Break
- 3.15pm Listen & listen with effect
The world of communication is changing rapidly. Are you?
- 4.30pm Evaluation & Close

DAY 2 Workshop Timetable

- 9.00am Registration & coffee
 - 9.30am Welcome
Employment basics:
Recruitment and selection
Induction and probation
Discrimination
Contracts of employment
 - 11.00am Break
 - 11.15am Maternity/paternity/adoption/parental leave
Flexible working
Case studies
Holidays
Managing absence (sickness/lateness)
 - 1.00pm Lunch
 - 1.30pm Case studies – managing attendance
Terminating contracts (including
redundancy/retirement/fixed term contracts)
 - 3.00pm Break
 - 3.15pm New legislation to be aware of
Case law of interest
Questions and answers
 - 5.00pm Close
- NOTE: If you have current case studies – written or verbal – based on any of the above, please bring them along and we can incorporate them.**

Workshop Cost

£895 + VAT

DAY 3 Workshop Timetable

- 9.00am Registrations and Coffee
- 9.15am Welcome and Introductions
- 9.30am Influencing others in a positive way
- 10.00am The basics of NLP – The art of recreating excellence
- 11.00am Break
- 11.15am Basics of NLP continued
- 12.00pm Science or basic common sense
- 12.30pm Lunch
- 1.30pm The “Message” in communication
- 1.45pm The language of the body, voice and tone
- 2.15pm Language patterns – what they mean
- 2.45pm Mirroring and pacing – putting yourself into others’ shoes
- 3.15pm Break
- 3.30pm Internal and external referencing – how others think and feel
- 4.00pm Coaching skills
- 4.30pm Evaluation & Close

DAY 4 Workshop Timetable

- 9.00am Registration & Coffee
- 9.15am Welcome & Introductions
What is a high performance team?
Team Preparedness Audit
- 10.00am Developing the correct “Team Culture”
What are your organisations governing values
Are your structure and processes compatible
What is the appropriate leadership style
Understanding the complex characteristics of team members
- 11.00am Break
- 11.15am What are the behaviours of your team?
Flexing your style to fit each team member
Seeing a “bigger picture”
- 12.00pm Vision of the leader
Is your company vision clear?
Is your team vision clear?
- 1.00pm Lunch
- 2.00pm Delegating and Empowerment
Rules for empowerment
Do I delegate or do I empower?
What do I risk delegating?
You can expect more if you inspect more
- 3.00pm Break
- 3.15pm Empowerment and Accountability
Removing the “Don’t Blame me Culture”
The need and value of accountability
Accountability versus responsibility
The two major elements of empowerment
Shadow of the leader
Action plan and final summary
- 5.00pm Evaluation & Close

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