



Corporate
Coach Group

Leadership and Management

Two Day Training Course Proposal



Get in touch

[CorporateCoachGroup.com](https://www.corporatecoachgroup.com)

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Introduction - The Need for Training

Leadership and management training is no longer a luxury—it is a survival necessity.

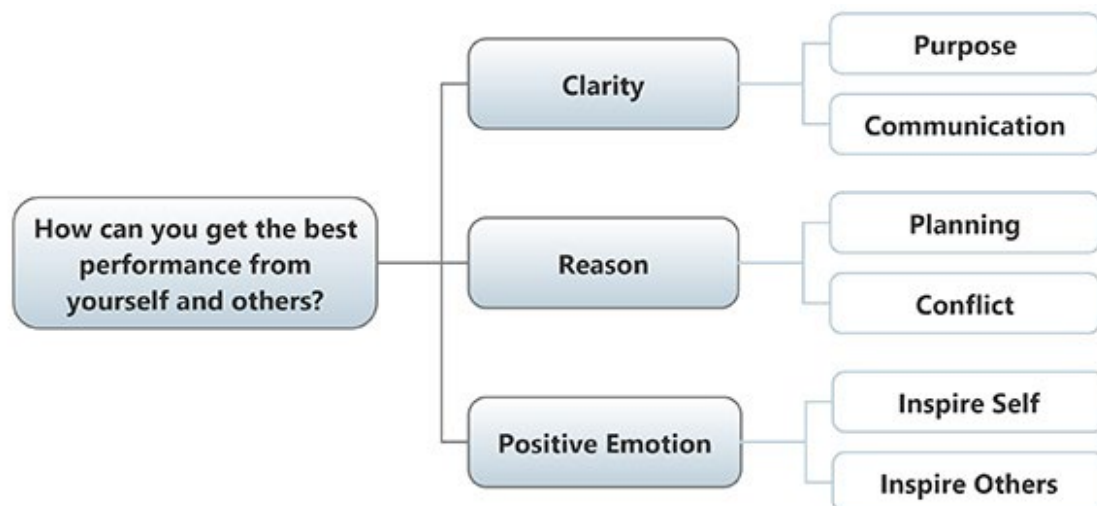
We are living in a hostile and ever-changing economic environment. To survive and progress, organisations must maximise efficiency and productivity, which is best achieved by ensuring that team leaders and managers are well trained.

Currently, some team leaders are not as effective as they could be because they are not sufficiently well trained. As a result, they make mistakes, leading to hidden costs your organisation can no longer afford to carry.

Our leadership and management training is the most cost-effective way to improve productivity because teams perform only as well as their leaders and managers. If we improve the performance of leaders and managers through training, the performance of the whole team improves.

This course is designed to improve organisational efficiency and productivity while cutting the costs of poor communication, mishandling conflicts, and weak prioritisation and delegation skills.

In a challenging economic environment, leadership and management training is essential for survival.





The purpose of the two-day Course is to develop the six essential skills-sets of leadership and management:

1. Clarity of purpose (Goal Focus): All teams must achieve their goals, so the first characteristic of leadership is goal focus. It means the ability to set long-range, worthwhile, and valuable goals and to commit to them until they are achieved. On this course, we will encourage the development of a goal-focused mindset.

2. Excellent communication skills: All communications should be clear. On this course, we develop the ability to make ourselves always clearly understood; and to ask the right questions so we clearly understand others.

3. Rational planning; Time management; All teams must be productive. Which means we must develop the skills of planning, prioritisation, preparation and prevention. It also means *delegation*, which is entrusting the right tasks to the right people.

4. Rational conflict management: All conflicts should be quickly resolved. Which means we must learn how to settle conflicts rationally; to “nip problems in the bud” before they grow too big. Rational conflict managers are able to guide and harmonise the various personalities in the team so that they are more able to synchronise their actions and are more likely to reinforce and complement each other.

5. Inspire and motivate yourself (Emotional intelligence): All leader managers must be emotionally strong. Which means we need the ability to maintain a positive mental state of rational optimism and realistic self-confidence, especially during tough or changing times.

6. Inspire and motivate other people (leadership qualities): All leaders must inspire others, which means we must learn how to inspire the positive emotions of self-belief, optimism, and confidence in the other members of the team. We learn the principles of continuous improvement and change management.

On this course, our purpose is to develop these six skills sets to a high degree.

If you want a full detailed description of the course content, please read on.

Training Price / Investment

We offer this training in three flexible formats:

- 1. In-House Training:** We can deliver the course at your workplace, making it convenient for you and your team.
- 2. Live Online Training:** Using our advanced green screen technology, we provide highly interactive virtual sessions.
- 3. Open Courses:** Your team can join one of our scheduled open courses.

1. In-House Training: £2,250 +VAT per training day.
(To get the best from this training we recommend a maximum of 16 delegates).
Plus, travel and hotel accommodation for trainer, (Premier Inn type).

2. Live Online Training: £1,800 +VAT per training day.
(To get the best from this training we recommend a maximum of 16 delegates).

3. Open Courses: £950 +VAT per delegate for the two-day course.

All our training includes:

- Quality training delivered by an *experienced* trainer.
- Full course training workbooks.
- Training certificate.
- Access to additional free training material after the course via our post-course portal.
- **3 months free telephone coaching:**
Whilst you are implementing what you have learned, if you need to, you can contact us for support and guidance.

If you have any questions or would like to book, please contact us:

Email: Lindsey@CorporateCoachGroup.com

Tel: +44 (0) 1452 856091

If you want a full detailed description of the course content, please read on.

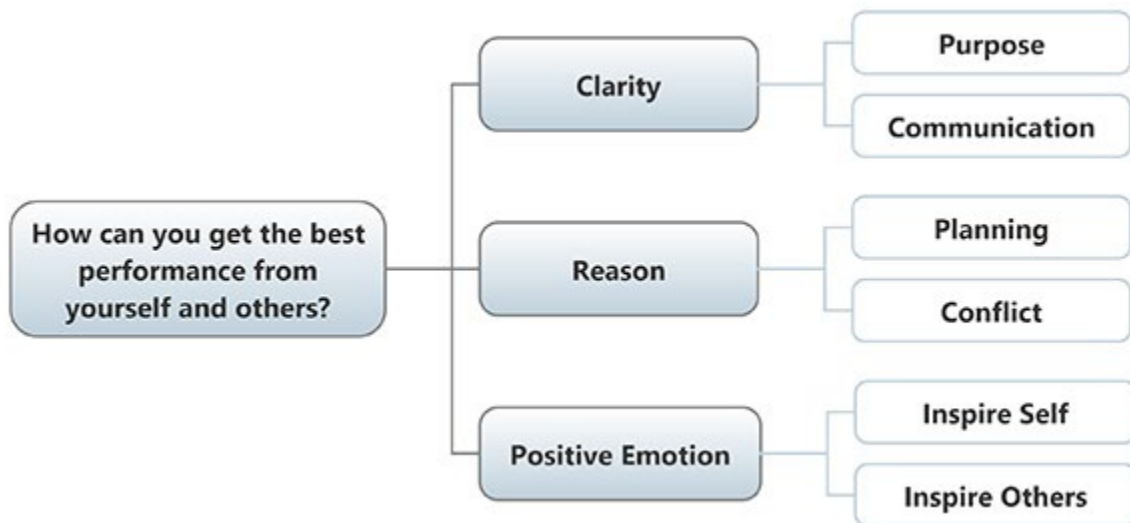
AM Day One

Leadership and management training.

Introductions

We are here to answer this question:

“How can we get the best performance from ourselves and others?”



Answer: To get the best performance from yourself and others, we need to develop these six abilities:

1. Set and achieve specific goals.
2. Communicate with clarity, confidence and persuasiveness.
3. Properly plan, prioritise and delegate work.
4. Manage difficult conversations, performance issues and conflict situations.
5. Motivate and inspire ourselves so that we always feel strong and confident.
6. Motivate and inspire other people and create a productive work-atmosphere.

Introduction Exercise:

Score yourself out of 10 for each of the above six abilities.

As a result of attending this course, which skills specifically, do you want to improve?

Let us take each of these leadership management abilities in turn:



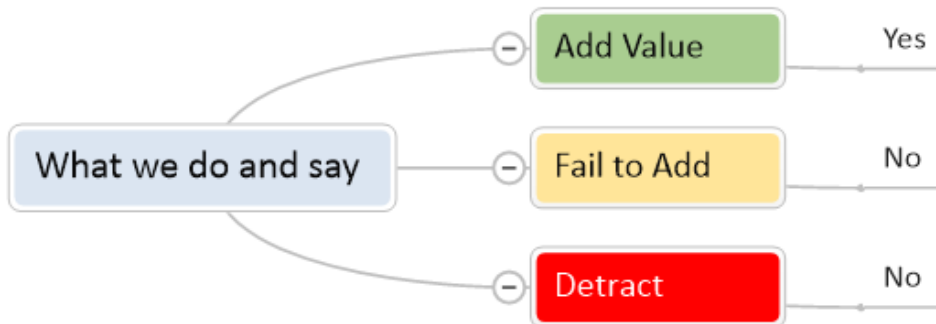
Goal focused v Drifter mentality:

The single most important quality of leadership is “Clarity of purpose”

The lack of clarity is the most common mistake that leaders make.

All teams succeed by Adding Value

As leader-managers; our purpose is to Add value to the team.



Impression management

Every day, we leave impressions in the minds of others.

So, we decide how we want to be perceived and then, act accordingly

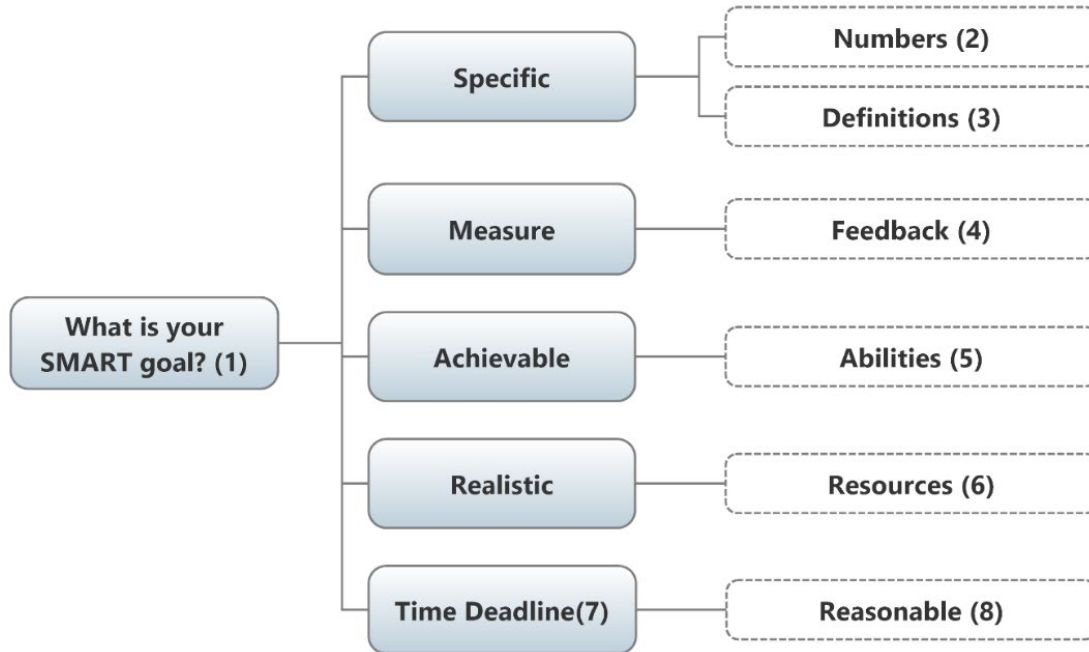
Question: What impression do you want to leave in the minds of others?

All teams must achieve goals:

So, goal setting is a key skill.

How to set goals by using the Eight-part SMART goal setting formula

We learn 8 SMART questions to make goal-setting a learnable skill.



Communication skills: Notes on the proper use of humour

Humour is a double-edged sword. It can work for you and against you.

What is the proper use of humour?

What do you think is the misuse of humour?

Critical thinker v cynic

We need *critical thinkers*, but we don't want *cynics*. What is the difference between critical thinking and cynicism?

Affirmative language v negative language.

Leaders should strive to explain themselves using affirmative language.

Don't talk about what we cannot do. Talk about what we can do.

Embedded commands

People are open to suggestion by ~ Embedded commands.

For example: Saying, "Don't panic" implies Panic!

Leaders should make only *positive suggestions*.

Action plan.



PM Day One

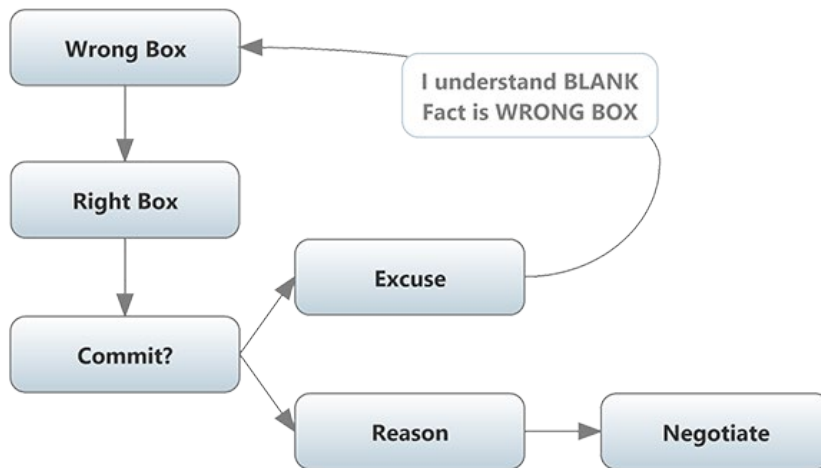
Rational Conflict Management. Performance Management.

Handle conflict reasonably NOT emotionally.

When in performance management and conflict situations, many people become too emotional; angry and upset.

We need to learn how to remove the negative emotions from conflicts and deal with them rationally, not emotionally.

We will show you how.



Self-image psychology

The self-image is the way a person views him/herself.
It is the basis of their character.

Never attack a person's self-image.
Never attack a person's character (identity).

Comment only on their behaviour, not their identity (*personality*).

We will show you the difference between identity statements and behavioural statements.



Objective v subjective language

Split language into two sets, *objective* fact-based language and *subjective* opinionated language.

When in conflict, use only objective fact-based language.
Do not use subjective opinionated language.

We will discuss examples and you will learn how to get rid of the dangerous subjective language.

How to script conflict situations

We will take real life situations and script them.

Then we will run them as (*optional*) role plays.

You can practice if you want to, or if you don't like role plays, you can learn by observing others.

It is important you put into practice what you learn.

Distinguish reasons from excuses

There are big differences between “a reason” and “an excuse” for not doing something.

We will discuss what those differences are.

We give concessions only to reason-givers.

We don't give concessions to excuse-givers.

We will discuss what happens if you give unearned concessions to excuse givers.

Don't spend much time arguing about the past

Many people spend too much time arguing over what has already happened.

We will discuss why this may be a waste of time.

We will show you how to get the conversation back to the future.



Know when to compromise and when not too

Often life is about finding a compromise solution that everyone can live with. BUT at other times, compromise is the worst thing you could do.

If you compromise on safety or if you compromise your integrity, then you could lose everything. We will discuss, when is it right to compromise and when you should not.

Four (optional) role play scenarios

We practice scripting real work-conflict situations and practice our skills.

Proper use of body language and voice tones

We will discuss the proper use of voice volume, tone and pace.

We will discuss body language, eye contact, facial expression, hand gestures, and posture.

Assertive, but not aggressive

We will put words, voice tones and body language together, to form a communication style that is polite, assertive, professional and effective.

- Never passive
- Never aggressive

Positive praise and Social motivators

We have spent a lot of time talking about how to give constructive criticism. Now we will talk about the social motivators of praise, appreciation and thanks.

We will look at why many managers forget or neglect to give proper praise and appreciation and how that omission costs them.

We will examine how and when to give praise appreciation and thanks.

Summary and Action Planning

We discuss the topics covered examine which were the most important for you, together with where and how you can apply them in your workplace.

AM Day Two

Time Management: Prioritisation and Delegation

Time management is the art of doing the most valuable things, in the most efficient order. Time managers do not do the easiest, or most pleasant things first, they do the most *productive* tasks first.

What is the most valuable use of your time, right now?

Use the two principles of "deadline pressure" and "value" as key indicators:

1. Q1 Crisis: High value, late work
2. Q2 Productive: High value: Prioritisation, preparation, prevention and planning
3. Q3 Busy: Low value busy-work
4. Q4 Fruitless: Waste of time activities, gossip



Distinguish between being 'Busy' and being 'Productive'

The danger is you become so busy, that you are no longer productive.
Our enemy is the busy, but non-productive days.

Time wasters SOS - Self, Others, Systems

Self: Your own bad habits steal your time
Others: Other people who steal your time
Systems: Inefficient work systems

Time Management Exercise

What can you do to minimise the damage done by SOS?

Time management questionnaire

Questions designed to tease-out exactly how you could improve your time management skills.

Delegation

Definition: Delegation is the act of entrusting a task to another.

Delegate the right task, to the right person, in the right way.

Exercise: What are the right reasons to delegate? What are the wrong reasons to delegate?

How to delegate effectively.

8 Part SMART delegation.

Why people are afraid to delegate

Four reasons why people who should delegate, sometimes don't.

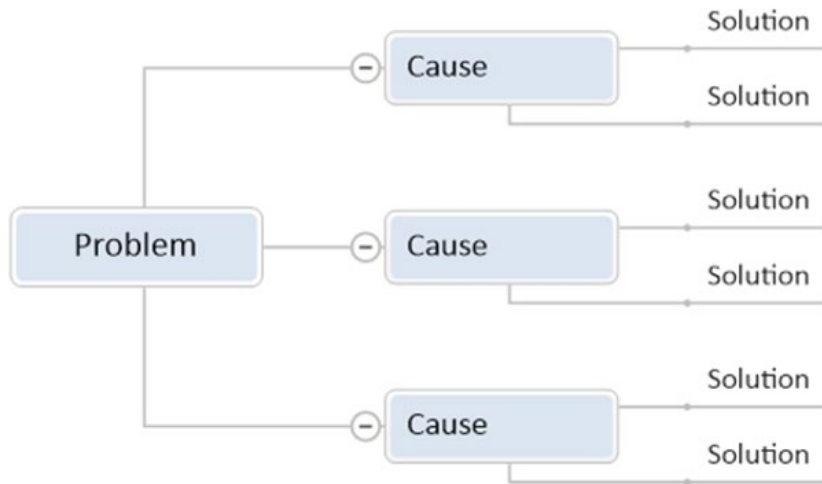
Effective Prioritisation

Definition: The art of putting tasks in the right order.

Prioritise your tasks by means of a decision matrix.

Types of decision

1. Prioritisation by value
2. Prioritisation by deadline
3. Yes or No decision: Should we or Should we not?
4. Which one, what kind?
5. Problem – Causes?- Solutions?



What are the advantages of using a structured approach to decision making?

Managing Interruptions

You are continually peppered by interruptions, which you need to effectively manage. Strive to make the maximum progress, in the minimum time, without causing offence to anyone.

Managing Interruptions by means of the 80/20 Principle

The 80/20 principle (the Pareto Principle) states that 80% of the value comes from 20% of the content. 80% of the value of the interruption will be in 20% or less of what they say. We learn how to quickly discover the 20% of their message which contains the maximum value.

Summary and action planning



PM Day Two

Inspirational leadership

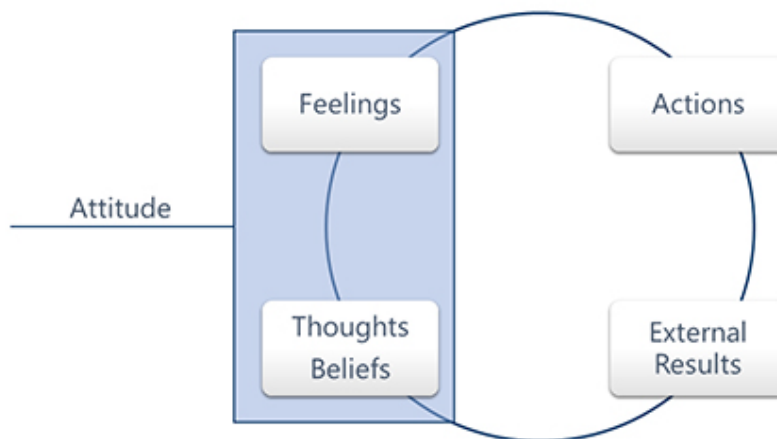
People are affected strongly by how they feel.

In order to get the best from *people* we must know how to manage *emotions*.

Self-fulfilling prophecy

The self-fulfilling prophecy shows how thoughts, beliefs, actions and results relate to each other.

Whatever we believe will affect results, because we are empowered or dis-empowered by our belief systems.



How to create and sustain a positive mental attitude

Negative attitudes tend to create negative results.

Positive attitudes tend to create positive results.

We will show you exactly how to put limits on fear and anger, (negative emotions)

We will show you how to *harness the power positive thinking and language*.

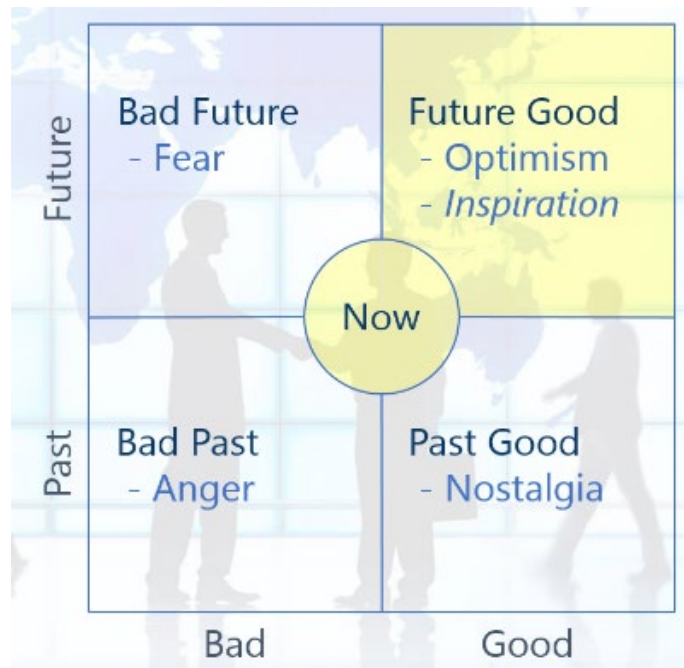


How to inspire others to feel stronger and more optimistic

Everything you say will either:

1. Make people feel better, or
2. Leave them unchanged, or
3. Make them feel worse

Everything you say should be geared to making people feel better.
We will learn how.



How to transform negative conversations into something more valuable

There are many people who don't know that they are having a negative effect on others. We will show you how to transform negative conversations into something more positive. We call this "conversation control". It is a skill we must master.

How to handle physical and mental stress

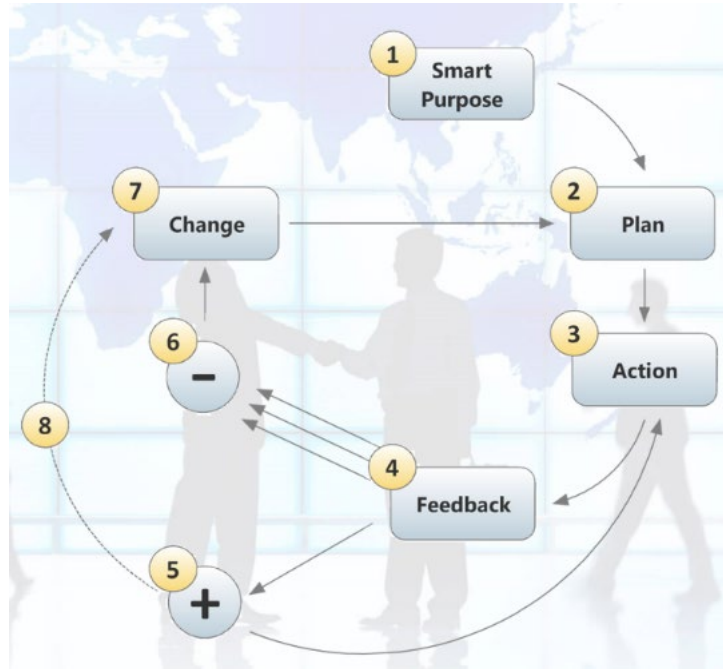
Your feelings are also affected by your physical stress levels. We will discuss how stress can be a positive and negative factor in your life. We will minimise and manage the negative effects of stress.

Continuous improvement.

Success is not an event. It is a process based on five concepts.

Purpose, plan, action, feedback, CHANGE.

We will discuss how people react to feedback and change.



How to transform failure into feedback

Everyone has to deal with disappointments and setbacks. Leaders' job is to help them to *recover quickly* and to return tomorrow *feeling stronger* and to be ready with a *new plan*. We will show you how to build *emotional resilience* into the fabric of the team.

How to use your language to make others more confident, optimistic and effective

Life revolves around our use of language.

If we talk to people in ways that are inspiring, supportive, optimistic and motivational, then we are much more likely to succeed.

We will discuss which kinds of words help to inspire.

Inspire others by the art of conversation control

We will discuss how you can control the conversation that you hear at work.

How to improve the atmosphere and team culture.

Review of whole course.

How will you put this course into practice?

Final questions and answers. Close



Customer Reviews (face to face)

The course content was brilliant. The information was presented clearly, making it easy to follow and understand. The content is directly applicable to real scenarios I find myself in every day.

The instructor, Chris demonstrated good knowledge and expertise in their fields, enriching the learning experience. As mentioned, Chris demonstrated good knowledge and expertise.

Chris was engaging throughout.

Owen Scully – Expert Property Group

I really enjoyed the course, so many different modules covered that I will find useful in my professional life. Great content, the modules on communication and conflict in particular were insightful and structured. Chris, the trainer, was approachable, clear and concise. I would highly recommend him as a trainer. He was committed to making sure we received the full training. Easy to understand and knowledgeable.

Kaya Mesnard – Wemoto Ltd

Great content. Really interesting and I found all of it beneficial for use in both the workplace and the outside world. Most useful to be given tools to use for all of the theories to put into practice. Trainer (Chris) engaged with his own material, demonstrated his own use of the knowledge he was imparting, great speed (not too quick), kept interest throughout and made it easy to take on board. Excellent trainer.

Donna Quelch – RES Group

The professional development and productivity sections of the course were equally insightful. The simple plans and processes are easy to understand and presented very well. I look forward to putting these into practice within my role. Both Chris and Marco delivered the course material seamlessly. They obviously have a passion for training and the knowledge and experience they both share was well received and extremely beneficial. The use of the white board was a great addition. Too many training providers rely on their slide content only to drive the course forward, which can, in my experience allow the mind to wander. The presentation remained engaging throughout.

James Topping – Apax Partners

The course was extremely helpful, I really enjoyed the whole content. I found particularly helpful and will implement in my day to day work: Conflict management – rational objective language; 8 Part SMART questions; Time management matrix. Chris' presentation was very informative, polite and friendly; very knowledgeable. Chris did not lose momentum or seem to lag or become tired during the two days.

Misbah Nareen – Carbogen Amcis Ltd



Customer Reviews (live online)

The course content was outstanding. Each topic was presented in a logical sequence, building effectively on the previous one. I encountered some impressive models that were entirely new to me, as well as some familiar ones that were presented with fresh perspectives, prompting deeper reflection.

The presentation was excellent, with everything clearly visible and easy to grasp. The presenter's skills were exceptional—important information was effectively reiterated, connections were made seamlessly, and the use of hand gestures and clear speech enhanced the delivery. This is the best course I have attended.

I had never seen a green screen used in a training course before, and it was truly impressive. It immediately caught my attention as a unique approach. Watching the board being written on in real-time was nothing short of genius.

Jay Wyke – Tradebyte

Fantastic course content. Learnt an awful lot I had not previously considered. In particular the 'WhatsNext' for prioritisation, such a simple process to prioritise tasks. Both Marco and Chris were fantastic. I was dubious about joining a virtual training course; however, it exceeded my expectations! Both were informative, friendly and could tell both were passionate about the training they provided. I really liked how the technology used to deliver the course was used. I was unsure how this course would work virtually but really enjoyed it and I learnt a lot due to the layout and presentations on Teams.

Christopher Barrett – Market Dojo

The Course was really good with lots of lessons and techniques which will help me with my development. The way the techniques were taught meant it was easy to understand and pick up. The notes provided are good for future reference. I have already had to use several of the techniques we learnt which I would not have known how to handle certain situations before I attended the course. Chris was polite, very approachable and informative, he engaged with us and included us as more of an open discussion type of training, which is how I personally learn best.

I couldn't have asked for more from the training, I got out of it exactly what I needed.

Victoria Elkin – County Broadband

This leadership and management course was phenomenal. To understand the basics of "Be clear, Be rational, Be positive" to understand not the 'But why' in the past 'But why' in the future. Delegate tasks and the emotion is a big factor. Not only does Chris (trainer) have an amazing voice, but he was fantastic. Opened my eyes in understanding the insight to management and went through points in detail with enthusiasm.

Djavan Silva – Hotcam TV



For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#)