Training Proposal
First Line Manager’s Training
A Training Plan for your Organisation

What is the purpose of the training?
The purpose of the training is to initiate a process of rapid improvement by means of achieving a shared understanding of the correct management methods that we need to employ, if we are to achieve our stated goals.

What is the reason for the training?
Many first line managers feel they are under pressure from all sides: Their more senior managers sometimes put them under pressure; their customers put them under pressure and even their own team members can sometimes put them under pressure.
In addition: your first line managers are not all trained in the arts of leadership, management and motivation.
As a consequence, many first line managers are in need of some targeted training designed to help them in their role.
This unique two-day training course is designed to help first line managers to act more confidently; by giving them the special skills and knowledge that they need.

During this interactive course you will discover the major skills needed by all first line managers. Those skills sets are: Clarity in communication; goal achievement; prioritisation and planning; handling conflict and performance issues; self-management, (self-control, self-confidence and self-discipline) and the leadership of others.
If you think that the best way to make rapid progress is to learn new skills, methods and techniques, then you will really enjoy this course.

How many people are doing the training?
Numbers of staff to be trained: TBC

When will the training take place?
TBC

Where is the training location?
In-house or an Open Course

What is the basic premise of the course?
Please read the following pages
All effective line-manager need to develop the following six abilities:

1. A sense of clear purpose
The ability to create a clear and distinct goal, and commit to it for long enough to attain it.
As opposed to; flitting from one thing to another, driven by circumstances and chance events.

2. Excellent communication skills; accurate language
The ability to accurately explain your information and ideas to others, in such a way that they will understand you, agree with you and will act in accordance with your ideas; As opposed to suffering an excessive number of miscommunications, misunderstandings and avoidable upsets.

3. Rational, logical planning skills
The ability to analyse the facts and formulate detailed, written plans of action that will achieve the goal in the most efficient manner possible. The ability to organise and prioritise tasks, and do the right things in the right order; Time management.
As opposed to; procrastinating, failing to prepare and plan-ahead, or doing things in a random order.

4. Rational conflict
The ability to guide and harmonise the various personalities in the team, so that they are more able to synchronize their actions and be more likely to reinforce and complement each other; As opposed to a disharmonious atmosphere; office character clashes, internal squabbles and people conspiring against each other.
In addition; the ability to handle difficult conversations and performance issues.

5. Inspire and motivate yourself (personal management)
The ability to maintain a positive mental state of optimism and realistic self-confidence, especially during the tough times. As opposed to, losing heart after a defeat or series of setbacks or criticisms.

6. Inspire and motivate other people (leadership qualities)
The ability to inspire the positive emotions of self-belief, desire and self-confidence in all the other members of the team, especially during difficult times. As opposed to; allowing excessive negativity, pessimism or fear to take hold of the team and weaken its spirit.

A manager is one who has these abilities developed to a high degree.
The six themes are developed as follows:
First Line Managers Course Content

First Line Managers Training - Day One Morning
The role of the first line manager.
The role of the manager is to get the best performance from the rest of the team. You can do that by developing your own abilities.

The first line manager role requires you are able to do six things well
1. Provide a clear goal; a sense of direction.
2. Explain yourself accurately
3. Develop plans and prioritise tasks
4. Handle disagreement and conflict
5. Inspire yourself
6. Inspire others

Provide a clear goal; a sense of direction
1. Vision statement - the big picture.
2. SMART targets: Specific, Measurable, Achievable, Realistic, and give a Time deadline.
3. Develop your own proper standards.

Notes regarding the correct use of humour

Communication skills
Communication is essential: communication needs to be clear, specific, convincing and motivational.
1. First line manager the use of accurate language.
2. How to speak and write more clearly.
3. Use Affirmative language.
4. Questioning skills

How to tell the difference between an optimist, critic and a cynic
• An optimist thinks everything will work.
• A cynic thinks nothing will work.
• A critical thinker knows things will work, BUT only if they are done correctly!
First line managers often shy away from giving criticism. Or they sometime make their criticism sound like a telling-off. You need your criticism to sound more like GUIDENCE.

**How to make your criticism sound more like guidance**

1. Use reason to resolve conflict not anger, upset, or avoidance.
2. When in conflict do not attack the character of the person. Comment on the specific behaviour, not the character.
3. When in conflict use objective factual language, not highly emotional language.
4. Tell them precisely what is wrong.
5. Give them a way out of the conflict situation.
6. Distinguish reasons from excuses and have a different policy for each.
7. If they offer reasons, then compromise and give concessions.
8. If they offer excuses, then don't compromise and don't give concessions.
9. Learn to distinguish between a reason and an excuse.
10. Know when to negotiate and when not to.
11. The proper use of body language
12. The proper use of voice tones.
13. Keep the conversation about the future, not too much about the past.
15. Praise and appreciation.

**Practical exercises for the delegates to learn skills**

**Summary, Action plan**
First Line Managers Training - Day Two Morning
Time management is the art of making the best possible progress in the minimum amount of time by means of proper prioritisation, planning, preparation and delegation.

Time management by assessing the Deadline and the Value of the task. How do you evaluate your priorities now?

**There are four types of activity:**
1. Crisis zone - emergency
2. Productive zone - preparation and planning
3. Busy zone - occupied but not productive
4. Fruitless zone - waste of time

**Are you Busy or productive?**
Do you ever have busy but non-productive days?
Identify the three main time wasters
1. Others
2. Yourself
3. Poor systems
Delegation
1. Good reasons to delegate.
2. Bad reasons to delegate.
3. How to delegate.
4. Why people who should delegate don’t.

Prioritisation - By means of decision matrix
Prioritisation by value?
Prioritisation by deadline?
Answer the question: What is the most valuable use of your time right now?

Problem, cause, solution mind maps.
You need to know what is causing your problems and then find the solution.

Handle interruptions by means of the 80/20 principle
1. 80% of the value from 20% of the causes.
2. 80% of the value of the interruption is in 20% or less what they say.
3. The Pareto question.
First Line Managers Training - Day Two Afternoon

Create and sustain a positive team atmosphere
How the team attitude affects their performance and therefore the results.
- Positive attitude tends to create positive results, over time.
- Negative attitude tends to create negative results, over time.

What can the first line manager do to instil a positive atmosphere in the team?
Positive atmosphere means, optimism, confidence, enthusiasm and goal focus.

What the first line manager must do to avoid creating a negative atmosphere in the team.
Negative atmosphere means: fear, worry, anger, resentment.

How to run the team according to the five part “success formula”
1. Know your outcome.
2. Formulate your best plan in writing
3. Take decisive action.
4. Gather and evaluate feedback. Both positive and negative.
5. Make progress by continually adapting and evolving.
Recognise the success formula is a continual process.

**Failure formula is the opposite of the success formula**
1. Indecision or unclear targets.
2. No written plan.
3. Procrastination - putting things off until they are a crisis
4. Become too disheartened in the face of setbacks.
5. Stand still. Do the same thing this year as you did last year.

Positive and negative Feedback
The role of feedback in success.
Forms of feedback.
Practical exercises for the delegates to learn skills

**Final summary and action plans**
The training is designed to comply exactly with your requirements:

Your organisation shall provide a fully equipped classroom for the entire duration of the training course.

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – Yes

The expected number of your organisation’s participants per course is to be confirmed. - Yes

Corporate Coach Training shall make its own travel and accommodation arrangements. - Yes

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - Yes

The proposed course structure shall clearly outline what topics would be covered on each day. - Yes
The method of training is as follows:

The training is to be:
• Delivered in an enthusiastic and interesting way that will involve all the delegates.
• Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
• Highly practical, structured and organized.

The training method follows this general pattern:
1. The trainer, gives a clear explanation of the point in question.
2. Then the trainer will demonstrate the principle and gives specific examples.
3. Then, the delegates practice by doing an exercise with each other.
4. The delegates practice by doing exercise with the trainer.
5. All points are supported with full written notes to take away.
6. Delegates are asked to write down an associated action, for each point made.
7. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).
What are the costs / investments?
There are two options:

1. Open Course
2. In-house Course

1. Open Course
Two-day course: £875 +VAT per delegate.
Available throughout the UK, please see dates and locations here.

2. In-house course
Daily rate is £1,950 + VAT for up to 20 delegates.
Plus £80 for each additional delegate over 20.
Plus, hotel accommodation for trainer if needed (Premier Inn type: not the Hilton!)

The training days are inclusive of:
• Full days training
• Full course notes
• Written action plan to take away
• Access to our post course portal
• Plus three months FREE telephone coaching to answer any on-going questions

We suggest the following plan of action:
You please send to me:
1. Any amendments or changes you wish to make to the programme.
2. Your thoughts
3. The plan of action

Thank you

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A word from our previous delegates...
The course was very informative, with lots of thought provoking questions to think on after. The trainer’s presentation was well produced and slick NO excess content.

Delegate: B Pain-Tolin
Company: BTCV

The course was very, very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer’s was very focused, kept the course moving, related well to the group. Created non-threatening environment.

Delegate: M Ridout
Company: Sparsholt College Hampshire

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

Delegate: K Rhodes
Company: RAF Wittering

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

Delegate: N Yemm
Company: Hulley & Kirkwood Consulting Engineers

The course content was great, really visual. The trainer’s presentation had lots of great detail and stories to illustrate each point.

Delegate: M Painter
Company: Lloyds Banking Group

I really enjoyed the breadth of what was covered today. The trainer’s presentation was very good and clear.

Delegate: S Windridge
Company: Prudential UK

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer’s presentation was excellent, very clear and concise. Interesting and charismatic.

Delegate: E Inegbu
Company: Prudential UK
Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer’s presentation was upbeat, positive and inspiring.

Delegate: M Judson
Company: JSP Ltd

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

Delegate: J Gibson
Company: Fuji Film

The course content was very detailed and interesting. The trainer’s presentation was good, with time for re-caps and questions.

Delegate: R Graham
Company: RAF Wittering

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

Delegate: S Chou
Company: JSPMLtd

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

Delegate: J Noble
Company: The Sittingbourne Community College

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