



# Corporate Coach Group

Training that transforms



## Training Plan

Five Day Leadership and Management 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 leadership and management methods that we need to employ, if we are to achieve our stated goals.

### **What is the reason for the training?**

The reason for the training is that the majority of our leaders and managers and staff are trained as *technical specialists*: i.e. they are employed predominantly on the strength of their technical competence and background.

On the technical level, our leaders and managers are very good.

But in their role, as an *inspirational leader -manager*, there are some definite gaps. We need all our people to be thinking about how they can develop their personal management and leadership skills.

As a result of the predicted changes that are likely to occur in the future, there is currently a need to provide some good in-house leadership and management training, so that we will be better equipped to achieve our stated aims for 2016 and beyond.

### **How many people are doing the training?**

TBC

### **When will the training take place?**

TBC

### **Where is the training location?**

TBC

### **What is the basic premise of the course?**

Please read the following page:



## **All effective leader-managers 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; when difficulties and setbacks appear, dropping the first goal and starting new, second goal, then later dropping the second goal to start the third.

### **2. Excellent communication skills; accurate language**

The ability to accurately explain your 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.

As opposed to being constantly uncertain and always feeling that you are "reacting to events; reacting to the current crisis".

### **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 leader-manager is one who has these abilities developed to a high degree.**

The six themes are developed as follows:

## Leadership and Management Training

### Day One - How can you get the best performance from yourself and others?

#### Forms of power

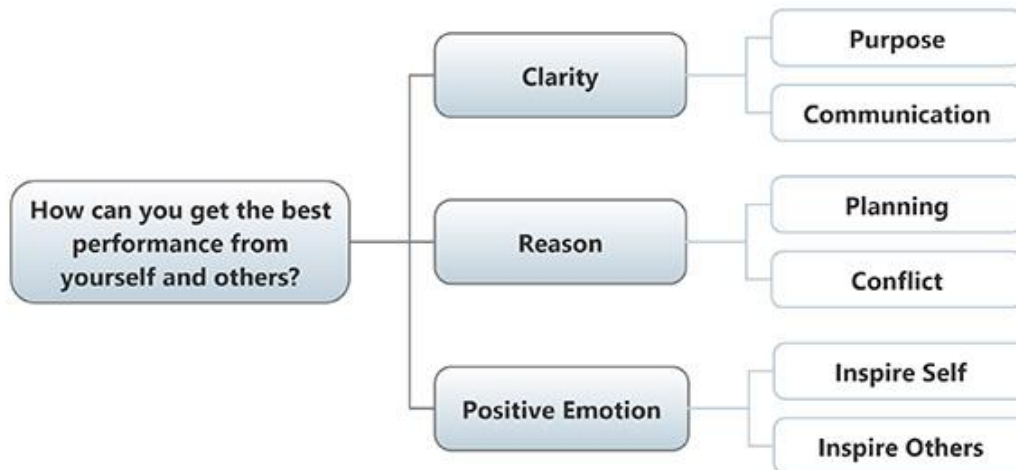
You should use your "power" over others properly. Make "Reason" the source of your power:

- Success comes from the application of definite principles.
- We call these principles "the primary virtues".

#### Primary virtues

Six key attributes for 'leader-managers' to develop

1. Clarity of purpose: Clear purpose, goals and standards.
2. Clarity of communication Verbal clarity with no ambiguity.
3. Planning ahead: working intelligently to avoid future problems.
4. Conflict resolution: conflicts resolved properly and quickly.
5. The ability to inspire self: How to create and sustain a positive, strong and confidence attitude.
6. The ability to inspire others: How to inspire a positive atmosphere.



#### Positive attitude and how it affects tangible results

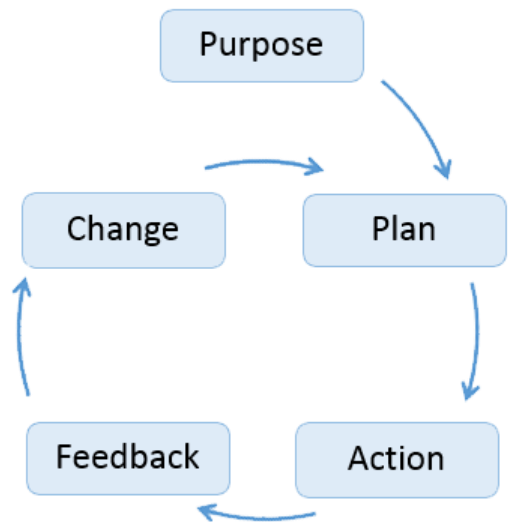
1. Positive mental attitude. How it works
2. Positive mental attitude techniques
3. Manage your own mind. (Do not allow your thoughts or language to become destructive)
4. The language of a leader

### The EDISON success formula

All successful action can be described by the following five words:

1. Purpose
2. Plan
3. Action
4. Feedback
5. Change

1. The Purpose: is the goal
2. The Plan: is what you are going to do about the goal
3. The Action: is the implementation of the plan
4. The Feedback: is the results of the actions you take
5. The Change: is the adjustment in the plans and actions, based on the feedback results you are getting



### Failure formula

1. Indecision or unclear targets
2. No written plan - wing it
3. Procrastination – put it off
4. Become disheartened in the face of set-backs and disappointments
5. Stand still. Do the same thing this year as you did last year

### The value of 'Critical Feedback'

Forms of feedback - constructive and destructive

### Turning negative people into positive

1. Four steps to an emotion
2. Beware asking 'killer questions'
3. Instead; ask intelligent 'problem solving questions'

### Summary and Action plans

## **Day Two - Clear Communication**

In business clear communication is an absolute requirement. Ambiguous or overemotional communication will cost you too much. Communication as a transfer of information and emotion.

### **The Master Communication**

1. Examples and the attributes of master communicators.
2. Two video examples
3. Two examples to learn from

### **Communications model**

How to vary your communication style

### **Practical tips**

1. State the affirmative: Say what you want, not only what you do not want.
2. Clear definitions: How to be certain of meaning, and avoid ambiguity.
3. Structure your message; Don't ramble. Be more organised.
4. Language of a leader The Full Monty speech. For the purpose of understanding leadership principles: we will make an analysis of Field Marshal Montgomery's speech.

### **Body language notes**

Notes on posture, touch, gestures, eye contact, expression, orientation, congruency

### **Presenting yourself at meetings**

1. Chairing a meeting
2. Taking good notes
3. Handling the delegates
4. Voice quality
  - Pitch, rate, volume, emphasis
  - The written word
  - Advantages and disadvantages of the written word over the spoken word

### **Summary and Action Plans**

### **Day Three - Managing Conflict**

Conflict is inevitable. So, managers had better learn to deal with conflict according to the proper principles. If intellectual conflict degenerates into emotional conflict, everyone loses. This course gives three ways to sort things out properly.

#### **Four ways to approach conflict situations**

1. By using the principles of "Reason"- YES
2. By getting angry and frustrated- no
3. By getting upset and tearful- no
4. By ignoring the situation and just hoping that it goes away -no

#### **Method One - The quick method**

1. "Nip it in the bud" technique
2. Use objective language
3. Protect their self-image
4. Give them a way out
5. Distinguish reasons from excuses
6. Ten practice scenarios

#### **Method Two - Discovery Method**

Looking for the underlying cause of behaviour

#### **Five categories to take into account when looking for reasons:**

1. Communication breakdown
2. Factual reasons
3. Skill/ability reasons
4. Emotional reasons
5. Home life reasons

Example exercise

#### **Method Three - Implication questions**

Use "Long term consequence - Implication questions" to stimulate a change behaviour.

- Set the scene
- Pain consequence questions
- Pleasure questions
- Ask for commitment

#### **Notes on handling your own emotions**

1. Monitor your 'self-talk'
2. Watch your own body language
3. Be aware of your voice tone

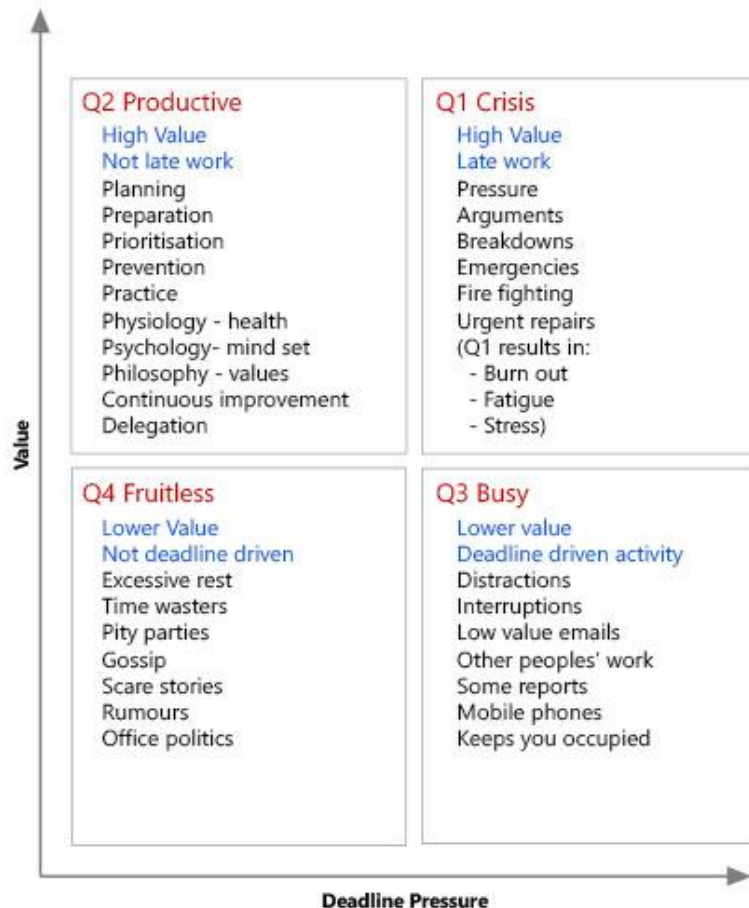
#### **Summary and Action Plans**

**Day Four - Time management, planning ahead, prioritisation, delegation**

**Time management training**

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

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



**Four types of activity**

- Q1 - Crisis Zone
- Q2 - Productive Zone
- Q3 - Busy Zone
- Q4 - Fruitless Zone

**Distinguish between being 'Busy' and being 'Productive'**

Your most hated enemy: The busy but non-productive day (ever had one?)

**Time Management Goal**

To maximise your time in Q2 productive time, by managing your Q3 busy work, and minimize your time on Q4 fruitless tasks.



### **How to win: Handle the big three time wasters**

1. Other people - who waste your time
2. Your own bad habits - where you waste your own time
3. Poor or non-existent management systems - that waste everyone's time!

### **Win through delegation**

How to delegate

Why people who should delegate, don't

### **Win through better prioritisation**

Manage your priorities by means of a decision matrix

Answer the question: What is the most valuable use of my time right now?

### **Decision matrix**

1. Which one/what kind decisions
2. Yes/no decisions - should we/should we not?
3. What order decisions?

### **Manage interruptions by means of the 80/20 principle**

1. The Pareto time management principle states that 80% of the value comes from 20% of the causes
2. 80% of the value of the interruption will be in 20% or less of what they say
3. Manage the interruption using the "Pareto question"

### **The law of diminishing returns**

More is not better

### **Mental mapping**

To find problem, list the causes, identify the solution

### **Time management tips**

Fifty-one-line pieces of time management advice in the form of a questionnaire

Example: Do you tidy up as you go, or do you leave a trail of destruction?

### **Summary and Action Plans**

## **Day Five - Joint team working and problem solving**

### **How to use the groups' combined brain power to solve problems?**

1. Mapping the problems
2. Identifying the cause and interrupting them
3. Identifying the implications of a problem and creating countermeasures
4. Identifying any unexpected up side to the problem
5. Creating definite plans of action

### **Compromise**

Compromise is the mutual giving of concessions to arrive at the middle ground.

Compromise can also be a betrayal of your standards. This session covers "When you should compromise and when you should not".

### **Team work**

You cannot achieve goals of great magnitude on your own. Because no single mind has sufficient knowledge.

No single individual has sufficient brains, motivation, energy, time, talent or education. To achieve anything really significant, you will need the talents, experience, enthusiasm and natural ability of other, additional minds.

### **Team roles**

What are the eight team roles?

Is your profile static or changeable?

Application of team roles

### **Summary of the day**

### **Mapping out the whole course**

Review of key action points



**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 organisations 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?**

**In-house course**

Daily rate is £1,850 + VAT for up to 20 delegates.

Plus £80 for each additional delegate over 20.

B&B for trainer the night before the training (*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

**Plus free telephone coaching!**

To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

**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 content was stimulating. The trainer's presentation was very effective. Chris delivered difficult concepts with insight and humour.

Delegate: C Jolly  
Company: Greencore

The course content was very comprehensive and covered relevant points. The trainer's presentation was interactive, informative and challenging.

Delegate: W Graham  
Company: Ikea

The course I found very interesting, using models that I was not familiar with, different thought processes. The presentation was very professional, informative and interesting.

Delegate: J Dickinson  
Company: Riomay

The course content was very useful, exactly what I was looking for. Encouraged thought and methods to take back to the work place. The trainer's presentation was very clear, Chris not only delivers the training but stands behind his methods and believes in the content.

Delegate: T Stuchfiled  
Company: Primecare UK

The course content was excellent, thought provoking and inspiring. The presentation was clear, concise, professional and relative.

Delegate: J Walker  
Company: Telus

The course content was very good, informative and positive. No "Dull Moments". The trainer's presentation was good – Well presented.

Delegate: S Bent  
Company: B+V Water Treatment

The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer's presentation was Excellent. Thoroughly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

Delegate: K Hogarty-Hingsto  
Company: Hartpur College

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 trainign programmes please [follow this link](#)