Training Plan
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 knowledge and skills that we need to employ, if we are to achieve our stated goals.

Leadership and Management Course Summary

On this leadership and management training course, you will learn the leadership skills you need; goal setting, effective communication, motivation, time management and much more. This short course will give you all the skills you need to be more effective, without having to enrol in a business school to study for a technical management qualification.

Attend this two-day leadership course, where you will learn the most modern and effective leadership management skills. This excellent two-day course will give you a proven, step-by-step guide to success.

Learning Outcomes for the Leadership and Management Course

- A State-of-the-art Leadership and Management training course
- Leadership skills that will inspire others to give you their best performance
- Communicate your message with greater clarity and confidence
- Time management skills training. Prioritisation, preparation and delegation
- Handle difficult people, resolve conflicts, more quickly and with less fuss
- Inspire yourself - more self-confidence and motivation
- Develop an inspirational leadership style - more motivation, optimism and confidence

Customer Review

“I found the Wrong Box / Right Box tool and the delegation part of the course really interesting. It’s given me a great base for my new managers role. Chris (the trainer) is amazing. He is really enthusiastic and engaging and I have enjoyed his training. Thanks Chris!!

Rebecca Hunt
Diagnostic Healthcare Ltd
Leadership and Management Training Course Overview

The objective of this course is to give you the essential knowledge you need to become a super effective leader manager. This Leadership and Management Training Course is about developing a set of specific attitudes, behaviours and skills which, when applied, allow you to perform perfectly.

To get the best performance from yourself and others, we develop six major skills sets of leadership management:

1. Set and achieve specific goals
2. Communicate with clarity, confidence and persuasiveness
3. Properly plan, prioritise and delegate your work
4. Performance management, conflict management
5. Motivate and inspire yourself, so that you always feel strong and confident
6. Motivate and inspire other people and create a productive work atmosphere

1. A sense of clear purpose

The ability to create a clear and distinct goal, and commit to it long enough for it to be attained. As opposed to, when difficulties and setbacks appear, dropping the first goal and starting a new goal, then later dropping that one, to start another goal.

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 or 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 synchronise their actions and be more likely to reinforce and complement each other. As opposed to a disharmonious atmosphere with 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.

Customer Review

“This was an excellent course. Real life-changing, approach-changing tools provided. Definitely a must for any managers/leaders who want to achieve great results. The trainer’s presentation was also excellent.

Imran Ali
Ashmans Solicitors
Leadership and Management Training Course Details

Day 1 - Morning

What is leadership and management?

The purpose of leadership and management is to inspire the best performance from others, in order to achieve your goals and objectives.

To get the best from others, you must first get the best from yourself.

Leadership and management training is primarily about developing your personal skills, so that you can inspire others to give you their best.

Develop your leadership management style

The most important thing is to have a clear vision for the future, and a clear goal focus.

If we agree that success means, “the achievement of your goals”, then goal focus is the most important quality of the successful leader manager.

How to set goals, using the eight-part SMART goal-setting formula

Most people know the SMART target model, but most don’t use it because it is too abstract.

We need to make SMART more usable. Eight-part SMART makes goal-setting a learnable set of eight questions.
Exercise: Develop your skills by doing a real life, practical, goal setting example.

**Asking the right questions**

Leaders do not only issue orders, they also develop the habit of gathering specific information by asking the right questions. We can use the SMART model as a formula for asking the right questions.

**Leadership Styles: Decide how you want to be perceived**

Every day, you leave impressions in the minds of others. What impression do you want to leave in their mind? How do you want others in your organisation to perceive you? What qualities do you want to be known for? Do you want to be motivating and inspiring and have a great leadership style?

Exercise: Develop your skills by doing a practical example of “Impression management”.

**The proper use of humour**

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

How can humour work to add value to yourself and the rest of the team?
Have you seen the misuse of humour cause problems (particularly in a team leadership situation)?
What is the correct use of humour?
What is the misuse of humour?

Exercise: Develop your leadership skills by doing practical examples.
How to communicate with greater clarity

Leader-managers must NOT give any ambiguous or vague instructions. They should have a clear, rational leadership style.

Leader-managers must know how to communicate their message with clarity and accuracy. There must be no misunderstanding of the meaning of the message.

How to create definitions of all your key terms, using the C.G.4.D method.

Exercise: Develop your communication skills by doing practical examples.

Affirmative or negative language

- Affirmative language is talking about what you CAN and WILL do
- Negative language is talking about what you CANNOT or WON'T do
- Non-leaders spend too much time talking about what they won’t do
- Leaders spend most their time talking about what they will do
- Exercise: Develop your skills in transforming the conversation from the negative to the affirmative

Learn the Language of a Leader.

Positive v negative suggestions

We influence each other by the way we speak. Unfortunately, we sometimes accidentally give negative suggestions in the form of negative commands. For example: DON’T PANIC! is a suggestion to PANIC.

Stop giving negative suggestions and be much more conscious of the way you word your message, suggesting only positive images to the mind. Talk about what you want, not what you don’t want.

Ensure that the last thing you say to them is WHAT YOU DO WANT.

Exercise: Develop your leadership communication skills by practical examples.
Day 1 - Afternoon

Handle conflict reasonably NOT emotionally

When in conflict situations, many people get too emotional. How can you limit the damage that negative emotions can have on the conversation. Don’t emotionalise the conflict; instead rationalise it. We will show you how.

![Diagram of conflict resolution process]

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.

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.

Proper use of body language and voice tones

It is not only what you say that counts, but also HOW you say it.

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

We will practice these skills.

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 on Day 1, examine which were the most important for you, together with where and how you can apply them in your workplace.
Day 2 - Morning

How to manage your time as a leader?

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 valuable 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: 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

1. Self: Your own bad habits steal your time
2. Others: Other people who steal your time
3. 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?

Effective Delegation

How to delegate tasks. Use the same formula we used to set goals.
Review of goal-setting notes. 8 Part SMART.

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.
Five Types of decision matrix

1. Priority decision matrix 1: Prioritise by value
2. Priority decision matrix 2: Prioritise by logical sequence
3. Yes or No decision: Should I or Should I not?
4. If yes, then which one, what kind?
5. One problem – three causes – six solutions mapping

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. Your task is to quickly discover the 20% of their message which contains 100% of the value.

You need to work out a formula of words that works for you.

How to use the Pareto 80-20 rule in conversations

How are you going to get the maximum benefit from any interruption, in the minimum amount of time, without causing offence?

How can I improve my management of emails?

Emails can be a distraction. How to minimise the problem - we will discuss how you can get the best from emails.
Day 2 - Afternoon

Emotional Management in a Leadership Role

People are affected strongly by how they feel. In order to get the best from people you must know how to manage emotions. We will show you how to master your own emotions first, and then how to manage other people’s emotions. You cannot positively affect others until you can positively affect yourself. So, we start with how you can affect your own mental and emotional states. Some people call this skill mindfulness.

Manage how you feel, then you can improve your productivity

Self-fulfilling prophecy

The self-fulfilling prophecy shows how your thoughts, beliefs, actions and results relate to each other. Whatever you believe will affect your results, because you are empowered or dis-empowered by your belief systems. We will discuss the ways in which what you believe affects your personal reality. And we will show you how you can change your personal reality.

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

You don’t want to leave them unchanged. You don’t want to leave them feeling worse. Everything you say should be geared to making people feel better. We show you 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 their negative conversations, into something far more positive. We call this “conversation control”. It is a skill you 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.

The five-part success formula

Success is not an event. It is a process. It contains five major steps. Purpose, plan, action, feedback, CHANGE. We will discuss how people react to change.
How to transform failure into feedback

Everyone has to deal with disappointments and setbacks. Your 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

Your life revolves around your use of language. If you talk to people in ways that are inspiring, supportive, optimistic and motivational, then you 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.

Final summary and close

How you can put these ideas to work.

Customer Review

"The course content was great, very in-depth and made simple to understand. Trainer was very helpful and clear on his presentations, very informative.

Vicky Hayes
Domino’s Pizza"
Training Costs / Investment

Bespoke In-House or Live-Online Course

£1,950 +VAT per training day
(International Price Varies)

In-House training has been designed to provide a similar experience to our open courses, however we can tailor the content to fit your specific needs.

We are able to train in your timezone.

All our training includes:

- Two full days of quality training, delivered by an experienced trainer
- CPD - endorsed training course: Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- Full-colour course handbook, with written action plan (electronic or paper copy available)
- 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

We suggest the following plan of action:

Please send to us:

1. Any amendments or changes you wish to make to the programme.
2. Your thoughts.
3. The next step you would like us to take.

Thank you.

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Customer Reviews

“Great variety of topics and modules covered. Manuals very helpful and easy to follow. Trainer presentation was very good.

Danielle Dutton
Shaws (Huddersfield) Ltd

“Very constructive and thorough. Broke down many aspects of human and office culture. This training course makes you think and approach situations differently. The presentation was very clear and helpful. Great use of personal examples and experiences to help relate to topics in the course. Breaks down each topic very well and a good listener as well as giving back advice.

Michael Dowling
Mackevision

“Hugely valuable, I have gained insights and tools to equip myself to hopefully aid in becoming a better leader. I feel I need to read more course content soon to imbed my understanding. Trainer presentation was brilliant! Kept us going. Hugely knowledgeable and entertaining. Fantastic presentation. Inspirational!

Carrie Lomax
Bristol Centre for Reproductive Medicine

“The course content was very informative and related to many of the problems associated with leading a team of people. This has helped me reflect on my practice and identify how I can develop further. The trainer’s presentation was very lively and kept me focused on the topics being discussed. A whole day of training - on a Saturday - I didn’t even get bored.

Stefanie Rigby
Sittingbourne community college