Corporate
Coach Group

Training that transforms

Training Plan

Management Development Training

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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.

Management Development Course Summary

This two-day management development training course is designed specifically to help managers become more successful. On this course you will learn the key management skills and how to put them into practice.

The management skills include: Setting and achieving goals, clear communication, better planning, prioritisation, delegation, how to handle difficult people, self-confidence and how to inspire others.

After this course, managers will be delighted with their new levels of confidence and the ability to get the best from themselves and others.

Learning Outcomes for the Management Development Course

- Learn the six habits of highly effective managers
- Set specific, ambitious and worthwhile goals
- Clearly communicate your message
- Better time management: prioritise, plan, prepare and delegate
- How to manage conflict situations and personality clashes
- How to manage your emotions: become more self-confident
- Inspirational leadership: help others to feel more positive

Customer Review

> “ Very informative and helpful. I found the guidance on effective communication (CG4D), conflict (Wrong box, right box) and Feedback (Conversation control, Success formula) Very beneficial. Section on time management also give me practical ideas to better manage my time (Decision matrix etc.). The presenter was clear, engaging and patient, and delivered the content in a very timely manner

Craig Nowell
The Binding Site

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Management Development Training Course Overview

We present this course over two consecutive days, and cover six main themes: goal setting, communication, time management, conflict management, self-motivation and inspiring others.

In the morning of day one, you tell us what areas of performance you most want to improve, because it is important you set a definite goal for your self-development. Then we start the programme and cover goal setting and clear communication.

During the afternoon, you will learn the principle of rational conflict management and how to manage it professionally, not emotionally.

Day two morning: We explore time management techniques, such as planning and the prevention of error. You will learn how to prioritise and delegate correctly and vital decision-making skills.

Day two afternoon: We discuss emotions and the importance of having a positive mental attitude. You will learn how to eliminate worry and replace it with confidence. You will discover how to inspire confidence in yourself and others.

We teach you the principle of continuous improvement and how to make continuous progress.

Customer Review

> “ The course content was very detailed, informative and useful for everyday life and working life. Practical solutions to problems, how to organise and use time wisely and also role play for conflict management. This course doesn’t just inform you on why you should do these things to be a better manager but also how which is so important. I really liked that it was all based on a positive mind set, encouragement and ‘How to get the best from yourselves and others. I think everyone regardless of their role could learn something from this course.
>
> *Daniella Steenbergen*
> *The Salon at Maxy Farm*

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Management Development Training Course Details

Day 1 - Morning

What is management?

Management is a set of six key skills that allow you to get the best performance from yourself and others. These skills are: goal setting, clear communication, time management (managers are responsible for planning, prioritisation, prevention and delegating), conflict management (performance management), positive mental attitude and inspiring the team.

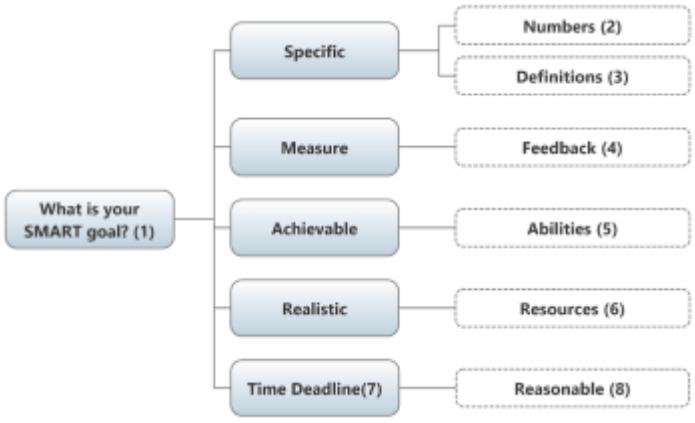
Develop your management style

The principles of management are universal, but your style is personal. We will ask you, “How do you want to be perceived by others?” and we will discuss how you can develop your own unique style as you deliver on the key fundamental skills.

How managers can set and achieve goals

Your team exists to achieve goals, so the skills of goal setting, planning and communication are high on our list.

You can set goals by means of our goal setting formula, eight-part SMART. We will give you access to our online tools that will help you to communicate your goals to everyone who needs to know.



How to ask the right questions

We will show you how to elaborate the goal setting formula into a series of eight questions, that allow you to clarify the details of the goal.

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How managers should use Humour

It is good to have a decent sense of humour. But humour is not a universal good. We will look at the correct and the incorrect ways to use humour. And we will look at how “the Smiling Assassin” can cause trouble in your team.

How to clearly communicate your message

Managers must make themselves clearly understood, with no ambiguity and no confusion. Easier said than done. We will show you how to find the words to express your exact meaning, both verbally and written.

Positive vs. negative instructions

Many managers make the common mistake of talking in negation. They talk for too long about what they *don't* want, but it remains unclear what they *do* want. We will help you to eliminate this common error, by showing you how to express your instructions and requests, in positive terms.

How to handle cynics

In your team you may have some cynical people, who can put a damper on every idea for improvement or change. We will show you how to manage this situation and transform your negative cynics, into problem solvers.

The power of suggestion

As human beings we are all susceptible to the power of suggestion. Many managers accidentally give negative suggestions, and unwittingly demotivate their team. We will show you how to avoid this common error and instead, purposefully inspire your team.

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Day 1 - Afternoon

How to manage conflict

Conflict is inevitable and you must know how to resolve it quickly. There are four ways you can try, but only one of them works. The four ways are: reason, anger, upset and evasion.

We advocate that you do not get angry, upset nor evade. Instead, use the power of reason to resolve conflict.

When in conflict, let the other "save face"

Never attack a person's character, comment only on their behaviour. We will show you how to word your message so that you use behavioural statements, not character assassination statements.

In conflict, use non emotional language

When in conflict it is important to take the heat out of the situation. You do that by using objective language. We will show you the difference between emotionally charged, subjective language and non-emotional, objective language. We will show you how to use rational, logical, objective language.

Conflict management practice sessions

You will have the opportunity to practice your new skills, by scripting how you would handle five common conflicts that you may experience at work.

Managers need to separate reasons from excuses

There is a big difference between a 'reason' and an 'excuse' for not doing something. We will ask you to determine the difference. We then explore why you should give concessions only to those who offer you reasons, and never to excuse givers.

Don't argue about the past

We discuss why you should never argue about the past, if necessary, only argue about the future!

We will show you how to short circuit many arguments, by directing the conversation onto the future.

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When to stand firm and when to compromise

Part of managing conflict is knowing when you should give ground and find a compromise, and when to stand firm and hold the line. We show you how to get this element of your conflict management skills right.

Body language and voice tones

It is not just what you say that is important, you must look and sound right too. Pointing fingers, shouting and the wrong kind of eye contact can cause unpleasantness. We will help you get your nonverbal communication right. We will show you how to be assertive, not aggressive.

Praise and appreciation

We all need to feel appreciated. Sadly, some managers forget to give thanks and appreciation for good work. They think that money is enough motivation. We discuss the use of social motivators, such as appreciation, thanks and praise. They are free to give, but costly if you do not.

We will finish the day's training on the importance of positive social motivators, and how you can use them to inspire the team.

Summary and action planning

At the end of the day you will explore how you will you put the principles learned, into practice.

Day 2 - Morning

How should managers manage time?

Managers need to manage tasks, people and time. In order to do that, they need to prioritise.

You prioritise on the basis of two key criteria; value and deadline.
These two qualities allow you to draw a grid that breaks the problem into four sets:

Time management is about doing the right task in the right order. Many people make the mistake of doing the busy work (Q3), before they do productive work (Q2). As a result, they suffer; 'busy but non-productive days'.

Managers should be less busy but more productive

As a manager you should *not* be busy, but more productive. That means, get out of the Q3 busy zone, and get into the Q2 productive zone.

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Q2 Productive work

We will emphasise the Q2 productive work list: prioritisation, planning, preparation, prevention, the longer you are in the Q2 productive work, the fewer Q1 crises you suffer.

Prevention is better than cure.
Planning is better than winging it.
Proactive is better than reactive.

Managing time wasters

Even though you want to be in high value, productive work, events will conspire to drag you into low value, busy work. We will look at these time wasters and we will draw up plans against them.

Your own time management habits

Sometimes, it is our own bad habits that are the problem. We will do a self-analysis and mark-out where we might improve our own time management habits. We will identify the weakness and replace it with strength.

How and why managers should delegate

Delegation is the art of entrusting a task to another. A manager should not try to do everything for everyone. The manager is responsible for getting things done. That means giving the right task to the right person, at the right time, in the right way.

We will show you how.

Managers need to Prioritise

Prioritisation is the art of putting tasks into order of value and logical sequence. You must prioritise, since you have a limited time to do an unlimited amount of work. We will show you our unique prioritisation method, which you can download onto your phone.

Managers need to make right decisions

You are paid for your ability to make the right decision. There are five types of decisions you need to master. We will discuss each one.

1. Yes / no?
2. Which one / what kind?
3. Priority order
4. Problem cause solution
5. Problem implication countermeasure

Managing interruptions

You are presumably peppered with interruptions during your working day. You need to successfully manage interruptions so that you are getting the maximum value, in the minimum time.

80/20 rule: The Pareto Principle

The 80/20 rules states that, in any complex system, most of the value is to be found in the minority of the tasks. Which means, things are not equal. There is always a small number of tasks, that outweigh all the others. You need to know how to identify the high value 20% that will account for 80% or more of the value. We will show you how to do this.

Practical action planning

We discuss how you will apply all this information and how you can put these ideas into practice.

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Day 2 - Afternoon

Managing emotions

Emotions strongly affect people. So, if you want to manage people, you need to know how to manage emotions. You will learn how to reduce negative emotions (such as anxiety and worry) and replace them with positive emotions (such as optimism and confidence).

This may be the most important lesson you will ever learn, on any course.

What is the cause of all emotions?

Your emotions are caused by a combination of the facts and your beliefs about their meaning. If you cannot change the facts, you can always change what they mean. Managers must become masters of meaning.

How thoughts affect the result

Thoughts affect your feelings, which affect your actions, which affect the result. Managers must be constantly aware that the words they use, should create and sustain a positive attitude, in every member of the team.

How to reduce fear and replace it with confidence

Your role as a manager includes becoming a source of emotional strength to the others, and not being a source of anxiety, worry, anger or fear. We will show you the art of leadership.

Conversation control

You will learn how to take control of counter-productive, pessimistic conversations and redirect them onto a more fruitful path.

Learn and apply the success formula

Success is not a single event. Nor is it a matter of luck. Success has causes, and the causes are easily understood and applied. The cause of success is a five-part success formula: purpose, plan action, feedback change.

Change management

Managers must successfully manage change. Change is inevitable, but the average person resists change. We will teach you how to manage change on a strategic level, but also, how to manage change on an emotional level.

Feedback: the breakfast of champions

Feedback is a key concept on this course. Feedback is part of the success formula. Feedback comes in many forms: positive, negative, constructive, destructive, encouraging or crushing. You will learn how to give constructive feedback in ways that will encourage others to keep moving forward.

Summary of Emotional management/ continuous improvement/ leadership

In this session you will have learned how to manage your own emotions; to eliminate anxiety and stress and replace it with optimism and confidence. You also learned how to pass on this optimism and influence others towards the positive.

You decide how you plan to apply these powerful techniques. Then share with us what you intend to do with your newly acquired knowledge.

Customer Review

> “ Technology is fantastic, it is like being in the room with them. Great for learning as it is interactive, they are standing in front of the screen they are writing on which I found so helpful. They aren’t just reading it out to you, they write and go through everything with you. I found the technology they use is the next best thing to real life face to face teaching. Marco and Chris writing on the tablet which comes up on the main screen I found helpful as it made the course more personal and detailed with their own pictures and clearly laid out tables or graphs etc.
>
> *Daniella Steenbergen*
> *The Salon at Maxy Farm*

Training Costs / Investment

Bespoke In-House or Live-Online Course

£2,450 + VAT per training day, (8 – 16 delegates)
Plus, travel and hotel accommodation for trainer if needed (Premier Inn type)
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
- Total of 12 CPD training hours (usually 9am - 4.30pm), plus an additional 2-3 via post-course online independent learning
- 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

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

> Really interesting and beneficial, both in terms of delving into self-perceptions, and adaptations you can make, as well as how you can positively impact on others. The trainers were knowledgeable, and they used great examples which helped to contextualise and cement what you had learnt.

Rachel Howey
Wirral Council

> Great course packed with practical applications that I will definitely be using in both my work and personal life. Food for thought! Very well prepared and engaging. I like the use of real-life examples to highlight types of behaviour both in myself and others. As this meant Alison was giving context to the points. Simple and easy to digest.

Ellie Pickering
UKY Hacker Young LLP

> The training course was intense but manageable. Covered the subject incorporating additional elements that made the understanding of the subject matter easier to apply to workplace or home. The trainer's presentation was excellent, clear, smoothly moved into next subject. Overall an excellent course delivered in a way that I can use both in my workplace or home.

Carole Bullock
Sentinel Housing Association

> The course was very interesting and useful. First management training I've ever received and feel that there were a number of useful techniques and models I will be able to use. The trainer's presentation was good, clear and concise. The pace was right, never dragged or felt rushed.

Katie Sharp
The Bind Site Group Ltd