



# Corporate Coach Group

Training that transforms



## Training Plan

## People Management Skills 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.

### People Management Skills Course Summary

For your organisation to be successful, your managers need to be able to get the best performance from their teams. This requires training in a special set of people management skills.

On this two-day course your managers will learn how to set and communicate clear goals; prioritise and delegate tasks; manage conflict and performance; motivate and inspire the team to willingly give their best performance.

### Learning Outcomes for the People Management Skills Course

- Learn the essential people management skills
- Set specific goals for a better future
- Master the skills of clear communication
- Learn the best way to handle poor performance and other conflict situations
- Maximise productivity with proper planning, delegation and time management skills
- Transform any team negativity with a positive mental attitude
- Get the best performance from every member of the team

### Customer Review

“ This training course really helped me structure my thoughts and realise how to implement basic strategies into my work, for the better of my team and me. Also, it has helped me not just with work, but about how to balance my general mindset and how to keep positive. The trainer was really good at keeping everyone engaged and interested, whilst teaching us valuable life tips.

*Jessica Pickford  
Crown Gas and Power*

## People Management Skills Training Course Overview

This two-day training course consists of four connected half-day modules.

Day one, morning: We set out the nine major people management skills, and we ask you to honestly assess yourself to discover where you are strong, where you are NOT so strong and what you most want to gain from this course. We will cover: goal setting, clear and convincing communication, how to explain complex ideas, impression management, positive and negative forms of motivation. We also examine the correct and incorrect use of humour. We finish on the issue of using positive suggestion and motivation.

Day one, afternoon: We focus on how to handle conflict, difficult people and poor performance. We know that conflict is inevitable, and how you manage conflict is crucial. Many managers mishandle conflict, either by coming on too strong, or not being strong enough! You will learn exactly what to say to get the balance right.

Day two, morning: All managers have to be masters of time management. We train you in the art of prioritisation, delegation and problem solving. You will learn to avoid the chaos that some people live in and replace it with logical order and an increased degree of control over events.

Day two, afternoon: Emotional intelligence. How people feel emotionally, profoundly affects their performance. Negative feelings create negative results, whilst positive emotions produce positive results. Therefore, each manager must become an expert at handling emotions, first their own and secondarily, other peoples'. You will learn the art of emotional management, self-control, conversation control, reframing, feedback and inspirational leadership.

You will really enjoy and benefit from this material.

### Customer Review

“ Course content was much wider than I had envisioned. Interesting and applicable to a wide audience. Excellent summary, with a very comprehensive list to refer to. The trainer's presentation was excellent, very organised, friendly and professional.

*Tony Vann  
G E Aviation*

## People Management Skills Training Course Details

Day 1 - Morning

### What are the main people management skills?

We introduce the course by presenting the six most important people management skills:

1. Clarity of purpose; clearly defining the goal
2. Clear communication: how to understand others and be clearly understood by them
3. Planning and Prioritisation, how to organise priorities and become more efficient
4. Conflict management; how to quickly resolve conflict situations
5. Self-confidence and emotional management
6. How to inspire positive emotions in others. Leadership

### What are your Personal learning objectives?

We ask you to assess yourself and to decide your main learning objectives.

This course is designed to help in four ways: by eliminating basic management errors; improving your strengths; positively affecting you and your performance, and to improve the performance of the rest of your organisation via the impact you will have on them, after the course.

### Making the right impression (Impression management)

Everything you do and say makes an impression in the minds of others. Every action will either add to your reputation, FAIL to add, or detract from your reputation.

We ask you to take this point seriously because we want to inspire you to do only those things that add value to yourself and others. We should never “fail to add” and we should never “detract”. We must only “add value”. We call this process, impression management. What impression do you want to leave in the minds of others?

### Goal setting (Clarity of purpose)

Everyone is employed to achieve goals. Therefore, the art of goal setting is important. You will learn a unique 8 part goal setting formula. We will give you access to our unique online tools, that will help you set and achieve goals for yourself and others.

### Clear, specific communication

Most people are too loose with their language. Loose language introduces error, ambiguity and confusion. You will learn how to minimise error by using tight, specific, quantitative language.

### How to define your exact meaning

Many people have trouble finding the words they need to express their exact meaning. They say to themselves, "I know what I mean, but I can't explain it".

*You need to explain it.*

So, we will show you a fantastic three step method that will allow you to explain anything.

### Who in your team are the optimists, critical thinkers and cynics?

Optimist, critical thinker, or cynic? We will discuss the three types and how each one adds value to the team, (or not). You will learn how to limit the damage caused by too much negativity in the team, as well as how to maximise optimism and critical thinking skills, and how to minimise cynicism.

### The power of positive thinking

How positive statements are more beneficial than negative statements. How people respond to suggestions, both positive and negative.

### Always finish on a positive note

We will discuss how to use positive suggestion and therefore how to get more of what you really want.

Ensure that the last thing they hear from you, as they leave, is what you DO want.

### Summary of notes on clear purpose and clear communication

In this session you will have learned a lot of new skills, goal setting, definitions, impression management, quantitative language, critic vs. cynic, the power of suggestions etc.

You will review your notes and we discuss how you will use this information in your own workplace.

## Day 1 - Afternoon

### Occasional conflict is inevitable

Not everyone does what they should do, so managers must be skilled in handling conflict and poor performance issues. The way to properly manage conflict is by the use of reason. We show you how to minimise the negative emotions, and to use instead a rational approach.

### Comment on Behaviour - don't attack their character

By attacking a person's character, you will trigger an equal and opposite emotional reaction, which will make a bad situation, worse. Restrict yourself to making comments on their behaviour, NOT on their character. We will show you exactly how to do this.

### When in conflict get the facts not opinions

We are interested in facts, not opinions. There are an infinite number of opinions that surround a single set of facts. You will learn how to separate the facts from the opinions.

### Distinguish between reasons and excuses

We need to give concessions only to those giving genuine reasons, never to excuse-givers. You will learn how to distinguish the difference between a reason and an excuse.

### Be aware of body language and voice tones

Sometimes *how* you say something is more important than *what* you say. We will look at how to properly use body language and voice tones, avoiding some common mistakes, such as pointing.

### Use social motivators. Appreciation and praise

People go to work for more than just money. Work gives them a host of social motivators, such as team spirit, identity, belonging, appreciation and praise. We will discuss how important it is to give appreciation and praise to everyone who deserves it.

### Put these skills into practice

This is your opportunity to get actively involved by doing some practice role plays with the trainer. Alternatively, you can learn by watching others do the role play examples. There is no pressure to perform.

### Summary and action planning

We discuss which of the new skills you have learned today, you have found the most valuable and how to plan to implement them.

## Day 2 - Morning

### To plan or NOT to plan, that is the question

Some people say, “What’s the point of planning, when my plans are overtaken by events”. The point of planning is to reduce the amount of time you are at the mercy of events, and to increase the amount of time you are driving the events.

Failure requires NO plan. Success requires a plan.

### Overcome procrastination

Some people have a plan, but they don’t follow it. Instead, they procrastinate. We will discuss the painful consequences of procrastination.

### Prioritise by value and deadline pressure

You cannot do everything at once, so you must prioritise by reference to value and time. That creates four types of activity: 1 Crisis, 2 Productive, 3 Busy-work, 4 Fruitless activity.

Each task should be categorised and done in the correct order.

We introduce you to our Prioritisation App.

### Avoid too much busy-work

Many people get caught up in too much busy work, and spend less time in productive work. Consequently, they have busy but non-productive days.

### Highly productive P-List

Focus on activities that are highly productive and all begin with the letter P: Planning, prevention, problems solving, prioritisation, personal initiative, protocols etc.

### Identify the time wasters

Here, you will get into the nitty gritty of time management.

Time wasters come from three areas: yourself, other people, and inefficient systems.

We will identify the time wasters and show you how to defeat them.

## Delegate the right task to the right person

Delegation is the art of entrusting the right task to the right person. You will learn why it is necessary for you to delegate, and NOT try to do it all yourself.

## How to delegate

We will give you an exact method that will allow you to delegate. You will be given an online resource with which you can correctly communicate and record delegated tasks.

## How to handle interruption

Most people are continually interrupted and thus they don't get enough done. We will show you how to minimise the disruption caused by interruptions.

## Problems solving and decision making

You need to quickly solve problems and make decisions. You will gain these skills by learning how to analyse problems into their component parts, think about the parts one at a time, then put the parts back together to give the solution. You will learn how to do this more quickly and accurately.

## Pareto 80/20

The Pareto principle that says that; NOT all things are equal. 20% of the content contains 80% of the value. In order to get the most value, in the least time, you need to master the 80/20 rule. We will teach you how.

## Summary and action planning

We discuss what have you found the most beneficial and interesting in this session, and how you will implement this knowledge.



## Day 2 - Afternoon

### Emotions affect the result

How you feel emotionally, at any given moment, changes your performance. Negative emotions can ruin your performance, whilst positive emotions tend to improve performance. If you want to induce people to give you their best performance, then you must know how to influence how they feel. This is emotional management and is the theme of this afternoon's session.

### Create and sustain positive attitude, even during difficult times

Anyone can feel positive when things are going well. But you need to be able to maintain a positive attitude, even when things aren't going so well. In order to keep a positive attitude at all times, you need to take control of your mind and direct your thoughts, so you create a self-sustaining inner confidence. We will show you exactly how to do this!

### Reduce fear and replace it with confidence and optimism

During tough times, many people become fearful and anxious. You need to know how to switch off excessive fear, worry and anger, redirecting that energy towards more fruitful emotions, such as confidence and optimism. We will teach you how you can eliminate excessive worry.

### Your words affect other people's motivation

Once you know how to master your own emotions, you have the key to helping others. We will use the same tools we used to help ourselves, to help others. We do this by mastering the use of words. Words have power. You can use words to scare people or encourage them. We will teach you the art of conversation control.

### How to inspire others

You will learn the language of leadership, and how to use it to refocus the emotions of others and direct it towards feelings of positive progression, and determination to succeed. We call this section: The Success Formula; purpose, plan, action, feedback, change.

### How to use failure to make things better

We teach you to reframe the word failure, into negative feedback. Negative feedback is information telling you that your current actions are not working. By analysing that negative result and extracting from it valuable information, you can use it to make the next attempt more successful.

This is how people succeed; this is how you can help others succeed.

### Apply continuous improvement to the future

We take the principle of continuous improvement *seriously*. According to this principle, you progress, or you learn. You never surrender to failure. You always come back stronger with an improved plan. This is real leadership and you will learn exactly how to apply the principles of effective leadership in your own life.

### Final summary and action planning

We finish the course by summarising the section on positive mental attitude and leadership. We recap the five main points: Attitude affects results. Thoughts affect feelings. Your words affect how others feel. Continuous improvement: you progress or learn.

We will ask you, which of these will make the most difference to you, and how will you apply the principles, in practice.

The information you have learned on this course has potent power and you will want to use it immediately.

### Customer Review

“ The course content was very clear, explained well and addressed the areas that I hoped it would. Gave time management a structure which will enable me to move into the 'box'. The trainer's presentation was clear, well controlled. Helpful to get us all to be involved and explain ideas to each other.

*Chris Langley  
The Bell Surgery*

## Training Costs / Investment

### Bespoke In-House or Live-Online Course

£2,250 + 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

“ The course content was very informative and professionally delivered. Would definitely recommend and would use again. Thank you. The trainer’s presentation was excellent, clear and concise. Interesting and engaging.

*Ian Cannons  
JMS Consulting Engineers*

“ The course content was very relevant for my work and applicable to my job. Lots of tools to use in my role, especially since a promotion from an operational to more strategic post. Trainer’s presentation was very vibrant and interactive. Could have possibly left more time for discussion, however I understand why we needed to push on. Gezz kept very well to time as a result.

*Ben Griffin  
Forestry Commission*

“ The training course content was superbly structured with excellent notes. Each element was clearly presented and discussed, allowing opportunity to reflect and plan on how to integrate into our professional and personal lives. Gezz was amazing and the best trainer I have ever witnessed. Polite, courteous and understanding throughout, Gezz delivered this course in an interesting and engaging way through the entire sessions 10/10.

*Nick Radley  
Private*

“ The course contained a lot of content with good formulas/diagrams to make it easy to remember. Plenty of examples to help identify with each element. Use of practice and writing notes helped focus the mind and memorise elements. The trainer’s presentation was very interactive and thought-provoking. Good sense of humour to keep all delegates interested. Held delegates attention by asking for delegates own comments. Summarised frequently.

*Jeannette McDonnell  
International Greetings UK Ltd*