

Management/Leadership Courses

LD1	Coaching	A basic introduction to Coaching. The workshop provides everything a Team Leader needs to become an effective coach. Delegates will learn how to develop an individual's competency by recognising and developing their own coaching qualities.
LD2	Giving and Receiving Effective Feedback	An introduction to 'having those difficult conversations' via a structured but simple feedback tool. This workshop is designed to provide delegates with the skills and confidence to both give and receive feedback effectively to and from others in the organisation (e.g. boss, peers, and team members). During the module the delegates are encouraged to practise giving and receiving feedback to/from each other.
LD3	Coaching the 'TGROW' Way	Transforming managers leadership style by developing a performance coaching culture enhancing the tried and tested GROW model to produce a solution focused tool.
LD4	Feedback and Coaching for Success	Explores the process of integrating both feedback and coaching tools to deliver a robust framework of best practice. The workshop encourages the development of a range of approaches to suit the variety of situations and contexts in which coaching and mentoring takes place.
LD5	'Solution Focussed' Coaching	Developing the coaching skills of managers and front-line supervisors to improve performance, results and ensure their staff's on-going development. An opportunity to develop and practice new skills and techniques.
LD6	Effective Leadership	This workshop has been designed to develop the knowledge, skills and behaviours needed for today's leaders to work effectively with their teams, engendering an environment where tasks are achieved through individual commitment and team synergy.
LD7	Leadership Effectiveness	It is becoming increasingly critical for organisations to create an environment that enables a sustainable cultural shift in an ever-changing business and personal environment. In order to fulfil the Company commitment toward continuous improvement, this workshop aims to enable leaders to deal impartially with difficult and differing situations.

LD8	Being an Effective Manager	Supervisors and Team Leaders have to manage people but still work as part of the team. Being a first line supervisor is a challenging role, requiring very good people management skills. This is what this course focuses on. As such it is ideal for recently promoted supervisors/team leaders or for those in the role who have had no formal training.
LD9	From Team Leader to Manager	Making the transition from being 'Team Leader' whilst working within the team to fully managing a team is a difficult step. This workshop explores the core management skills required to make this step. The workshop identifies the skills required to be an effective manager whilst achieving business objectives and covers all the basics such as feedback, coaching and communication skills.
LD10	Foundations of Management	Making the transition from being 'one of the team' to managing the team is a difficult step for anyone. This workshop explores the core management skills for new managers or those on management development. The workshop identifies the skills required to be an effective manager whilst achieving business objectives and covers all the basics such as feedback, coaching and communication skills.
LD11	Foundations of Team Leadership	The way that teams are led will affect motivation and morale. Team Leaders are the key link between management and the workforce playing a vital role of linking planning to doing. This workshop identifies and develops the skills and behaviours required for Team Leaders to gain commitment and respect from their people.
LD12	Executive Leadership	Leaders in the 21 st Century are expected to be multidimensional. In this high powered workshop, leaders are challenged to reverse two centuries of conditioned managerial impulses and make the transition from controlling to allowing, from power over to power with, from managing to facilitating, from enforcing to empathising, from telling to involving and from 'doing to' to 'doing with'.
LD13	Developing a Leadership Pipeline	What are the early signs of a prospective future leader? How do you decide who would benefit most from development opportunities? This workshop offers a better return on investment from your training budget by identifying precisely who will benefit most from development and helps create a strong leadership pipeline which is the internal architect for growing leaders.
LD14	Call Centre Management	Call Centre 'people and performance' management includes recruitment, inductions, appraisals, one-to-ones, coaching, training and development, disciplinary hearings and

team meetings.

LD15	Managing Service Engineers	Effective Leadership Skills for managing Technical Professionals. The content is based on what can be practically used and implemented into the participants daily roles to more effectively lead and manage their team.
LD16	Leading a 21 st Century Call Centre	This dynamic two-day programme provides development in essential leadership and management skills for those in Leadership roles in a busy call centre or customer service environment. The content is based on what can be practically used and implemented into the participants daily roles to more effectively lead and manage their centre. Particular emphasis is placed on the emotional skills of leadership so as to create a more motivated, empowered and enthusiastic team.
LD17	Leadership Assessment/Development Centres	Using qualified assessors, these events establish participants' current behaviours and skills and identify any developmental areas through a series of tailored activities, interviews and presentations using business actors to create 'Reality' situations. Each participant receives formal verbal and written feedback from a specified assessor to help establish personal development plans.
LD18	Management Assessment/Development Centres	Using qualified assessors, these events establish participants' current behaviours and skills and identify any developmental areas through a series of tailored activities, interviews and presentations using business actors to create 'Reality' situations. Each participant receives formal verbal and written feedback from a specified assessor to help establish personal development plans.
LD19	Management Orientation	Inducting new managers at all levels into an organisation that ensures the culture and behaviours are established. This highly interactive workshop uses the best business actors to demonstrate exemplary behaviour.
LD20	Management Development Programme Module 1 – Leading Self	Module 1: The first in a series of 3 modules that looks at how we manage ourselves as leaders. It sets the context for the leadership journey throughout the programme & beyond and the support available. It explores and begins to understand how 'Role Model Leaders' behave and the key skills required. Add to this plenty of personal insights, participants develop an understanding of the Leadership Role in the wider context.
LD21	Management Development	Module 2 of the Management Development Programme focusses on building team and

	Programme Module 2 – Leading Others	company performance through its people. From the Emotionally Intelligent Leader through to performance management, this module provides the skills and behaviours required to lead other and cover areas such as: Relationship Mapping, Coaching Theory, Coaching Practise, Inspiration & Motivation and Sustaining & Growing Organisational Performance.
LD22	Management Development Programme Module 3 – Strategic Leadership	Module 3 of the Management Development Programme starts to explore the Political Context and the wider organisational context. It looks at concepts such as: Horizon Scanning, Maintaining a Strategic Approach, Understanding & Working the Powerbase, Managing Sponsors & Stakeholder and finally Maintaining Performance through Change.
LD23	Leading Change	This course enables individuals to help accelerate the pace of change; to deal with resistors, to develop clear visions and realistic plans. It is full of practical tools and techniques to help delegates understand, manage and implement change successfully.
LD24	Change Management	This workshop focuses on the theories and practises of how change impacts on and is affected by: the individual, the team, the organisation and the change leader.