Leeds Beckett University Business School – Empowering Leaders

Title of Proposed Programme	**Finance for Non-Finance Directors**
Programme Content	• Explanations of the terminology used by finance directors or accountants allowing you to contribute more effectively to board room discussion • Project appraisal skills using discounted cash flow techniques • Exercises throughout the course to put learning into practice • Financial Principles and terminology that is required of all directors in the modern business environment
Course delivery method	*Face to Face Training*
Duration	*3 days plus pre-course reading*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants attending the training will be better equipped to: • Define the roles and responsibilities of the finance function and the finance director • Understand the evaluation and monitoring of the financial health of a business using accepted financial ratios • Learn to understand and compile financial statements in accordance with accounting principles and standards • Distinguish between management accounts and the statutory financial reports of a company • Understand various sources of finance available to a company and their relative advantages and disadvantages
Target group of participants/Who should attend	Directors, Senior Executives or aspiring directors looking to understand more about company finance
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*No*

Title of Proposed Programme	Leadership for Directors
Programme Content	- A practical approach to leading people through strategy implementation in organisations - Exploration of the dilemmas faced by directors including ethics, corporate responsibility and talent management - Assessment of different leadership and decision making techniques, ways of handling resistance to change and how all these could be applied in your organisation - Consideration of how to establish an environment in which ideas can be generated, creativity encouraged and new knowledge exploited - Real-life examples, reference materials and post-course e-learning that reinforces the key learning points
Course delivery method	*Face to Face Training*
Duration	*2 days*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants attending the training will be better equipped to: - Create a culture which engages others constructively in the business in order to achieve the strategic objectives which add value to the company and to its customers - Understand what is actually needed to deliver a successful strategy in terms of decision making, alignment of resources and people development - Develop effective methods of implementing strategies or strategic change as an individual leader and as a member of an executive team - Align performance monitoring with the need to remain innovative as a means of driving continuous improvement and keeping key stakeholders engaged in taking the organisation forward
Target group of participants/Who should attend	Directors and Executives from all sizes of organisations and industry sectors who wish to develop their strategic thinking and put strategy into operational practice
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*No*

Title of Proposed Programme	**Strategy for Directors**
Programme Content	• The role of the board in the development and implementation of strategy • Examination of the issues surrounding strategy and marketing with fellow directors in a risk free environment • Exploration and use of a variety of techniques that assist the strategic process • How your board formulates, implements and monitors its business and marketing strategies • Discussion and assessment of marketing concepts with directors from other organisations before taking them back and applying them in your own organisation • Deeper insight into how the board designs, implements and monitors marketing strategies • The means by which strategic options may be generated and evaluated to arrive at the strategy that will deliver the vision • How to put strategy into action
Course delivery method	*Face to Face Training*
Duration	*3 days*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants attending the training will be better equipped to: • Understand what strategy is and how a board uses it to generate value • Appreciate the strategic importance of a clear purpose • Be equipped with tools to help make an effective situation appraisal and evaluate the relationship between the internal and external environments of the organisation • Develop and understanding of the means by which strategic options may be generated and evaluated to arrive at the strategy that will deliver the vision • Understand the role of the board in implementing strategy and the part played by marketing • Appreciate the importance of operational capability, it's sources and the means by which it can be acquired • Obtain an overview of risk and measurement with respect to strategy implementation
Target group of participants/Who should attend	Directors and Executives from all sizes of organisations and industry sectors who wish to develop their strategic thinking and put strategy into operational practice
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*No*

Title of Proposed Programme	**The Role of the Company Director and The Board**
Programme Content	• An in-depth view of the key duties, roles and legal responsibilities of directors, corporate governance and the role of the board • An appreciate of the crucial differences between management and ownership • Guidance on improving board effectiveness
Course delivery method	*Face to Face Training*
Duration	*2 days*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants attending the training will be better equipped to: • Define the legal status of a company • Understand the essential differences between direction, management and ownership • Analyse the role of the board and identify good practice in the organisation and the running of the board • Understand the roles directors play and key director relationships in different types of company and context • Examine the boards corporate governance role • Define the legal duties and liabilities of individual directors and the board • Understand disclosure of information requirements and other associated requirements and the law relating to directors and employees and other parties
Target group of participants/Who should attend	Directors of SMEs, including owner-managed companies or family businesses, newly appointed directors and those about to become directors
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*No*

Title of Proposed Programme	**Developing Board Performance – IoD Diploma Module**
Programme Content	• Approached to decision making: techniques and tools for use • Creating a climate/culture which promotes and encourages open debate and discussion • Influences and considerations in decision making • Potential impact on stakeholders • Corporate responsibility • Board decision making and the ethical dilemmas and challenges facing the strategic leader • Appropriate evaluation of management of risks associated with decisions • Identification of conflict of interest • Conflicts of personal agendas and collective interests • The board's dynamics and politics: power, influence and conflict on the board • Types of decisions: ongoing, day to day, crisis • Impacts of decisions, allocation of responsibility for implementation, communication with stakeholders
Course delivery method	*Face to Face Training*
Duration	*3 days + pre course reading*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants attending the training will: • Fully understand the influences involved in decision making • Be able to develop strategies so decisions are not made based on personal agendas or collective interests • Will be able to minimise or mitigate power, influence and conflict on the board • Be able to support effect decision making • Develop effective methods of implementing strategies or stakeholders engaged in taking the organisation forward
Target group of participants/Who should attend	Directors and Executives from al sizes of organisations and industry sectors who wish to develop their strategic thinking and put strategy into operational practice
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*No*

Title of Proposed Programme	**The Effective First Line Manager Award**
Programme Content	Topics covered: Understanding Leadership, Understanding Self (including Myers Briggs Type Indicator assessment) and Leading and Motivating Teams. Outcomes: • Gain a range of key management skills to put into practice in your own role. • Build your leadership capabilities to motivate and engage teams and manage relationships confidently. • Developed your leadership and management skills using your understanding of your own knowledge, values and motivations.
Course delivery method	*Any premises*
Duration	*3 days plus 1:1 tutorial*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers, team leaders or Aspiring Managers
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

European Union
European
Social Fund

LEEDS BECKETT UNIVERSITY
LEEDS BUSINESS SCHOOL

Higher Performing Workplaces

Title of Proposed Programme	**The Effective First Line Manager Certificate**
Programme Content	Topics covered: Understanding Leadership, Leading and Motivating Teams, Understanding Self (including Myers Briggs Type Indicator assessment). Flexibility to choose from one of the two options below covering the following units: Managing projects, budgets and risk; Managing change and performance. • Gain a range of key management skills to put into practice in your own role. • Build your leadership capabilities to motivate and engage teams and manage relationships confidently. • Developed your leadership and management skills using your understanding of your own knowledge, values and motivations.
Course delivery method	*Any premises*
Duration	*3 days plus ongoing tutorial support.*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers, team leaders or Aspiring Managers
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**The Effective Middle Manager Award**
Programme Content	Topics covered: Developing and Leading Teams to Achieve Organisational Goals and Objectives, Becoming an Emotionally Intelligent Leader (including EQi self-assessment and evaluation), Leading Innovation and Change and Managing Stress and Conflict in the Organisation. 'Failing organisations are usually over-managed and under-led.' (Warren Bennis) This programme aims to enable you to consolidate positive management practices whilst increasing your personal awareness and impact as an effective leader of people. Our short course will help you make the transition from managing operational outputs to developing leadership skills and achieving more strategic goals. On completion, you will be able to: • Use core management techniques to drive better results; • Develop your ability to lead, motivate and inspire; • Provide strategic leadership skills as well as day-to-day management; • Benchmark managerial skills.
Course delivery method	*Any premises*
Duration	*4 days plus 1:1 tutorial and 1:1 EQI Feedback*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Middle Managers (Managers of managers, team leaders, supervisors)
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**The Effective First Line Manager Certificate**
Programme Content	Topics covered: Developing and Leading Teams to Achieve Organisational Goals and Objectives, Becoming an Emotionally Intelligent Leader (including EQi self-assessment and evaluation), Leading Innovation and Change, Managing Stress and Conflict in the Organisation and Managing Equality and Diversity in Your Own Area. 'Failing organisations are usually over-managed and under-led.' (Warren Bennis) This programme aims to enable you to consolidate positive management practices whilst increasing your personal awareness and impact as an effective leader of people. Our short course will help you make the transition from managing operational outputs to developing leadership skills and achieving more strategic goals. On completion, you will be able to: • Use core management techniques to drive better results; • Develop your ability to lead, motivate and inspire; • Provide strategic leadership skills as well as day-to-day management; • Benchmark managerial skills.
Course delivery method	*Any premises*
Duration	*3 days plus 1:1 tutorial*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Middle Managers (Managers of managers, team leaders, supervisors)
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	ILM Level 3 Award in Effective Coaching
Programme Content	**How to plan and prepare coaching sessions** **The use of diagnostic tools that support workplace coaching** **Recording coaching sessions** **The skills, abilities and characteristic of a workplace coach** **Communications and interpersonal skills** **Summarising reflections and creating a plan**
Course delivery method	*Face to face*
Duration	*4.5 days*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Participants on this programme will: - Understand the role and responsibilities of the workplace coaches - Be able to plan and implement effective coaching interventions to support and develop individual team members - Be able to use a range of tools and techniques to support effective coaching - Be able to review the effectiveness or impact of coaching in the workplace - Be able assess their own skills, behaviours and knowledge as a coach
Target group of participants/Who should attend	For workplace coaches who want to develop or formalise their knowledge and skills as an effective coach. This programme is also suitable for those who are new to coaching
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**ILM Level 5 Certificate in Effective Coaching and Mentoring**
Programme Content	**Identification and development of skills principles and practices of effective management coaching and mentoring** **The role and contribution of coaching in the workplace** **How to effectively undertake management coaching in the workplace** **How to plan, deliver and review coaching practice** **Personal skills, qualities and competences of a coach and mentor**
Course delivery method	*Face to face*
Duration	*5 training days plus assessment support*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	**Those that participate in the programme will:** - Understand the role and responsibilities of the workplace coach and mentor - Be able to plan and implement effective coaching interventions to support and develop individual team members - Be able to use a range of tools and techniques to support effective coaching and mentoring - Assess the effectiveness or impact of coaching and mentoring in the workplace - Be able assess their own skills, behaviours and knowledge as a coach and mentor - Be able to establish a plan of action to enhance own knowledge, skills and competencies
Target group of participants/Who should attend	Managers with significant responsibility for coaching and mentoring as part of their day to day role. It will also support those who are planning to move into a development role or start a career as a freelance business coach and mentor
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understanding Recruitment and Selection**
Programme Content	• Organisational recruitment policies and procedures • How to prepare job descriptions and person specifications • Range of methods of advertising vacancies (internal and external) • Use of job descriptions and person specifications to shortlist applicants • Selection interviewing techniques • Alternative methods for selecting the most suitable applicant
Course delivery method	*Face to Face Training*
Duration	*1-day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Managers attending the training will be better equipped to: • Identify the organisation's policies and procedures that could guide them in recruitment and selection • Conduct a job analysis and prepare a job description and person specification for an identified post • Prepare for selection interviews to ensure impartiality and optimum decision making in selecting the most suitable applicant • Utilise alternative methods for selecting the most suitable applicant
Target group of participants/Who should attend	Line managers, supervisors and team leaders who are involved in the recruitment and selection process.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Presenting with Impact**
Programme Content	• Ways to make your presentations more memorable • Mastering the art of non-verbal communication • Strategies to connect with your audience • Establishing credibility to persuade your audience • Projecting a more confident self to your audience
Course delivery method	*Face to Face Training*
Duration	*1-day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Employees attending the training will be better equipped to: • Make their presentations more memorable and impactful • Get across their key messages when speaking to audiences • Engage with audiences when presenting • Project a more confident image to the audience • Establish credibility with the audience • Calm their nerves before an important presentation
Target group of participants/Who should attend	Employees in your organisation who are expected to present to internal or external audiences.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Time Management for Managers**
Programme Content	• Time wasting and procrastination – how to beat them • Dealing with interruptions • Identifying your priorities • Using planning and scheduling techniques • Managing the expectations and priorities of team members • The art of effective delegation • Managing meetings
Course delivery method	*Face to Face Training*
Duration	*1-day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Managers attending the training will be better equipped to: • Plan and prioritise their work more efficiently • Identify their own time management issues and how they arise • Develop practical techniques and strategies for more effective time management • Help team members to manage their time better
Target group of participants/Who should attend	Line managers, supervisors and team leaders who work in a busy environment and have trouble meeting schedules and deadlines.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Developing Yourself and Others**
Programme Content	• Setting personal goals • Building your professional network • Using feedback to improve your work • Identifying the development needs of your team • Developing the talent in your team
Course delivery method	*Face to Face Training*
Duration	*1-day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Managers attending the training will be better equipped to: • Set personal goals that motivate them to continue to improve • Connect with people who can help them advance their career • Ask for the feedback they need to improve their own performance • Anticipate learning and development needs within their team • Keep the team engaged and motivated by investing time in their development
Target group of participants/Who should attend	Line managers, supervisors and team leaders who have a responsibility for the development of individual team members to ensure that they have the skills and knowledge they need to perform well and meet their objectives.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Managing Workplace Wellbeing**
Programme Content	- What is stress - Signs and symptoms of stress - Coping strategies (healthy and unhealthy) - Sustaining wellbeing - Dealing with a stressful situation at work
Course delivery method	*Face to Face Training*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Employees attending the training will be better equipped to: - Recognise when stress becomes a problem - Use strategies and techniques to reduce stress levels - Maintain a good level of health and wellbeing - Handle stressful situations at work
Target group of participants/Who should attend	Employees who would benefit from some support in relation to stress and wellbeing.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Effective Mentoring in the Workplace**
Programme Content	• Benefits of mentoring • Qualities and skills needed • Roles and responsibilities • Introduction to GROW model • Stages in the mentoring process • Potential barriers to effective mentoring
Course delivery method	*Face to Face Training*
Duration	*2 days*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Employees attending the training will be better equipped to: • Be an effective mentor in the workplace • Hold meaningful one-to-one conversations • Plan and organise mentoring activities • Develop a mentoring culture in the organisation
Target group of participants/Who should attend	Employees who are involved in mentoring and wish to develop mentoring skills.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Creating a High Performance Team Culture**
Programme Content	• What makes a high performing team? • Key steps to building high performing teams • Building effective relationships • Embedding high performance into your culture
Course delivery method	*Face to Face Training*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Managers attending the training will be better equipped to: • Create buy in to your organisations vision and goals • Create a high performing team that aligns with the company values and culture • Embed the values into everyday behaviours and standards • Build a culture of trust to drive performance
Target group of participants/Who should attend	Managers who have the responsibility for developing the culture and commitment of their teams.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Handling Difficult Conversations**
Programme Content	• Understand the importance of timely interventions to prevent situations from escalating. • Prepare for and conduct a difficult conversation in the workplace. • Give effective feedback using the AID model. • Understand some of the barriers to communication and how to overcome them. • Have some techniques for dealing with strong emotions in the workplace.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduced turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Performance Management**
Programme Content	• Understand the Manager's roles and responsibilities for performance management. • Examine the skills required to effectively performance manage individuals and teams including delegation and objective setting. • Consider a situational leadership model and the implications for how they manage individuals in their team. • Consider the causes of poor performance and some strategies to deal with individuals who are underperforming.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Managing Remote or Home Workers**
Programme Content	• Understand the benefits and challenges of remote/home working for team members and managers. • Understand their responsibilities for managing remote/home workers. • Have considered any differences between managing remote workers and office/on site workers. • Have increased their skills and confidence at managing remote/home workers with regard to communication; managing performance and building trust and rapport.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Engaging and Motivating Your People / Team**
Programme Content	• Understand what motivates and demotivates staff in the workplace; • Build a motivated team to deliver the business goals and objectives; • Considered ways to develop individuals to reach their potential.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Coaching Skills in the Workplace**
Programme Content	• Understand the benefits of a coaching style to the individual, team and organisation; • Improve the quality of their coaching conversations by adopting a flexible approach to suit the individual; • Use a coaching model to frame coaching conversations with their team members. • Create an environment in the team where everyone can take measured risks and learn through their experiences.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Constructive Feedback**
Programme Content	• Understand the importance of timely feedback in the workplace. • Understand the skills required to give good feedback. • Opportunity to practice two feedback techniques. • Consider the impact of poorly delivered feedback. • Opportunity to prepare a piece of feedback for delivery in the workplace.
Course delivery method	*Any premises* *Online*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understanding Self**
Programme Content	• Learn about yourself, understanding preference and your MBTI profile. • Appreciate important differences between people and understand how different types can work together in a more effective way. • Analyse the impact of preference on the way you lead and manage people, manage projects, how you make decisions, respond to change and respond to conflict.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Higher Performing Workplaces

European Union
European
Social Fund

LEEDS BECKETT UNIVERSITY
LEEDS BUSINESS SCHOOL

Title of Proposed Programme	**Understanding Leadership**
Programme Content	• Consider the differences between leaders and managers. • Describe the factors that will influence your choice of leadership styles or behaviours in the workplace. • Recognise the pros and cons of different leadership styles. • Review your own leadership qualities and potential. • Plan actions to enhance your leadership behaviour back in the workplace.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Conflict Management**
Programme Content	• Identify causes and effects of conflict at work • Describe the stages in the development of conflict • Explain how the Thomas-Kilmann Conflict Mode Instrument *(TKI)* could be applied to *resolve conflict* • Describe how a manager could promote a positive atmosphere in order to minimise the adverse effects of conflict
Course delivery method	*Any premises*
Duration	*½ Day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understanding Delegation**
Programme Content	• Explore what constitutes effective and ineffective delegation. • Consider best practice when delegating tasks in the workplace • Describe the benefits of delegation and empowerment in the workplace
Course delivery method	*Any premises*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understand How to Establish an Effective Team**
Programme Content	• Understand the benefits of working as a team. • Understand how to develop and maintain effective team relationships. • Understand how to build an effective team.
Course delivery method	*Any premises*
Duration	*1 Day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Mental Toughness - Developing Your Resilience**
Programme Content	• Understand what mental toughness is and the benefits; • Assess your own mental toughness; • Understand how mental toughness can be developed; • Plan to improve own mental toughness.
Course delivery method	*Any premises*
Duration	*1 day plus 1 hour feedback per delegate on MTQ48 psychometric results ** **Final cost dependent upon final numbers due to cost of MTQ48 licence and the number of one to one sessions required*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Situational Leadership**
Programme Content	• Understand the role of a leader in the workplace. • Examine the different leadership styles that leaders can use. • Assess own leadership style in the context of your current work situation. • Recognise the pros and cons of different leadership styles. • Plan actions to enhance your leadership behaviour back in the workplace.
Course delivery method	*Any premises*
Duration	*½ day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Leading and Motivating a Team**
Programme Content	• Communicate your organisation's vision and strategy to ensure these strategic messages are being received, understood and acted upon by your team. • Know how to set motivating objectives and also provide effective feedback. • Utilise some well-known motivational theories to motivate and develop the people in your team.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Problem Solving and Decision Making**
Programme Content	• Define a problem, its nature, scope and impact • Generate possible solutions to a problem • Apply decision making techniques • Know how to communicate and implement the decision
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understanding and Developing Relationships in the Workplace**
Programme Content	- Identify the key people you need to build relationships with in the workplace and the importance of knowing what they need and expect from you and the team you work in. - Understand how you can deliver what they need and expect from you in the workplace. - Explain how to check that the needs and/or expectations of others have been met. - Describe ways of dealing with difficult situations where it is not possible to deliver what they need and expect from you, your team or the organisation.
Course delivery method	*Any premises*
Duration	*1 Day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Understanding Innovation and Change**
Programme Content	• Explain the benefits of innovation and change for businesses. • Identify barriers to change and practical ways to overcome these barriers. • Use planning, monitoring and review techniques to manage innovation and change. • Communicate effectively to ensure the successful implementation of innovation and change. • Describe the effects of innovation and change on people and teams.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Developing and Leading Teams**
Programme Content	• Understand the importance of leading teams to achieve the business goals and objectives. • Understand how to be able to develop and lead teams.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Leading Innovation and Change**
Programme Content	• Understand the need for innovation and change management in businesses. • Be able to propose innovative solutions to improve the business' performance. • Be able to lead and manage change in the workplace.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*

Title of Proposed Programme	**Becoming an Emotionally Intelligent Leader**
Programme Content	• Explain the concept of Emotional Intelligence and its importance in the leadership role. • Choose the appropriate leadership style for a range of situations. • Understand their preferred leadership style and the most appropriate style for their workplace situation.
Course delivery method	*Any premises*
Duration	*1 day*
What are the perceived business benefits of the proposed training and what are the outcomes for the business	Management development to improve leadership capacity in the business. Improved employee engagement and reduce turnover. Greater confidence for individuals to manage situations in the workplace. Opportunity to share good practice and learn from others.
Target group of participants/Who should attend	Managers or team leaders.
Is there opportunity for delivery to be flexible dependent upon the needs of individual learner/employer	*Yes*