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Corporate Coach Group

Training that transforms



Training Proposal

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 leadership and management methods that we need to employ, if we are to achieve our stated goals.

What is the reason for the training?

Your delegates may have "evolved" into a leadership-management position because the organisation has grown so much, over recent years.

Now they find themselves leading and managing their team, as well as continuing to work on the provision of the job itself.

Your leader-managers now need to know how to handle people-management issues, time management issues, leadership and morale issues, as well as performance issues.

They need some targeted training that will give them clear guidance and practical methods which will show them exactly how they can get the best performance from themselves and the team.

How many people are doing the training?

Numbers of staff to be trained: TBC

When will the training take place?

TBC

Where is the training location?

In-house or an [Open Course](#)

What is the basic premise of the course?

Please read the following pages

All Effective Leader-Managers Need to Develop the Following Six Skills

1. Clarity of purpose (Goal focus). Goals are the starting point of all achievement. "Success" means "The achievement of a goal". Therefore, clarity of purpose, Goal focus, is the most important quality of the leader manager. It means the ability to set a valuable goal and to stick with it until it is achieved.

The opposite of Goal focus is the "Drifter mentality". The drifter is the person who sets no goals, and who simply reacts to circumstances, as they occur. The drifter mentality is driven by current events, rather than by definite goals.

On this course, we will encourage the development of a goal focused mind-set.

2. Excellent communication skills: Accurate language. The ability to accurately explain your goals, ideas and feelings to others, in such a way that they will understand you, agree with you and will act in accordance with you. As opposed to; suffering an excessive number of miscommunications, misunderstandings and avoidable upsets. Clear communication is a *must-have-skill*.

3. Prioritisation, planning and delegation. Rational, logical planning skills. The ability to analyse facts and formulate detailed, written plans of action that will achieve the goal, in the most efficient manner possible. As opposed to failing to plan and, as a result, having to "*wing it*". *Wing it* means, *making it up as you go along*, with no plan. *Wing-it* is failure formula. Planning, preparation and prioritisation is the success formula. We will discuss the proper way to prioritise, plan, delegate and prepare for the future.

4. Rational conflict. The ability to manage conflict in a professional and objective manner and to nip any performance problems in the bud. Rational conflict managers are able to guide and harmonise the various personalities in the team, so that they are more able to synchronize their actions and be more likely to reinforce and complement each other:

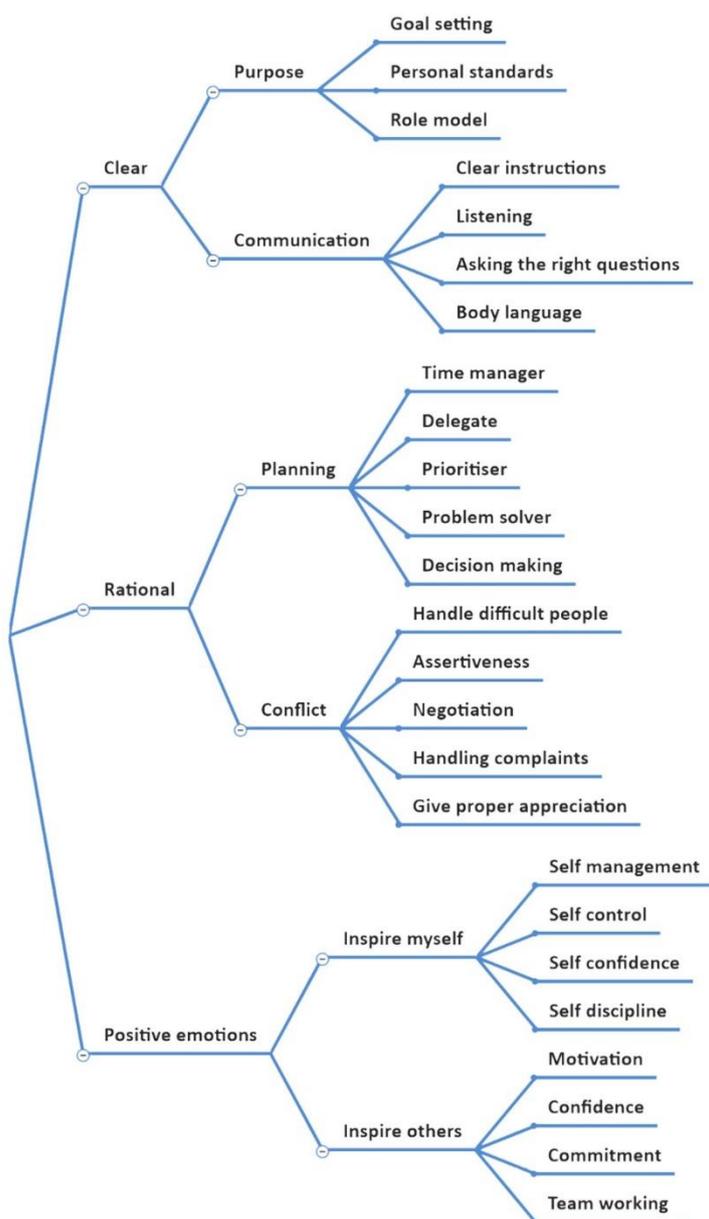
As opposed to a disharmonious atmosphere; office personality clashes, internal squabbles and people conspiring against each other.

In addition; the ability to handle difficult conversations and performance issues.

5. Inspire and motivate yourself (Self-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. Self-management includes: self-confidence, self-motivation, self-control, self-awareness, self-improvement.

6. Inspire and motivate other people (*leadership qualities*). The ability to inspire the positive emotions of self-belief, desire and self-confidence in 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. We will show you how to create a positive work atmosphere, based on what we call *Rational optimism*.

A leader-manager is one who has these abilities developed to a high degree.



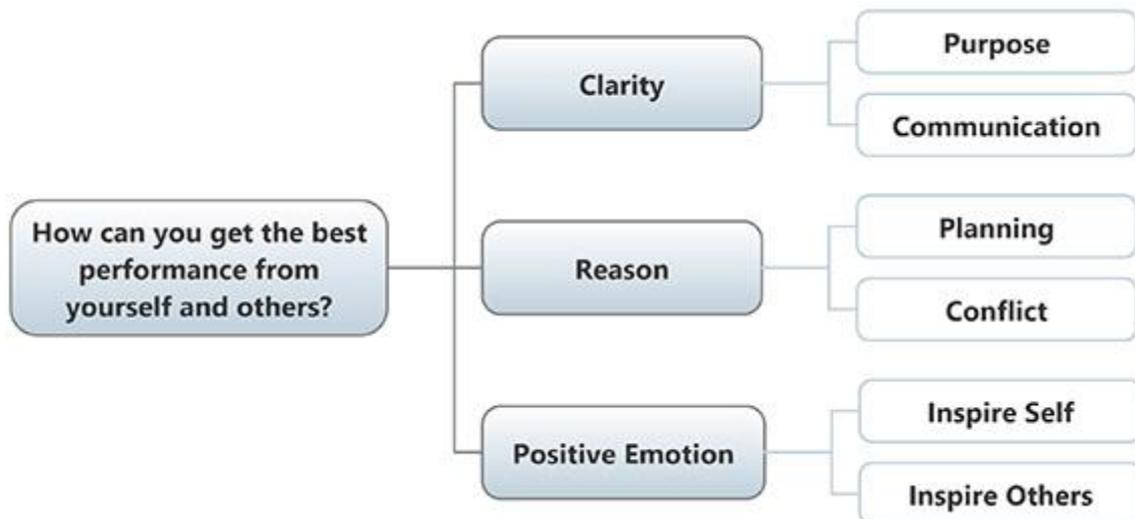
Leadership and Management Training Course Content

Day One AM - Clarity of Purpose, SMART Goals, Communication

Introductions

We are all here to answer this very important question:

How can you get the best performance from yourself and others?



Answer: To get the best performance from yourself and others, we all need to develop these six leadership management abilities: The ability to:

1. Set and achieve specific goals.
2. Communicate with clarity, confidence and persuasiveness.
3. Properly plan, prioritise and delegate your work.
4. Manage difficult conversations, performance issues and conflict situations.
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.

Introduction Exercise:

Score yourself out of 10 for each of the above six abilities.

What are your relative strengths? In which areas, do you still need to improve?

As a result of attending this course, which skills specifically, do you want to improve?

Let us take each of these leadership management abilities in turn:

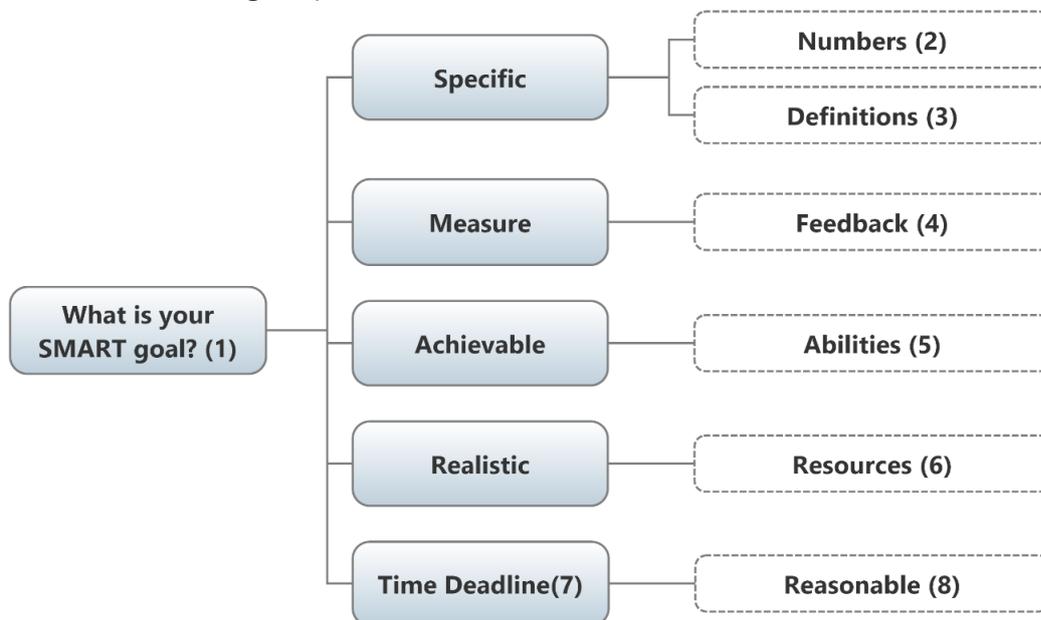
The first quality of leadership and management is to become a “Goal focused individual”.

Having a “Clear Goal Focus” is the one thing that makes the biggest difference. If we agree that Success means, “The achievement of your Goals”, then the quality of GOAL FOCUS is the most important quality of the successful leader manager.

How to set goals. Use the Eight-part SMART goal setting formula

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

We need to make SMART more useable. 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.

Develop the art of asking the right questions:

Ask questions that relate to your goals and how you can achieve them. How to use the eight-part SMART questions as a delegation tool.

Decide how you want to be perceived and then, act accordingly

Every day, you leave impressions in the minds of others. Question: 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?

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

Communication skills: Notes on the proper use of humour.

Humour is a double-edged sword. Humour can work for you and against you.
How can humour work, to add value to yourself and the rest of the team?
How have you seen the MIS-USE of humour cause problems in a team?
What is the correct use of humour?
What do you think is the misuse of humour?

Exercise: Develop your skills by doing practical examples.

An important quality of leadership and management is to become a master communicator.

How to communicate with clarity.
Warning: Leaders-managers must NOT give any ambiguous or vague instructions.
Leaders-managers must know how to communicate their message with clarity and accuracy. There must be no misunderstanding of the meaning of your message.
You will learn how to define your message, so you will always be able to explain exactly what you mean. Leadership requires accurate language.

Exercises: Develop your skills by doing practical examples.

Affirmative language vs Negative language

Affirmative language is talking about what you CAN do and WILL do.
Negative language is talking about what you CANNOT do or WON'T do.

Leaders, spend most their time talking about what they DO want and WILL do.

Exercises: Develop your skills by doing practical examples.
Speak about what you can do, not what you cannot / won't do.

Positive vs negative suggestions.

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

We will learn how to stop giving negative suggestions, and be much more conscious of the way we word our message, to suggest 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.

Exercises: Develop your skills by doing practical examples.



Day One PM – Conflict Management and Performance Management

Conflict Management Training

Because other people don't share your views, occasional conflict is inevitable.
Any conflict can even be beneficial if it is handled correctly.
How you handle conflict is an all-important question.

As a manager, you need to know how to do the following:

- Use reason and logic to resolve conflict; not anger, tears or upset.
- How to nip the conflict "in the bud", before it escalates into something more dangerous.
- Know when to compromise: And when to "hold the line" and NOT compromise.

Proper conflict management requires that you:

1. Always protect their "self-concept". Never criticise their character. If you attack their character, you will make a bad situation worse. Be careful how you verbalise your message. We will learn how to verbalise conflict messages.
2. Be objective and specific, not emotional and opinionated. Learn the difference between objective language and subjective language. When in conflict, use objective language.
3. Tell them precisely what is wrong, in non-emotional terms.
4. Suggest a way out of the conflict situation. Suggest a solution.
5. Distinguish between reasons and excuses for not doing something and have a different policy for each.
6. Know when to negotiate and when not to.

Five common conflict situations for us to practice on.

How would you manage these five real-life situations?

Training by using practical examples.

Role play practice.

Specific tips for constructive conflict management.

Leadership Training Summary

Practical exercises for the delegates to learn skills

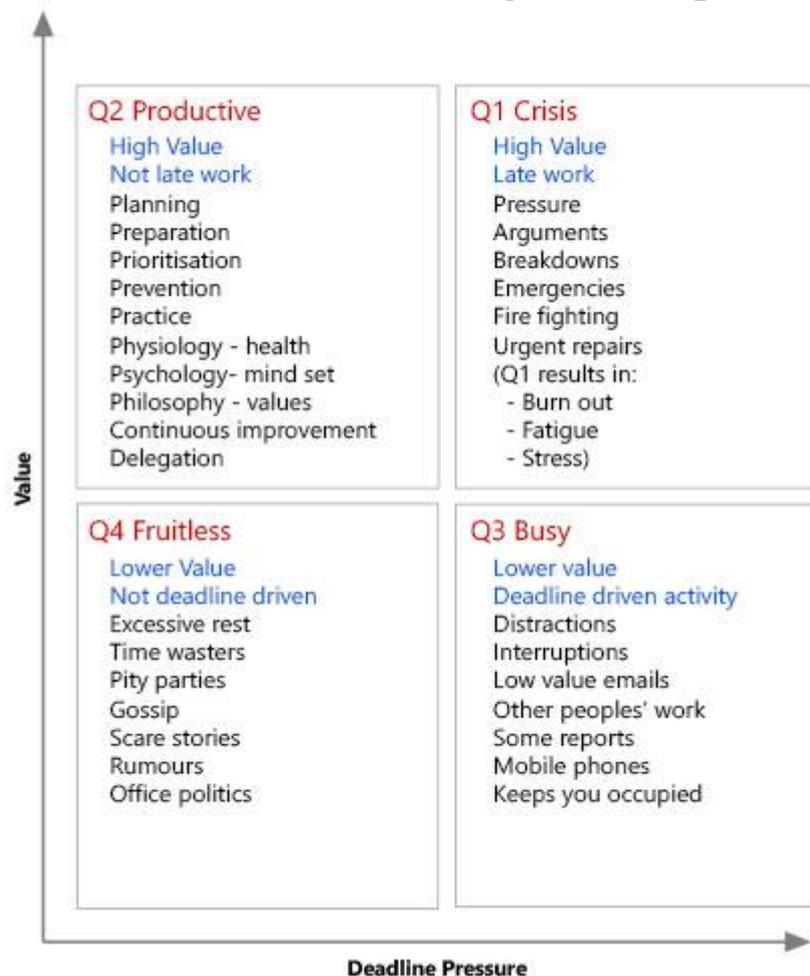
Day Two AM – Time Management, Planning, Prioritising, Delegating

Time management is the art of doing the most valuable things, in the most efficient order.

Time managers do not necessarily do the easiest things first.

Time managers do the most valuable thing first.

What is the most valuable use of your time, right now?



Leadership Time Management Training

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 activity. Gossip
- Distinguish between being "*Busy*" and being "*Productive*"

Question: Do you ever have: Busy but non-productive days?

Three time wasters SOS: Self – Others - Systems

Handling the three time wasters

1. Self. Your own bad habits steal your time.
2. Other people who steal your time.
3. Systems. Inefficient systems within your own organisation.

What can you do to minimise the damage done by your own bad habits, other people's bad habits, and poor systems?

Exercises: Develop your skills by doing practical examples.

Time tips questionnaire.

Questions designed to tease-out exactly how you could improve your time management skills.

You pick four of them and add them to your list.

Delegation - Delegate the right task, to the right people, in the right way.

Delegation is when you entrust a task to another person.

Exercise:

What are the four good reasons to delegate?

What are the three bad reasons to delegate?

Exercises: Develop your skills by doing practical thinking.

How to delegate

How to delegate tasks. Use the same formula we used yesterday to set goals.

Review of goal setting notes. 8 Part SMART.

Why many people who should delegate - sometimes don't.

Four reasons why some people are afraid to delegate.

Exercises: Develop your skills by doing practical examples.

Prioritisation - Impose order on chaos.

Manage your priorities by means of a decision matrix.

Answer the question: What is the most valuable use of my time right now?

Five different types of decision matrix for you to master.

1. Priority decision matrix 1: What is the most valuable use of my time right now?
2. Priority decision matrix 2: What is the most logical sequence?
3. Yes or No decision. (Should I? Or should I not?)
4. If yes, then which one, or what kind?
5. Problem - cause – solution, mapping?

What are the advantages of using a structured approach to decision making?

Manage interruptions by means of the 80/20 principle

1. The Pareto time management principle states that 80% of the value comes from 20% of the effort.
2. 80% of the value of the interruption will be in 20% or less of what they want to say.
3. Manage the interruption using the "Pareto question".

You need to figure out a formula of words that will get 80-100% of the valuable information in only 20% of the time.

How to use 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 to the listener.

Day Two PM – Personal Effectiveness

Positive mental attitude training and how it affects tangible results

Your productivity is dependent on the quality of your actions.

The qualities of your actions are dependent, to a degree, on how you feel.

- If you feel motivated and strong, then you work well and are more productive.
- If you feel demotivated and weak, then you don't work well and not very productive.

If you can manage how you feel, then you can improve your productivity.

If you cannot manage your own feelings, then you won't be able to improve your productivity.

Emotional intelligence.

How to manage your emotions.

How to manage the emotions of others.

We start with you taking control over your own thoughts, mental images and words.

Remember: You feel whatever you think about.

Conversation control.

What you say influences the emotions of both yourself and others. Therefore, you need to develop a high degree of conversation control.

The basic idea is simple:

Positive words and thoughts lead to positive feelings, actions and results.

Negative words lead to negative feelings, actions and results.

Conversation control

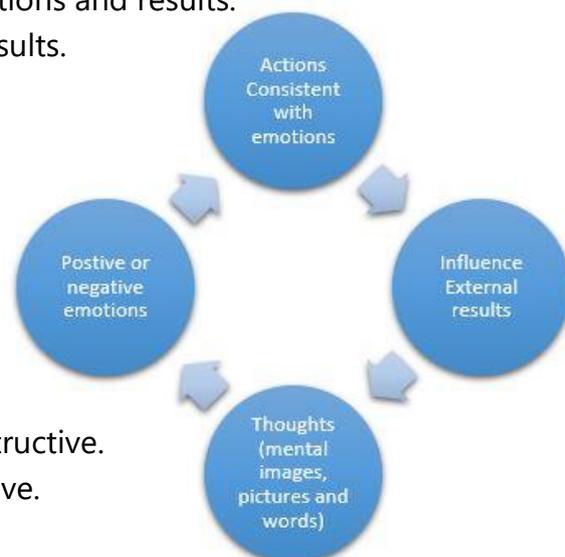
Your feelings affect your results because your feelings affect your actions,

1. Positive mental attitude. How it works.
2. Positive mental attitude techniques.
3. Manage the content of your conversations.

Do not allow your thoughts or language to become destructive.

Specific notes on how to keep the conversation productive.

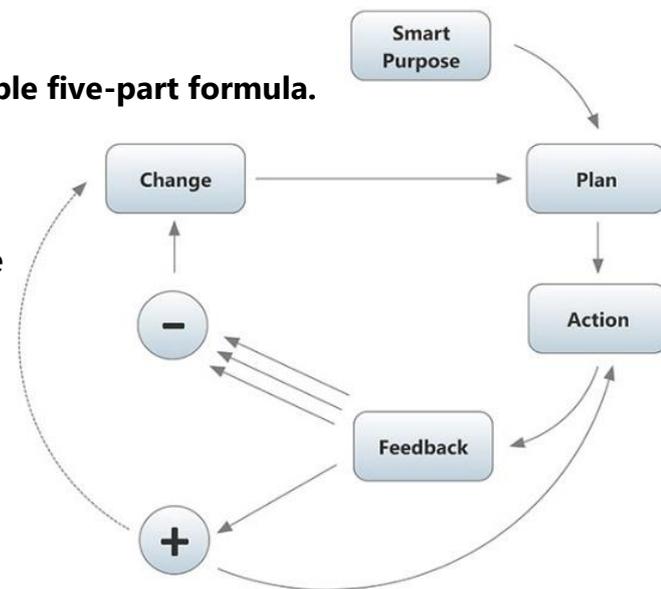
- How to manage your stress, mood and energy levels.
- How to manage the stress, mood and energy levels of the team.



The EDISON success formula

All successful action can be described by a simple five-part formula.

1. Clear goal - Purpose.
2. Formulate your best plan in writing.
3. Take consistent action.
4. Gather and evaluate the feedback. Both positive and negative.
5. Make progress by continually adapting and evolving the plan.



Failure formula

1. Indecision or unclear targets.
2. No written plan - wing it.
3. Procrastination - put it off.
4. Become disheartened in the face of setbacks and disappointments.
5. Stand still. Do the same thing this year, as you did last year.

The value of "Critical Feedback"

1. The role of failure in success.
2. Forms of feedback. Constructive and destructive. How to give constructive feedback. How to STOP giving destructive feedback.

Leadership Training - Final Summary

How will this management training help you to get the best from yourself and others?

Actions / Feedback / Close

Leadership Management Training Objectives Summary

In summary, our management training focuses on the six essential leadership management skills, namely:

1. To set and achieve goals.
2. To communicate clearly.
3. To manage time and prioritise work.
4. To manage conflict and handle difficult people.
5. To create and sustain a positive mental attitude, especially during tough times.
6. To inspire others and create a positive, productive atmosphere.

The Training Method

The training will be:

- Delivered in an enthusiastic and interesting way that will involve all the delegates.
- Whilst being consistent with the plan, the training must be flexible and responsive to the needs of the individual delegate group.
- Highly practical, structured and organized.

The training method follows this general pattern:

1. The trainer gives a clear explanation of the point in question with specific examples.
2. Then, the delegates practice by doing an exercise with each other.
3. The delegates practice by doing exercises with the trainer.
4. All points are supported with full written notes to take away.
5. Delegates are asked to write down an associated action, for each point made. (At the end of the day, we have about twenty such actions, from which the delegates choose six which are the most personally meaningful).

Training Costs / Investment

We offer two options:

1. Open Course
2. In-house Course

1. Open Course

Two-day course: £875 +VAT per delegate.

Available at venues throughout the UK, please see [dates and locations here](#).

2. In-house Course

At a venue provided by you.

Daily rate is £1,950 + VAT for up to 20 delegates.

£80 for each additional delegate over 20.

Plus, hotel accommodation for trainer if necessary. (*Premier Inn type: not the Hilton!*)

Cost of Training Includes:

- 2 days training, usually 09:00 to 16:30 hours
- Full course training manual
- Written action plan to take away
- Access to our post course portal
- Plus, three months' FREE telephone coaching to answer any on-going questions.
You will receive email and telephone support from your trainer after you have attended the course.

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 plan of action.

Thank you

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