



# PERSONAL DEVELOPMENT PROGRAMME



## OPEN TO ALL

This programme, comprising 6 one-day workshops over 5 months, 360 feedback and opportunity for coaching, is designed to develop supervisors and junior managers. The programme is relevant for managers in all fields of work.



## PRACTICAL APPLICATION

The purpose of the development programme is to bring the learning to life in the workplace - with immediate results! The modules are focused on issues that are essential for effective day-to-day work, especially for junior and aspiring managers.



## LEARNING COMMUNITY

We believe that learning together rather than remotely provides the best results. Hearing other people's perspectives, adding your own and being able to apply 'real life' scenarios provides a good basis for development - and is more fun, too!



## RESOURCES

Our engaging and experienced local tutors will provide you with the depth of insight that you need. In addition, this course provides access to a wealth of resources from the Institute of Leadership & Management, including research and access to 35,000 leaders worldwide!



## COURSE OUTLINE

Six one-day training sessions and a half-day review. A 360 feedback model is used prior to and post the programme to aid self-awareness and to give feedback on the individual's development over the period of the course. Each module requires a reflective assignment, orientated to the workplace.

The modules are:

- 1) Assertiveness: Communicate with Clarity.**
- 2) Delegation: Exploring the Supervisory role.**
- 3) Managing Time and Pressure.**
- 4) Staff Development: Continual Growth in the Workplace.**
- 5) Dealing with Conflict.**
- 6) Personal Effectiveness - What have I got and how can I use it?**

Each course member will have the option of an extra coaching session at the end of the programme, which will be charged for separately. This will enable them to focus on any particular areas of concern, or issues that they have, which affect their continuing development.

## COURSE DATES (9AM TO 5PM)

18th July 2017  
21st September 2017  
12th October 2017  
2nd November 2017  
23rd November 2017  
14th December 2017  
30th Jan 2018 (half day evaluation)

## VENUE

The course will be run at Hirzel House at the top of Smith Street (St Peter Port). Hirzel House is an excellent training venue providing a high-quality and comfortable learning environment.

## TRAINING PROVIDER

The Learning Company has provided leadership, management and personal training for Channel Island, UK and overseas clients for over 16 years. Our on-island tutors are accessible, professional and engaging.

## COST

£1,300 per delegate.  
Includes 360 feedback, all course materials, training days, registration with the Institute of Leadership & Management.



The Learning Company is a Recognised Provider for ILM (previously called "Institute of Leadership and Management"). Each learner will be ILM registered, which will give them membership for one year including access to the ILM Learning Zone, up to date research, articles, video and interactive discussion rooms where they can share issues and make contacts.

ILM offer more leadership and management qualifications than any other awarding body. Delegates will be connected to a community of 35,000 leaders via the ILM's Learning Portal. They become better managers by receiving a professional recognition and management support that comes with ILM membership.

## MODULE DETAILS

### Unit 1 : Assertiveness: Communicate with Clarity

By the end of the session participants will:

- Build their confidence in communicating clearly with others;
- Learn about their rights and responsibilities when using assertiveness;
- Identify their current communication and behaviour styles and what adaptations they might make to improve their impact;
- Examine how their behaviour affects others and how being assertive will improve their interpersonal relationships;
- See a number of examples of how assertiveness can be used effectively in the workplace. Practise using assertiveness in a variety of situations.

### Unit 2: Delegation: Exploring the Supervisory Role

By the end of the session participants will:

- Share current and past experiences of supervisory practice so as to identify good practice and any changes required;
- Examine the purposes and principles of supervision and identify a framework for supervisory practice;
- Identify the 4 key functions of supervision so that participants can reflect on their own strengths and areas for improvement;
- Reflect on how participants currently delegate and discuss the 4 key phases of delegation at work;
- Recognise the 3 distinct skill areas in delegation and how to develop those further;
- Identify good and bad things to delegate.

### Unit 3: Managing Time and Pressure.

By the end of the session participants will:

- Set clear and concise goals in order to focus on priorities;
- Learn about Time Thieves – what are the things that take a lot of time for little result? How should we tackle them?
- Learn to use a Master List system, scheduler and contacts list effectively
- Complete a Personal Stress Audit;
- Use mental models and structured thinking to reduce pressure and identify self-perpetuating stress;
- Explore a four-factor framework for action - to help individuals to create and plan changes that could lower their stress levels and redress areas of imbalance;
- Carry out techniques for stress reduction – this session could include the use of guided imagery, breathing.

## MODULE DETAILS

### Unit 4: Staff Development: Continual Growth in the Workplace

By the end of the session participants will:

- Identify different methods for recognising learning needs;
- Recognise the need for knowledge of learning styles and learning preferences in staff development;
- Examine some aspects of adult learning theory to enhance staff development;
- Recognise the importance of completion of the learning cycle to achieve 'real' learning;
- Explore the benefits of coaching staff in the workplace;
- Learn about the nature of an effective coaching relationship;
- Identify the key elements in coaching including the importance of feedback and follow-up;
- Practise giving and receiving feedback in a way that encourages learning.

### Unit 5: Dealing with Conflict.

By the end of the session participants will:

- Examine how conflict affects organisations and the importance of dealing with difficult situations and people in an appropriate manner;
- Identify "Hot" and "Cold" conflict and learn how dealing with these in different ways will get better results;
- Select and use particular communication skills and strategies for conflict resolution;
- Learn to understand their own personal style when dealing with conflict issues;
- Recognise the principles of conflict resolution and how to apply them;
- Practise handling conflict situations;

### Unit 6: Personal Effectiveness - What have I got and how can I use it?

By the end of the session participants will:

- Begin to understand the importance of perceptions on how they think and behave;
- Identify 'enabling' and 'disabling' beliefs and how they affect them every day;
- Examine the positive effects of being proactive and taking control;
- Think about what motivates and drives them in their various roles in life;
- Identify short and long term goals for themselves and their careers;
- Plan to achieve these goals;
- Identify resources they will use to meet these goals;

Contact (HR/Manager):

Company:

Company Address:

Email & telephone details:

Delegate's Name:

Delegate's Job Title:

**The following personal details are required for each delegate for ILM registration:**

First name:

Last name:

Gender:

Date of Birth:

Email address:

**Please sign to confirm your agreement with the following statement:**

I enclose a cheque (or have transferred by BACS) £1,300 to Lifethrive Limited.

**RBSI St Peter Port, Sort Code: 16-20-29 / Account: 56490903 / Lifethrive Ltd / Ref: PDP**

I understand that if the place is cancelled within 3 weeks of the course commencement only 50% of the course fee will be refunded, and if cancellation takes place less than 8 days before the first date no refund will be made. However a company can transfer a place to another individual at any time prior to the start, and only if the 360° feedback has begun will a transfer fee of £150 be charged. In all other circumstances the transfer is free.

Signature of Manager .....

**Please return to:** The Learning Company, Somers House, Rue du Pre, St Peter Port, GY1 1LU or email to [annette.search@tlc.gg](mailto:annette.search@tlc.gg)