

# MANAGEMENT DEVELOPMENT PROGRAMME



**ilm**  
Recognised  
Provider



## OPEN TO ALL

This programme, comprising 6 one-day workshops over 5 months, 360 feedback and 6 assessments, is designed for people in management roles who would like to enhance their skills and optimise their management style. The focus is on "essential skills" and 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 essential management areas including team motivation, dynamics of change, building and conducting a team, getting results and communication.



## 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, each with a written assessment. A 360 feedback model is used prior to and post the programme to measure the delegate's performance. Half-day group review to consider the impact of the course and applications to specific workplaces. Each module requires a reflective assignment, orientated to the workplace.

The modules are:

- 1) Communication: The Foundation of Good Management**
- 2) Motivation: Aim for Gold**
- 3) Teamwork: The Art of Conducting the Workplace Orchestra**
- 4) Change: Dynamics and Drivers**
- 5) Getting Results: Focus on People and Performance.**
- 6) Coaching My Team: Let it Grow!**

Workplace assignments form part of the learning process, ensuring that delegates are able to immediately apply the concepts and discovery to their day to day management practice. Certificates are only awarded to delegates that successfully complete their assignments.

## COURSE DATES (9AM TO 5PM)

19th October 2017  
22nd November 2017  
19th December 2017  
18th January 2018  
13th February 2018  
13th March 2018  
24th April (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 18 years. Our on-island tutors are accessible, professional and engaging.

## COST

£1,650 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 : Communication - The Foundation of Good Management

This workshop is tailored to key strategic and operational business goals and aims to increase people's awareness of the impact of their own, and others', communication styles.

By the end of the session participants will:

- Learn about different behaviour styles and the impact of behaviour styles on group communication;
- Learn how to communicate effectively with all styles by gaining understanding of others and adapting styles appropriately;
- Learn the benefits of assertive communication - communicating with clarity.
- Create a communications chart in order to analyse the quality of communications across key relationships;
- Create an action plan to implement learning into the workplace.

### Unit 2: Motivation - Aim for Gold.

This workshop looks at the importance of proactively creating personal and professional goals, and leading self and others towards achievement. Delegates will consider theories of motivation.

By the end of the session participants will:

- Identify the qualities of effective leaders in order to consider what motivating behaviour consists of; whether it works, and how it can be adapted to different individuals and situations;
- Think about what motivates themselves and others;
- Identify limiting beliefs and work to change them into enabling beliefs;
- Use self-coaching in order to create and sustain a positive attitude;
- Understand the importance of positive, timely and achievement orientated communication in motivating others;
- Set some stretching goals and write action plans for success.

### Unit 3: Teamwork - the art of conducting the workplace orchestra.

This workshop involves team leaders; they learn the skills involved in getting their own team to work together as effectively as possible.

By the end of the session participants will:

Recognise why team building is important;

- Learn to understand team leader characteristics, looking at the crucial role of the leader;
- Learn communication in teams and how to make it effective;
- Understand how to set team targets and individual targets and make them SMART;
- Learn about monitoring team performance;
- Create team identity and develop a team charter.

## MODULE DETAILS

### Unit 4: Change: Dynamics and Drivers

Managers will learn to navigate change whilst maintaining the performance, positive actions and attitudes of their teams. This workshop explores the impact of change on human behaviour; it shows how to minimise the risks and specific impact of change.

By the end of the session participants will:

- Recognise the predictable dynamics of change and deal with resistance;
- Consider their own personal change styles and strategies; learning how to capitalise on their personal 'Change Management' strengths;
- Adopt positive behaviours to ease the implementation of new processes and procedures;
- Empower people to manage 'Change' more effectively by understanding their critical priorities, keeping focus on attainable results whilst remaining accountable for a high performing team.

### Unit 5: Getting Results: A Focus on People and Performance.

This workshop is designed to equip leaders and managers with the skills to provide clear direction and build and develop the confidence to conduct development conversations with both over and under performers, with the aim of developing a high performing team.

By the end of the session participants will:

- Understand the importance of applying flexible leadership approaches when communicating key business strategy and goals, providing the team with clear direction and avoiding ambiguity;
- Consistently apply best practice to all development discussions with the aim of delegating tasks which motivate and challenge the individual;
- Conduct open and honest performance based discussions to create ownership and accountability within the team;
- Be confident when managing both the under-performance issues or stretching and challenging the high performers.

### Unit 6: Coaching My Team - Let it Grow!

This workshop will benefit all those who regularly delegate tasks with the aim of developing and empowering others. Delegates will consider the advantages of the art of delegation, practice questioning, listening and develop coaching techniques in order to delegate effectively to enhance performance and deliver positive outcomes.

By the end of the session participants will:

- Understand the benefits of delegation and empowerment and how to use delegation to develop people's skills;
- Be able to identify and agree the critical steps of a delegated task/project and the importance of regular review and feedback on performance;
- Use delegation as a management style;
- Learn about the fundamentals of G.R.O.W model coaching;
- Understand how to give people feedback to support their personal development.

BOOKING AND ILM ENROLMENT FORM  
MANAGEMENT DEVELOPMENT  
PROGRAMME  
£1,650 PER DELEGATE

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) £1,650 to Lifethrive Limited.

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

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 a copy to [annette.search@tlc.gg](mailto:annette.search@tlc.gg)