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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 be people who have "*evolved*" into a leadership-management position by virtue of your organisation growing, over the years, and by virtue of their own natural ability.

They now find themselves being expected to lead and manage the team, as well as continuing to work on the front line, and help with the provision of the job itself.

In addition to doing the work, they must contend with people-management issues, time management issues, leadership and morale issues, for which they may not have had sufficient training.

Now, they need a good course that will give them sound and practical guidance on how to 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

After the course has finished, how will you know that the training has changed behaviour?

After the course, your staff will have access to a number of web based tools that they can use after the course. The web based tools will enable you to use the course material, on a daily basis.

You will be able to *measure* the use of the tools and their effects on performance. There are five web based tools that you can make unlimited use of, after the course has finished. You will then be able to maximise the utilisation of the ideas taught on this course.

The tools are:

1. The 8 Part strategic thinking app.
2. The 8 Part SMART target app.
3. The Yes or no app; (Should we or should we not?) app.
4. The which one / what kind? app.
5. The prioritisation decision matrix.

In addition, I will send you a set of debrief questions that will enable you to ask the delegates the "right questions" so that you can be sure they have a good understanding and memory of the material. You will be able to check to see they have "got it straight" in their minds.

In addition, we have a three-month telephone coaching service where your delegates can call the trainer if they want to talk over any aspect of the course.

What results can you expect from the training?

The most important thing about the training is its effect on the delegates. Here is what our previous delegates have to say about our courses



A word from our previous delegates...

The course content was stimulating. The trainer's presentation was very effective. Chris delivered difficult concepts with insight and humour.

Delegate: C Jolly
Company: Greencore

The course content was very comprehensive and covered relevant points. The trainer's presentation was interactive, informative and challenging.

Delegate: W Graham
Company: Ikea

The course I found very interesting, using models that I was not familiar with, different thought processes. The presentation was very professional, informative and interesting.

Delegate: J Dickinson
Company: Riomay

The course content was very useful, exactly what I was looking for. Encouraged thought and methods to take back to the work place. The trainer's presentation was very clear, Chris not only delivers the training but stands behind his methods and believes in the content.

Delegate: T Stuchfiled
Company: Primecare UK

The course content was excellent, thought provoking and inspiring. The presentation was clear, concise, professional and relative.

Delegate: J Walker
Company: Telus

The course content was very good, informative and positive. No "Dull Moments".
The trainer's presentation was good – Well presented.

Delegate: S Bent
Company: B+V Water Treatment

The course was excellent. Interesting, thought provoking, very useable. I have already put different aspects of the course into practice. The trainer's presentation was Excellent. Thoroughly enjoyed each session and would like to come back for a refresher course. Very motivating and a very inspiring person.

Delegate: K Hogarty-Hingsto
Company: Hartpur College

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#).

All effective leader-managers need to develop the following six abilities:

1. Clarity of purpose (Goal focus). Goals are the starting point of all achievement. "Success" means "The achievement of a goal". Therefore, goal-focus, clarity of purpose, 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 events, rather than by goals.

2. Excellent communication skills; accurate language. The ability to accurately explain your goals and ideas to others, in such a way that they will understand you, agree with you and will act in accordance with your ideas.

As opposed to; suffering an excessive number of miscommunications, misunderstandings and avoidable upsets.

3. Rational, logical planning skills. The ability to analyse the 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 ahead 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 is success formula.

4. Rational conflict. The ability to manage conflict in a professional and objective manner and to nip any 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:

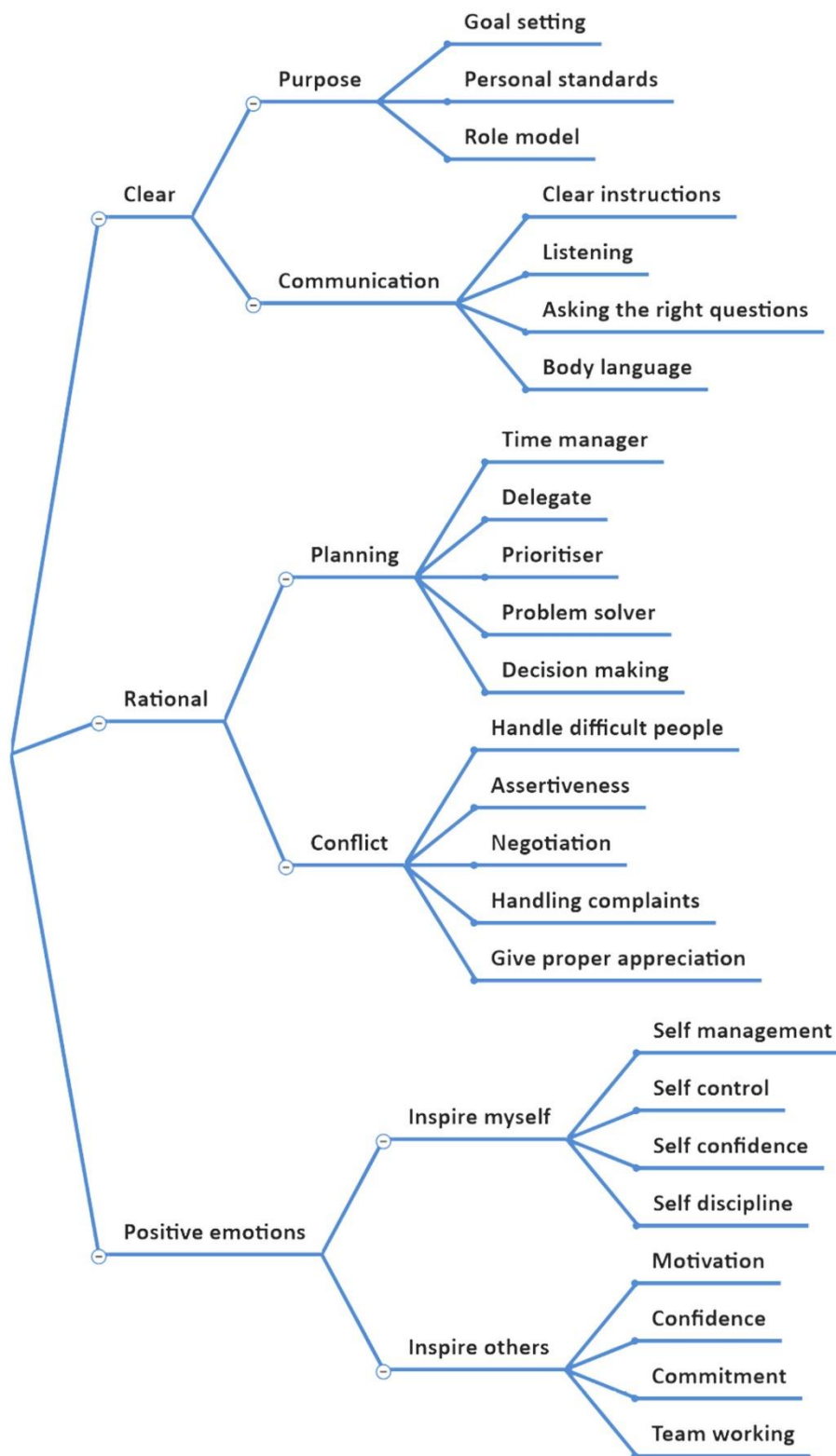
As opposed to a disharmonious atmosphere; office personality clashes, internal squabbles and people conspiring against each other.

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

5. Inspire and motivate yourself (*personal 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.

6. Inspire and motivate other people (*leadership qualities*). The ability to inspire the positive emotions of self-belief, desire and self-confidence in all 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.

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





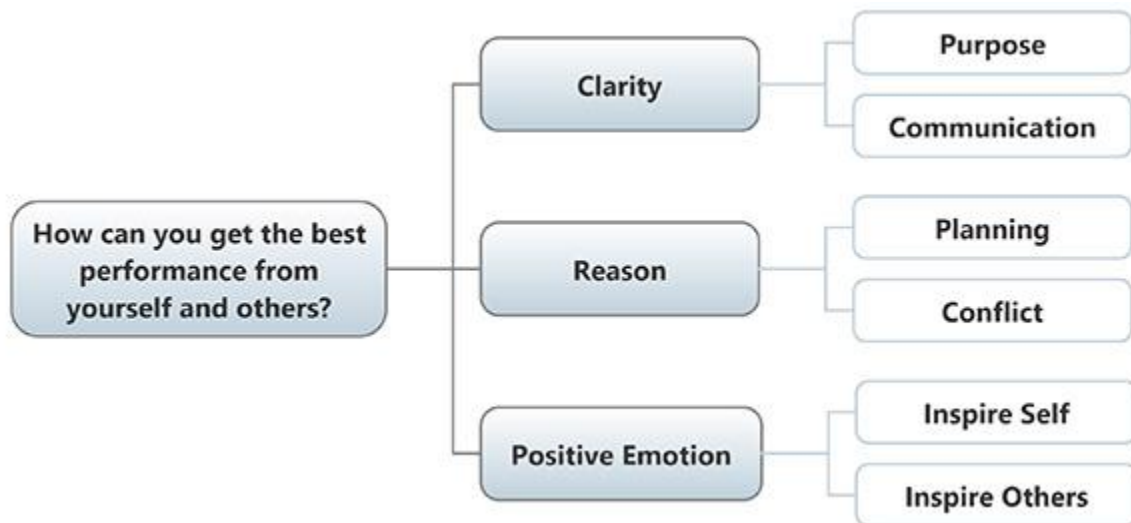
Leadership and Management Training Course Content

Leadership and Management Training - Day One - AM

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 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:

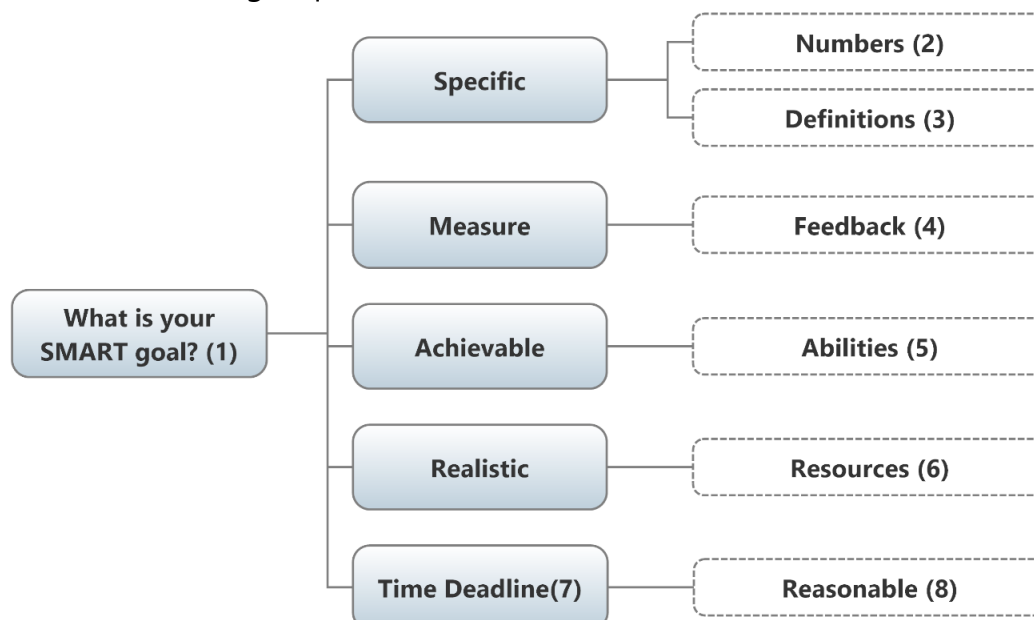
The first quality of leadership and management is to become a "Goal focused individual".

1. 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 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".

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.

We 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 or 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.

Non-leaders spend too much time, talking about what they don't want and won't do.

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

Practice exercises in turning the conversation from the negative to the positive.

Exercises: Develop your skills by doing practical examples.

Speak about what you can do, not what you cannot / won't do.

Positive v 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.

Leadership Training - Day One - PM

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



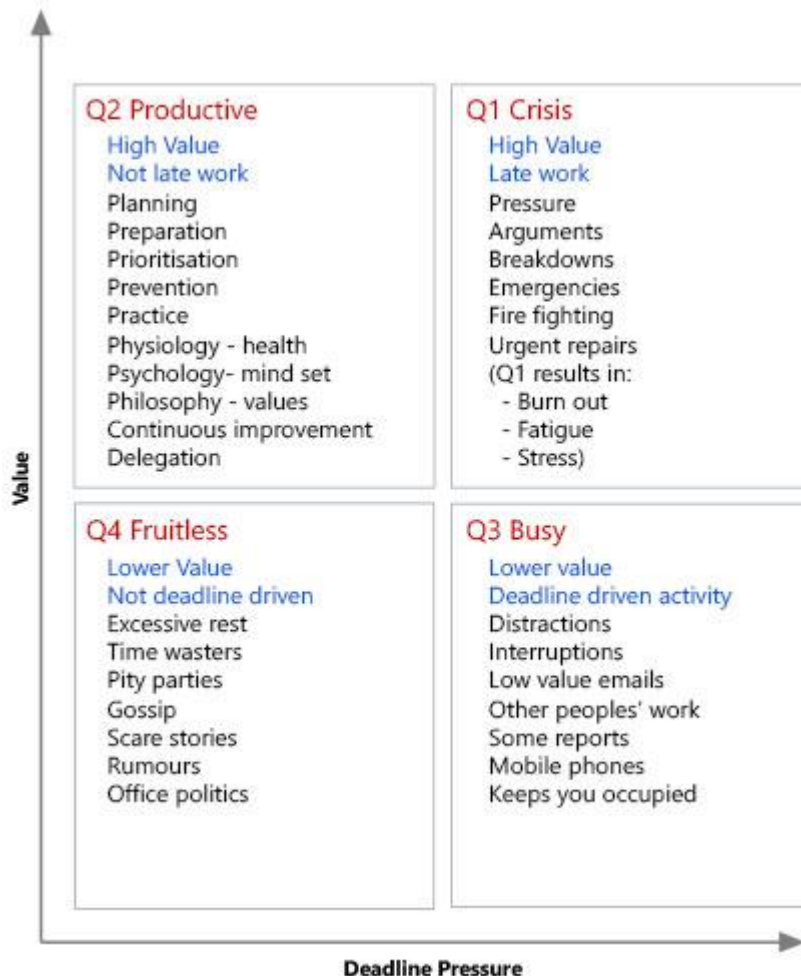
Leadership Training - Day Two – AM

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.



PM session – 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 thoughts lead to positive feelings, actions and results.

Negative words lead to negative feelings, actions and results.

Conversation control

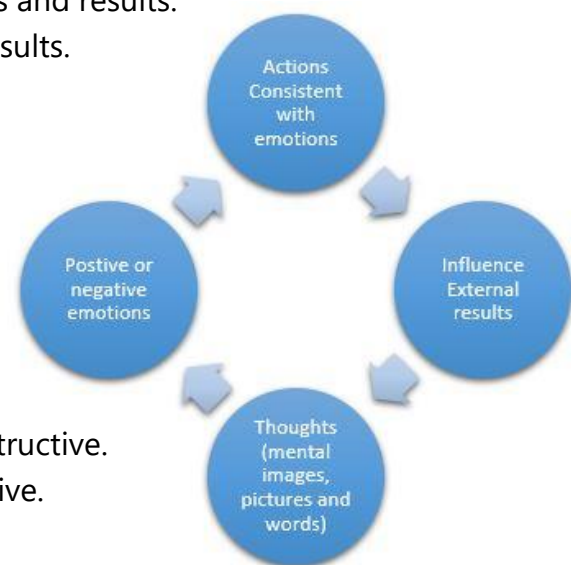
Your feelings affect your results because your feelings affect your actions,

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.

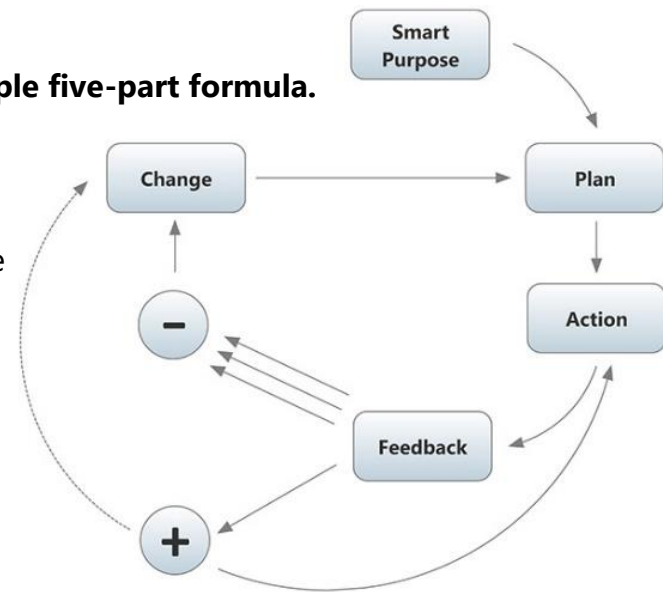




The EDISON success formula

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.

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 is designed to comply exactly with your requirements:

Your organisation shall provide a fully equipped classroom for the entire duration of the training course

Corporate Coach Training shall prepare and supply all the course and teaching materials for the participants. – **Yes**

The expected number of your organisations participants per course is to be confirmed. -**Yes**

Corporate Coach Training shall make its own travel and accommodation arrangements. - **Yes**

Corporate Coach Training shall provide a detailed course proposal to meet the YOUR ORGANISATION requirements as stated - **Yes**

The proposed course structure shall clearly outline what topics would be covered on each day. -**Yes**

The method of training is as follows:

The training is to 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).

What are the costs / investments?

There are two options:

1. Open Course
2. In-house Course

1. Open Course

Two-day course: £850 +VAT per delegate.

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

2. In-house course

Daily rate is £1,850 + VAT for up to 20 delegates.

Plus £80 for each additional delegate over 20.

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

The training days are inclusive of:

- Full days training
- Full course notes
- 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:

You please send to me:

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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A word from our previous delegates...

The course was very informative, with lots of thought provoking questions to think on after. The trainer's presentation was well produced and slick NO excess content.

*Delegate: B Pain-Tolin
Company: BTCV*

The course was very, very good. The course was well structured and has provided me with an opportunity to reflect on how I can improve further in my role. The trainer was very focused, kept the course moving, related well to the group. Created non-threatening environment.

*Delegate: M Ridout
Company: Sparsholt College Hampshire*

The course content was very good, quick win early on kept my interest piqued. The presentation was very good, inspiring and animated.

*Delegate: K Rhodes
Company: RAF Wittering*

The course content was informative and well-constructed. The trainer presented very clearly and effectively. The presentation was very enjoyable.

*Delegate: N Yemm
Company: Hulley & Kirkwood Consulting Engineers*

The course content was great, really visual. The trainer's presentation had lots of great detail and stories to illustrate each point.

*Delegate: M Painter
Company: Lloyds Banking Group*

I really enjoyed the breadth of what was covered today. The trainer's presentation was very good and clear.

*Delegate: S Windridge
Company: Prudential UK*

The course content: Interesting and very broad content. We covered a lot of subject matter during the course. The trainer's presentation was excellent, very clear and concise. Interesting and charismatic.

*Delegate: E Inegbu
Company: Prudential UK*

Excellent course that helped to bring new insight and reinforce and bring back concepts from many years ago. The trainer's presentation was upbeat, positive and inspiring.

*Delegate: M Judson
Company: JSP Ltd*

The course content was comprehensive, eye-opening and informative. Excellent presentation, kept interest up and made the course come to life. Good real-world examples to inspire and inform.

*Delegate: J Gibson
Company: Fuji Film*

The course content was very detailed and interesting. The trainer's presentation was good, with time for re-caps and questions.

*Delegate: R Graham
Company: RAF Wittering*

The course content was interesting, could be applied in business environment but also in general life. I like the wrong box / right box! The presentation was very dynamic and directive. Knowledgeable. Good use of examples which helps.

*Delegate: S Chou
Company: JSPMLtd*

The course content was excellent, extremely useful tools which I shall use with both students and staff. The presentation was very good, Right mix of talk, discussion and activity.

*Delegate: J Noble
Company: The Sittingbourne Community College*

For additional feedback, video testimonials and list of companies that have benefited from our training programmes please [follow this link](#).