



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?

The reason for the training is that the majority of our leaders, managers and staff are trained as *technical specialists*: i.e. they are employed predominantly on the strength of their technical competence and background.

On the technical level, our leaders and managers are very good.

But in their role, as an *inspirational leader-manager*, there are some definite gaps.

We need all our people to be thinking about how they can develop their personal management and leadership skills so that they are able to get the best performance from themselves and the whole team.

As a result of the changes that are likely to occur in the future, there is currently a need to provide some good in-house leadership and management training, so that we will be better equipped to achieve our stated aims for this year and beyond.

How many people are doing the training?

Numbers of staff to be trained:

When will the training take place?

TBC

Where is the training location?

In-house

What is the basic premise of the course?

Please read the following page:



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

1. A sense of clear purpose

The ability to create clear and distinct goals and to stay focused on them until we achieve them.

As opposed to; when difficulties appear, dropping the first goal and starting new, second goal, then later dropping the second goal to start the third.

2. Excellent communication skills; accurate language

The ability to accurately explain your 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 errors.

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 being constantly uncertain and always feeling that you are merely "reacting to events or reacting to the current crisis".

4. Rational conflict

The ability 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 character 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.

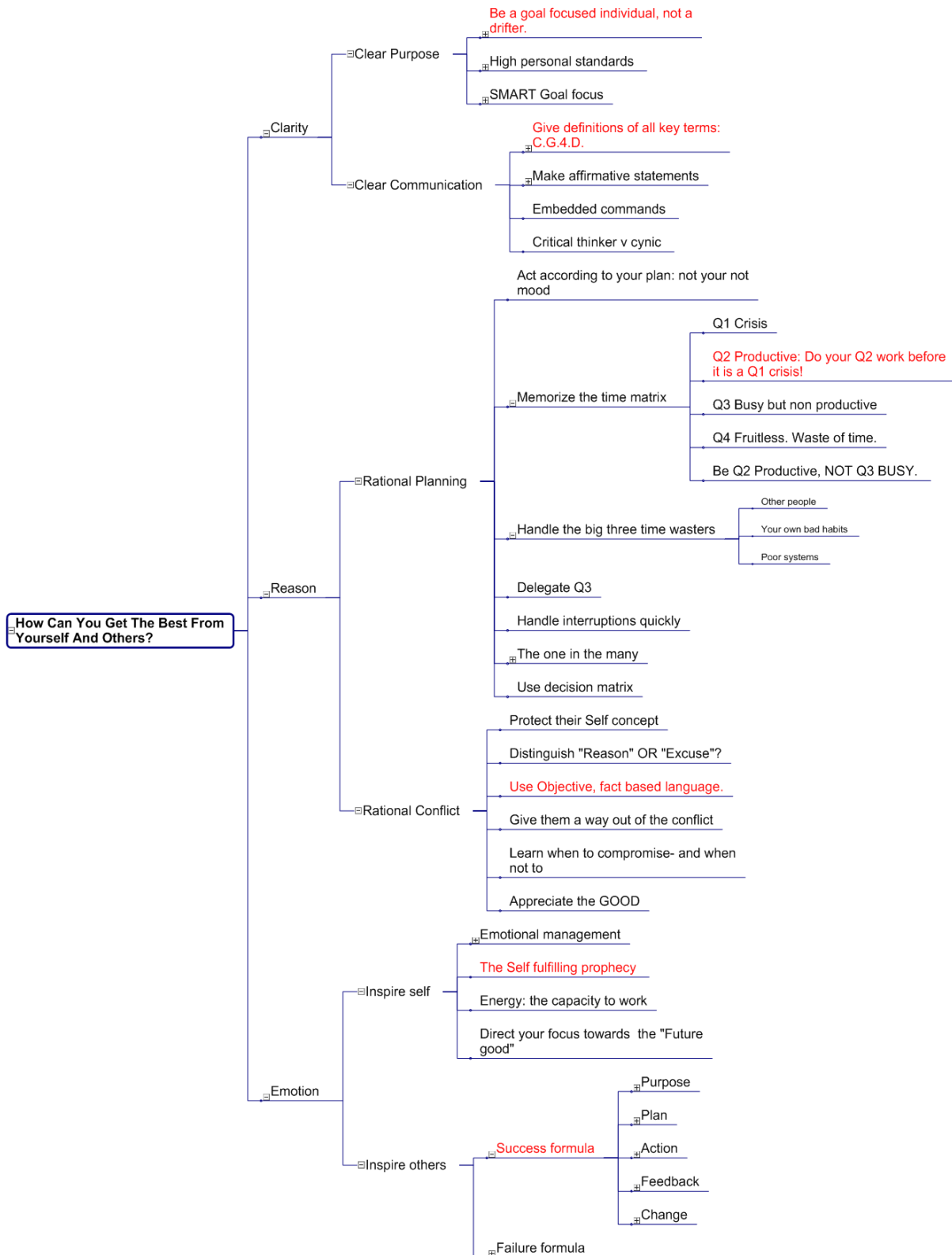
6. Inspire and motivate other people (*leadership qualities*)

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 a person who has developed these abilities to a high degree.



The six themes are developed as follows:



The Effective Leader Manager

Day One AM –

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

Develop the following six key leadership skills sets

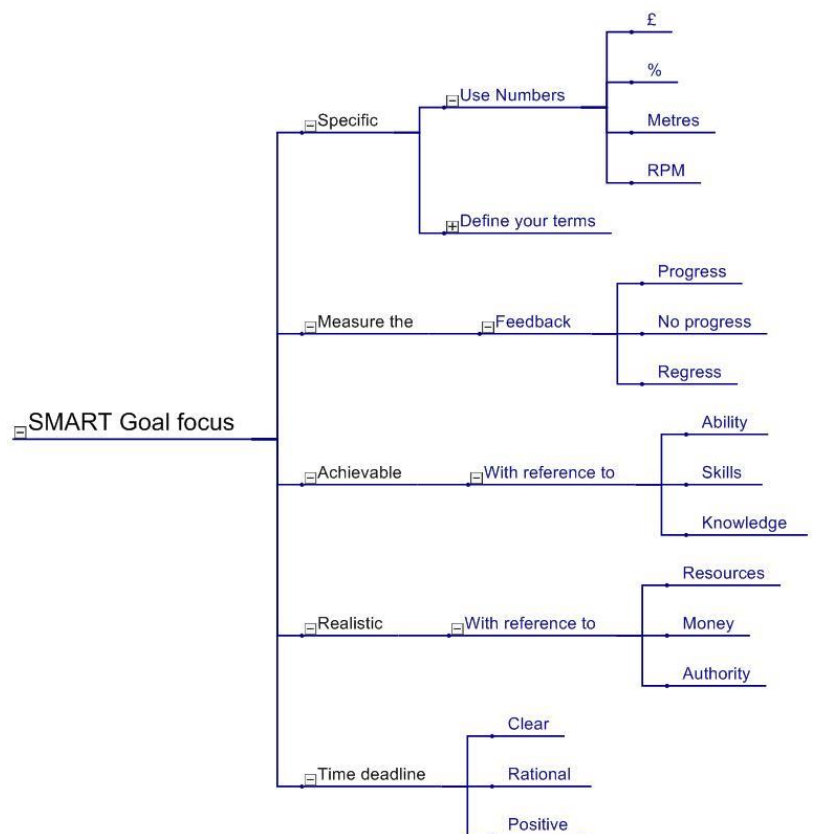
1. To set and achieve goals.
2. To communicate your message clearly, persuasively and confidently.
3. To intelligently organise people, and effectively prioritise work.
4. To confidently manage conflict and handle even your most difficult people.
5. To self-motivate with a positive mental attitude and to develop self-confidence.
6. To inspire others and create a positive, productive atmosphere.

The first quality of leadership is “Clarity of purpose”

To provide clarity of purpose

1. Clear vision – Everyone must know what the goal is. We are defined by our goals.
2. Goal focus – Everyone must focus on the goal, as opposed to having a drifter mentality.
3. Standards- create a “*Personal code of conduct*”
Decide how you wish to be perceived and act accordingly, even on the days that you don’t feel like it.

Practical exercises for the delegates to learn skills





Second quality of leadership- Clear communication

To be able to communicate with clarity and accuracy

1. Leadership requires accurate language
2. How to explain your most important ideas
3. Concentrate on what you can do, not what you cannot / won't do
4. Develop the art of intelligent questioning

The difference between being a critic and being a cynic

It is good to be a critic, but not a cynic.

What is the difference between being a critic and being a cynic?

The use of affirmative language

Practical exercises for the delegates to learn skills

Day One PM – Handle difficult people

The ability to handle conflict situations rationally, not emotionally.

Conflict Management Training

Conflict can be beneficial or destructive, depending on how it is managed.

Proper conflict management requires that you: -

1. Use reason to resolve conflict not anger, upset, or avoidance.
2. When in conflict do not attack the character of the person. Comment on the specific behaviour, not the others character.
3. When in conflict, use factual language, not emotionally charged language.
4. Tell them precisely what is wrong.
5. Negotiate an agreed corrective action, which is the way out of the conflict.
6. Distinguish reasons from excuses and have a different policy for each.
7. If they offer reasons, then compromise and give concessions.
8. If they offer excuses, then don't compromise and don't give concessions.
9. Learn to distinguish between a reason and an excuse.
10. Know when to negotiate and when not to.
11. The proper use of body language.
12. The proper use of voice tones.
13. Keep the conversation about the future, not too much about the past.
14. Praise and appreciation.

Practical exercises for the delegates to learn skills

Summary, Action plan

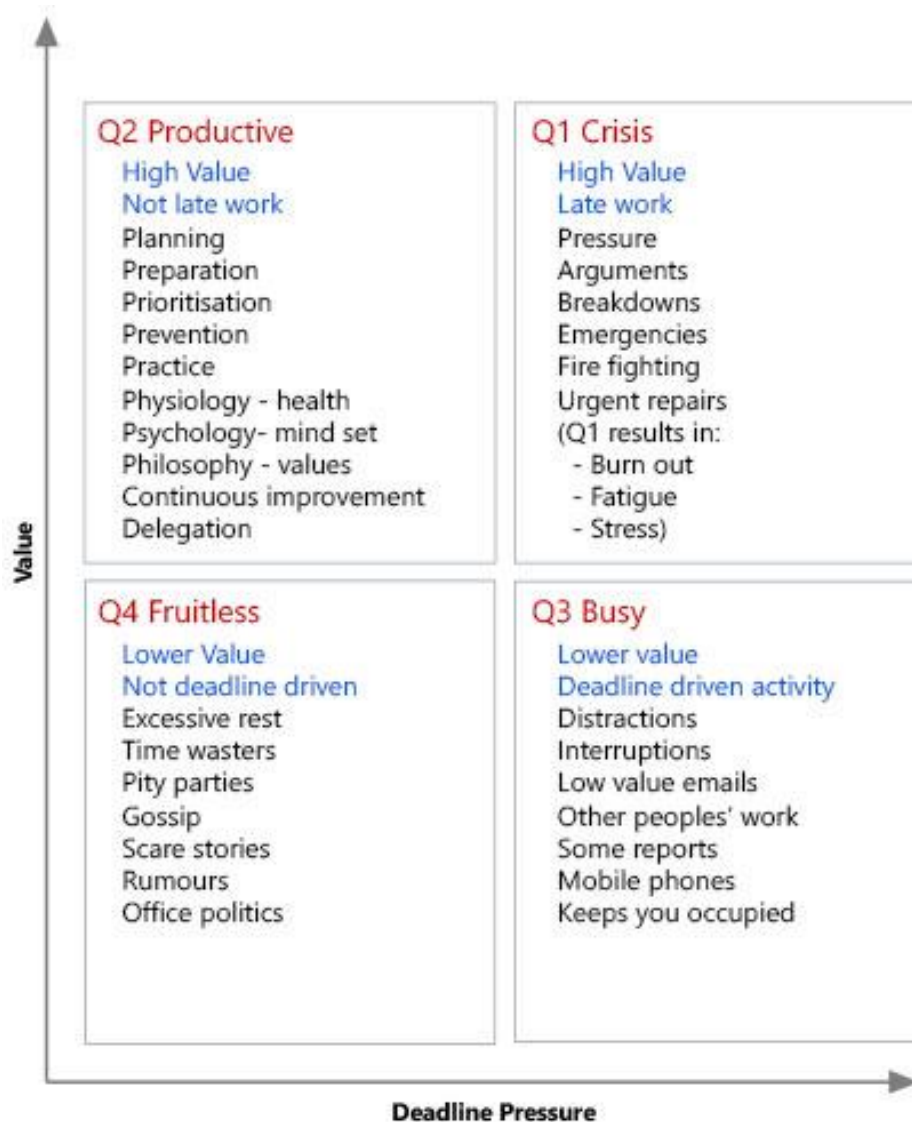


Day Two - Time Management and Leadership Development

Day Two AM - Time management training

What is the best use of your time right now?

Use the two cardinal principles of “deadline pressure” and “value” as key indicators



Most people spend their time working in Q1 crisis and Q3 busy-work, chasing their tight deadlines. They fail to do enough Q2 planning and prep-work; thus they sow the seeds for a fresh crop of Q1 crises. This process becomes a self-reinforcing, negative cycle.



There are four types of activity

1. Q1 Crisis zone: High value late work. This is the "must do now" work.
2. Q2 Productive zone: High value not late. This is the target zone as it prevents future Q1 crisis.
3. Q3 Busy zone: Being occupied, busy but NOT productive.
4. Q4 Fruitless zone: Waste of time.

Distinguish between being "Busy" and being "Productive"

Practical exercises for the delegates to learn skills

Get into the Q2 P-list

Planning, prioritisation, preparation, prevention, practice, perfecting, protocols, personal initiative, proactivity.

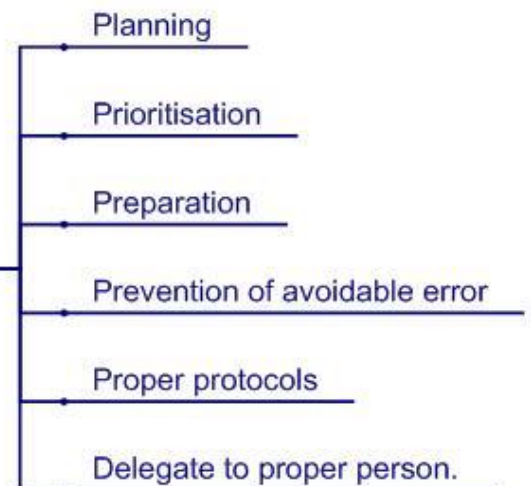
Get out of the Q3 busy zone.

We can't afford to have "Busy but non-productive days".

Handling the three time wasters

1. Other people's interruptions
2. Your own bad habits
3. Poor office systems

☐ The P List



Practical exercises for the delegates to learn skills

Delegation

1. Good reasons to delegate
2. Bad reasons to delegate
3. How to delegate
4. Why people who should delegate - don't delegate

Prioritisation

Manage your priorities by means of a decision matrix.

There are five types of decision matrix

1. Value order.
2. Logical order.
3. Yes or no?
4. Which one what kind?
5. Problem cause solution.

Always know the answer to the question: *What is the most valuable use of my time right now?*

Practical exercises for the delegates to learn skills

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 causes
2. 80% of the value of the interruption will be in 20% or less of what they say
3. Manage the interruption using the "Pareto question"

Day Two PM – How to inspire yourself and others

Leadership training - developing a positive mental attitude

Positive mental attitude training and how it affects tangible results

Leadership and management requires that you are able to direct the focus of your mind so that you create the optimum emotional responses appropriate to the circumstances that face you.

Emotional management requires that you

- Don't succumb to undue pessimism and fear
- Don't overdose on fretting over things that have already happened
- Fix your mind on the moment and on your goals and – mentally - look forward

The self-fulfilling prophecy

How your inner thoughts affect your outer circumstances

How to create a positive mental attitude

1. Control the content of your mind
2. Control the content of your conversation
3. Control the content of their conversation

How to create more energy

Energy is defined as the capacity to do work.
Some people don't have sufficient energy to properly do their work.
How to generate more energy.



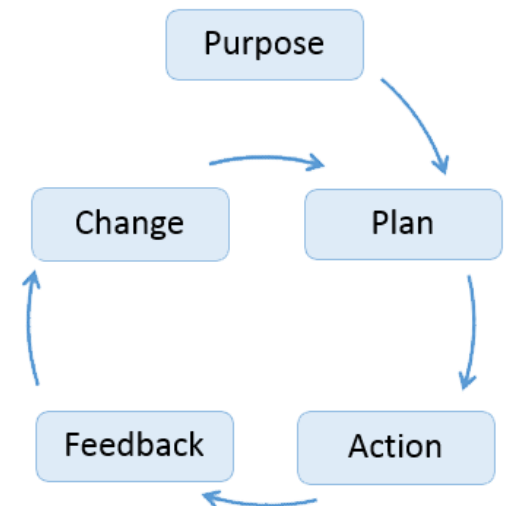


The EDISON success formula

All successful action can be described by the following five words:

1. Purpose
2. Plan
3. Action
4. Feedback
5. Change

1. The Purpose: is the goal
2. The Plan: is what you are going to do about the goal
3. The Action: is the implementation of the plan
4. The Feedback: is the result of the actions you take
5. The Change: is the adjustment to the plans and actions, based on the feedback results you are getting



Practical exercises for the delegates to learn skills

Learn the difference between feedback information and insult

Negative feedback is part of the success formula.

But negative feedback should be constructive criticism: NOT destructive insult.

The differences between:

1. Negative feedback.
2. Derogatory insult.

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 set-backs and disappointments
5. Stand still. Do the same thing this year as you did last year



In order to inspire others, get them hooked on the above five part success formula, ask the following questions and expect a plausible answer:

1. What is your goal for the week?
2. Where is your detailed written plan?
3. What is your priority action?
4. What are your feedback results?
5. What adaptive changes do we need to make?

Recognise that the success formula is a continuous process

Practical exercises for the delegates to learn skills

Leadership training - Final summary

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

Actions Feedback Close



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.

The expected number of your participants per course is to be confirmed.

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

Corporate Coach Training shall provide a detailed course proposal to meet the requirements of YOUR ORGANISATION as stated.

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



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.



Chris

The training method follows this general pattern:

1. The trainer gives a clear explanation of the point in question.
2. Then the trainer will demonstrate the principle and give specific examples.
3. Then the delegates do practical exercises.
4. The delegates carry out exercises with the trainer.
5. All points are supported with full written notes to take away.
6. 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.)



Gez



Alison



What are the costs / investments?

In-house course

Daily rate is £1,700 + 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

Plus free telephone coaching!

To answer any on-going questions, you will also receive email and telephone support from your trainer after you have attended the course.

We suggest the following plan of action:

Would 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 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 Stuchfield
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-Hingston
Company: Hartpury College

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 a 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](#)