

ENGAGE - INSPIRE - LEAD



Date and Location

13th & 14th September 2018

Worsley

Timings

Day One - 09:30 - 17:00

Day Two - 09:30 - 17:00



Course Overview

This highly interactive and participative 'Essential Management Skills' course is for Managers and Leaders of growing B2B, Retail and B2C businesses and is designed to develop your Management & Leadership skills and capabilities, to enable future business growth.

Using a blend of theory, interactive group exercises, reflective and collaborative learning and case studies, we will look at a combination of skills and behaviours designed to increase your confidence, enabling you to become a more effective manager / leader.



Course Content

- The role of the manager / leader to ensure business growth
- What does your natural management / leadership style and behaviour say about you?
- Understanding personalities, characters & behaviours within teams
- Management / leadership behaviours and the impact on others
- "High Performing Teams"
- Trust and credibility
- Developing the skill of feedback to ensure continuity and consistency across teams
- Identifying barriers that hinder communication
- Recognising where you are in the current market and how true leadership can positively affect your market share
- Embedding and translating business growth ideas into an action plan

TOTAL EXCELLENCE CENTRE™



Feedback

“The time on the programme was stimulating and thought provoking and gave me the opportunity to look at the business from a different perspective. This has resulted in greatly increased revenue within the business and the team are invigorated and performing much more effectively.” *Fieldings Porter*

“Our complete attitude towards leadership has gone through a fundamental shift and we have a completely different perspective on this area. I personally came back and delivered one of the sessions to our SMT to ensure that they fully understood the importance of performance management, communication and motivation for our employees.” *Carrs Pasties*



About Us

For over 20 years, we've been providing highly engaging, innovative, learning & development programmes to SME's and large multi-national organisations throughout the UK and Overseas.

We have built an outstanding reputation within both the Private and Public sectors, designing high quality solutions, delivered by people who have lived the business experience and genuinely care about developing others.

We work in partnership with all of our clients, so we get to really understand what they're looking for. This means we can design a training, coaching or consultancy solution that's perfectly suited to their needs.

We believe we approach business with a different attitude to most – a 'spark' that means you can expect more than the ordinary!



To Register Your Interest or For More Information

Call Us: 0161 274 9292

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Visit Us Online: www.totalexcellencecentre.com

