



## **Company Brochure**

Leadership Development Programmes

Management Training & Development Ltd  
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Registered in England No. 4345673

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## About Management Training & Development Ltd

**Management Training & Development Ltd** has been working with a wide variety of clients (both large and small) in the UK and internationally for several years.

We specialise in providing:

- In-house management training courses
- Open courses
- Management & leadership development programmes
- Corporate and executive coaching
- HR consulting

We provide a wide range of management training programmes and consultancy methods that will enable your managers to maximise their potential by gaining or refining their management skills.

Our team of highly skilled and experienced trainers and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course.

At Management Training & Development Ltd we will design and deliver a solution that suits your specific needs addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working.

Our programmes are delivered when and where you need them!

We believe that training should be fun, highly interactive and provide "real world" practical techniques and methods that you can use back in the office – and that's exactly what we provide.

**Please call us on:**

0800 849 6732

**Visit our website:**

[www.management-training-development.com](http://www.management-training-development.com)

**Email us at:**

[trainingoffice@management-training-development.com](mailto:trainingoffice@management-training-development.com)

"I have worked for Ford for 30 years and without doubt this was the best course I have ever been on"

*Hugh Foley - Manager - Ford Motor Company*

## Leadership Development Programmes

If you are looking for a comprehensive programme to develop your leaders you have come to the right place as we have over **15 years of experience and success** in building, designing and delivering leadership development solutions.

If you are looking for a 1-3 day leadership development solution please visit our in-house training page - that will provide you with a whole range of course outlines and ideas for your event.

When we talk about leadership development programmes we mean courses and events ranging from 1 month through to 2 years.

If you are looking to develop your managers into leaders we can offer you a wide range of solutions to give them the necessary skills, behaviours and tools to lead and motivate their staff more effectively and to really make a significant difference to your company.

Here are some **recent examples** of leadership & management development programmes we have been responsible for:



### The Brief

Malvern Hills District Council identified that the quality of their leadership would be a vital factor in becoming one of the best performing District Councils in the country. To that end they wanted to develop their 50 managers to lead and drive the council forward and to bring some "commercial awareness" to how the district was being run. We were selected to design, implement and deliver their management development program.

### The Solution

After gathering and determining the requirements we designed and delivered a modular **6 month Management Training Development Program** and following on from that a Team Effectiveness and Organisational Learning strategy to be implemented throughout the council.

**Within this particular solution we wanted to ensure that:**

- The managers were not taken away from the workplace for long periods of time.
- The MDP should be a mixture of training based modules and other learning activities that can be completed "at the office"
- A support structure is put in place that supports and aids the learning after a training event has taken place.
- Steps will be taken to measure the success of the MDP and to ensure that Malvern District Council has received "Value for money"
- The MDP should support the competency framework that has been developed and use this as a baseline to build skills and behaviours.

## The Contents

### The Management Development Program Consisted Of:

- 6 Training Modules - each of 2-days in duration spread across the 6 months
- Each manager to receive 2 formal coaching sessions with a qualified coach
- 2 Work Based assignments to be completed throughout the programme
- Ongoing mentoring, support and guidance from each trainer
- Ongoing monitoring and evaluation of the success of the programme - 360 degree feedback, interviews, assessments, behavioural and performance changes in the delegates

### The Team Effectiveness & Organisational Learning Programme Consisted Of:

- Team planning and implementation away days
- Team building activities and events across areas of the council to break down barriers and promote high performance working
- Cross departmental working analysis on how work is constructed and how it all fits together across multiple areas
- Best practise sharing and performance improvement workshops to develop organisational learning capacity across the council
- Mentoring programme implemented throughout the council to foster and promote learning and development

# Waitrose

MTD trainer Caroline Barnes was previously the programme manager, trainer and coach for a "Developing People In Partnership" Management Development Programme for the successful Merston Peters and Waitrose initiative throughout 2003/2004.

This consisted of managers from Waitrose and their suppliers attending a series of 2 and 3-day modules throughout the year with monthly coaching and mentoring sessions in-between.

## The modules included:

- Sales and marketing
- Advanced communication skills
- Presentation skills
- Change management
- Finance
- Operations

## Delivery techniques included:

- Accelerated learning techniques
- Practical exercises
- Case studies
- Emotional intelligence
- Experiential learning
- Action learning sets
- Skills practice
- E-Learning
- Syndicate group work
- Videos & simulation
- Case Studies
- Group discussions

## Client List

Our trainers and consultants have worked with a variety of clients worldwide, covering a wide range of different industries and sizes.

### These include:

- Arab Bank plc
- AR Group
- Barclays plc
- Bennett & Co
- BMW
- Birds Eye Walls
- Bradford and Bingley plc
- British Board Of Film Classification
- British Gas
- British Telecom
- Business Link South Yorkshire
- Capita TVL
- Centrex
- Claire's Accessories
- Coca Cola
- County Council – Kent
- County Council – Worcestershire
- County Council – Cumbria
- Danone Foods
- Department of Work and Pensions
- Domain Technologies
- Derbyshire Police
- District Council – Malvern Hills
- District Council – Fenland
- District Council – West Lancashire
- District Council – Wakefield
- Emmetts
- European Commission
- Exxon Mobil
- Faccenda
- Fastlink
- First Group
- Ford Motor Company
- Ford Of Europe
- G Costa
- Geest
- Gerber Foods
- Halfords
- Health and Safety Executive
- HM Prison Service
- Housing Associations- Spa Housing
- Hygrade
- Jaguar PLC
- Jaguar UK
- John Lewis Group
- Johnson and Johnson
- Kirklees School Effectiveness Service
- Kodak
- Learning & Skills Development Agency
- Learning Partnerships
- Leisureforce
- Lloyds TSB
- Lorient plc
- Maritz
- Marks & Spencer
- Mitchell and Butlers
- MOD – Joint Services And Command College
- Moy Park
- National Probation Service
- NEC Europe
- Nestle
- NTP Meridian
- NTP Transmit
- Opportunity Housing Trust
- Peugeot
- Pfizer
- Phillips plc
- Renault Motor Company
- Roland
- Serono (Switzerland)
- Staffordshire Police
- SRM Ltd
- Toys R Us
- Tropicana
- Unilever
- University of Huddersfield
- Waitrose
- York St. John's College

"The course was exceptional. What I liked about it was that it was very good information, funny, affirming (as individuals and as a group), practical and has benefits far beyond the content. The facilitation was excellent. Thanks for all this. You are an exceptional person

Sean (the trainer) and it was great being on the course"

*Susan Grant - Manager – Duni Group*

## Our Process

All of our bespoke training solutions are individually designed and tailored to meet your exact requirements. To give you an idea of what happens after you have made an initial enquiry here is the process that we follow from your initial training requirement through to the completion of your programme.

### Your Initial Requirements

Call us, email us or complete our online form with what you would like to accomplish and achieve with your training event.

### Course Delivery

Our course will be delivered by a highly skilled and experienced trainer who specialises in the training requirements that you are after.

### Follow Up Call or Email

After we have received your initial requirements one of our team will call or email you (depending on your preference) to discuss your requirements in more detail and to establish your training needs.

### Post Course Feedback

To enable you to determine the effectiveness of the training we will report back on the feedback from the course and we can also provide feedback on individuals that can then be used to help their ongoing development.

### Finalising Your Training Needs

In addition to our follow up call and/or email, if required, we will meet with you to discuss your requirements further so that we can design a course or programme that will meet your exact requirements.

### Post Course Evaluation

Was the training worth it? That is a question that many organisations are under pressure to answer. We can help you to determine the success and effectiveness of your training by reviewing the progress of the delegates throughout the course, immediately after the event and also ongoing at regular intervals – all as part of the service.

### Pre-Course Approval

Once your training needs have been determined and agreed we will design a course/programme for your final approval and agree dates etc.

### Post Course Support

After the course has been delivered the real work starts! This is when your staff will be implementing what they have learnt. Each delegate will have unlimited lifetime access to their trainer through email and the telephone for any help, guidance or advice that they might need.

"After the training had finished my manager could not believe the impact it had on me. He thought he had employed another person!"

*Phil Hayman - Head Buyer - Faccenda*

## 7 Reasons Why You Should Choose Management Training & Development For Your Leadership Programme

### **1. We Provide Custom Designed Solutions Centred Around Your Training Needs**

We offer a comprehensive service whereby you are able to discuss your training requirements with a dedicated training expert who has the knowledge and the experience to design a custom made event that will completely meet your needs and objectives.

We also offer a variety of pre-course assessments about the specific training requirements of your delegates, as well as post-course evaluations covering what they have taken away from the training as well as gathering feedback about their training experience.

Most organisations are under pressure to determine the effectiveness of their training events and we are positive that your company is not an exception.

Therefore we offer a range of tools and assessments, including a 360° in-house evaluation system that will enable you to answer the question "Did the training work?"

### **2. Our Courses Are Rated 9.1 Out Of 10 On Our Feedback Forms And 100% Of Our Clients Say That They Would Use Us Again**

The proof of the pudding is always in the eating as they say and we are very proud of the standards and quality that we set for our training and consultancy services.

Therefore, we are delighted that our hard work and commitment to excellence has been evident in the feedback that we get from our clients and delegates. So much so, that after delivering thousands of days worth of training each and every year for the past several years, our courses are rated on average 9.1 out of 10 and 100% of our clients say that they would use us again!

We aim to keep raising the bar and setting higher and higher standards in the world of training and development.

"Thanks to the trainers wonderful tips, techniques and his humour and approach I was able to understand what I needed to do back in the workplace to run effective meetings. The practical exercises were fun and I really got some meaningful learning out of each one – the trainer had the uncanny knack of being able to make learning an enjoyable process for the whole 2 days. Thanks!"

*Ian Dobson - Communications Manager - Lloyds TSB*

### **3. The Very Best Trainers**

Only the very best trainers will facilitate your event.

Each of them have been hand selected based upon their skills and experience, their standing in the industry, the range of alternative delivery methods that they have and also on their ability to deliver compelling, vibrant, fun and effective courses.

We believe that learning should be fun and effective. When the two go hand in hand you create a powerful learning experience that will remain with the delegates way beyond the actual event itself.

We adopt a policy of continuous improvement with all of our trainers.

We invest heavily in all of our trainer's skills, abilities and in the very latest learning and development techniques to ensure that our courses remain cutting edge at all times.

### **4. Unlimited Post-Course Email & Telephone Support**

Something that we believe strongly in is the ability to help your delegates implement and develop the skills that they have learned into their everyday working lives.

To that end we offer unlimited amounts of post-course email and telephone support from your trainer and our team.

If any delegate needs some advice or guidance on a work related issue they can email or call us for some personal tuition, tips and techniques to use – this comes as standard with every course and there is no additional charge.

Each delegate will be issued with a unique email address and telephone number to use for this service that will be routed to our administration department.

They will ensure that your email/call will be answered promptly and with the level of information that you are after.

Our service level promise to you is to get back with some answers and advice within 24 hours – this is usually achieved a lot sooner.

"I really enjoyed the course. It was well organised, well structured and the information was covered clearly and practically with great examples"

*Donna Mahoney - Team Manager - Opportunity Housing Trust*

## 5. Value For Money

Our courses start from as little as £995 per day for in-house training. This provides incredible value for money especially when you bear in mind that the cost includes:

- All of the preparation time required in order to gather your requirements and to get an understanding of your training needs.
- The time and expertise required to design and develop your bespoke course
- The delivery of your event by a highly experienced and specialised trainer
- Top quality course materials, manuals, handouts, assessments etc
- Lifetime unlimited email and telephone support after the course
- Providing feedback on the success of the event and on individual training development needs
- Course certificates

From the list above you can see that **we offer amazing value for money.**

Running an in-house event based upon the same training needs is very cost effective for you and your company and saves you time, energy and a lot of money in sending delegates to open courses separately.

As a general rule of thumb if you have 3 or more staff with the same training you will save money by running an in-house event.

## 6. Our Delivery Methods Ensure That Each Event Is A Success

Learning is all about remembering.

To make our courses and the content memorable for all of our delegates, we use a wide variety of delivery techniques. These techniques are specifically designed to enable our delegates to have an enjoyable learning experience, one that will remain with them long after the event itself.

"I found Mark (the trainer) to be an excellent communicator. He clearly knows his subject having studied it for over 20 years! His style was both informative and fun and he had the whole room's attention"

*Judy Clarke - Defence Academy - Joint Services Command & Staff College*

## 7. We Provide Flexible Solutions For Your Training Needs

Over the years we have delivered hundreds of bespoke training events covering a wide range of subjects.

We have facilitated large-scale management and leadership programmes in Jordan and Saudi Arabia through to running a 1-day leadership course for a local solicitor in Bath!

No job is too big or too small. We are completely flexible with our solutions - this gives you a great deal of choice and flexibility.

Here are some examples of tailored solutions we have designed and delivered to give you a flavour of the diverse range of solutions we can cater for:

- A 3 day "Management Skills Programme" for 5 new managers in Croydon for First Group
- A 2 day "Advanced Communication Skills" course for trainers in Bristol for the Ministry Of Defence.
- A 6 day "Executive Development Programme" in Jordan for the Middle East's top executives.
- A 1 ½ day "Team Building Event" in Cheltenham for the Leonardo project
- A 2 day "Running Effective Meetings" course in London for Lloyds TSB
- A 3 day "Presentation Skills" workshop in Odney for Waitrose
- A 6 month "Management Development Programme" for Malvern Hills District Council
- A 12 month "Coaching For Managers" programme in Birmingham for Claire's Accessories
- A 2 day "Management Soft Skills" workshop in London for BBFC
- A 1 day "Train The Trainer" course in Kent for Leisureforce
- A 2 day "Essential Management Skills" course in Cardiff for 118 118 Directory Enquiries
- 1 on 1 "Coaching Sessions" with a manager to improve his interpersonal skills in Sheffield for Johnson Mathey
- A 1 day "Time Management" course in Richmond for Domain Technologies

"Jan quickly understood and captured the essential learning outcomes from the design brief and has delivered an action oriented and stimulating programme that has consistently received positive feedback from staff and managers."

*Jonathan Broadhurst - Training & Development Manager - York St John College*

## Contact Us Today To Discuss Your Requirements

Please call us on:

**UK**

0800 849 6732

**INTERNATIONAL**

++ 44 2476 264 945

Visit our website:

[www.management-training-development.com](http://www.management-training-development.com)

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