



Company Brochure

In-house Training

Management & Leadership
Course Outlines & Case Studies

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Management & Leadership Skills Course Outline

Management Training & Development Ltd specialises in designing and delivering bespoke management and leadership courses and programmes.

Below is an **example** of some content that you could include in your training event.

As all of our courses are designed specifically to meet your requirements, the information included within these pages will enable you to assess your initial requirements.

Course Aims

The aim of this course is to develop the skills, knowledge and behaviours associated with being a successful manager.

Ideal for new managers and those that have been promoted into the role, **this course will prepare you** for the challenges that being a manager will bring.

Delegates will come away from the course with a thorough understanding of management theory and practice and will be able to utilise their new skills in the workplace to demonstrate that they are effective, motivational and organised leaders.

Who Will Benefit From The Course?

- First time leadership supervisors/team leaders/managers
- Staff who have been promoted into new managerial roles and have had limited experience of man management and processes.
- Managers who need a refresher of the key management skills that will make their job a lot easier back in the workplace so that they are more effective in all that they do.

What Will You Gain From the Course?

Here are some of the topics that you could include in your in-house training course:

- **Coaching Skills** - learn how to coach your staff members to help their personal and professional development. Learn different models of coaching and how to apply these to fit the situation. i.e. formal coaching sessions, on the job coaching, reviews etc
- **Team Leading** - learn how to lead your new team effectively and in a motivational manner. Learn about team dynamics and how to get the best out of each member of the team so that you develop outstanding team morale and high performance.
- **Managing Performance** - learn how to manage your staff on a daily basis. Learn how to deal with absence, performance, attitude, sub-standard work, excuses and the like!

- **Conducting one to ones** - learn effective models and ways to conduct regular weekly or monthly one to one sessions with your staff. Learn how to prepare, structure and deliver each session to maximise your time together and to produce the results and impact that you are after. Learn how to manage high performers as well as under achievers.
- **Appraisal Interviewing** - learn how to formally review someone's performance based upon objective and subjective performance measurements. Learn how to prepare fully and how to manage staff that do not agree with your assessment of them!
- **Change Management** - your team will no doubt go through many changes within your company whether they be product development, IT enhancements or ways of working. Learn techniques and strategies to ensure that the change is accepted within your team and how to manage its impact effectively.
- **Customer Care** - learn how to deliver outstanding customer service to your clients so that you exceed their expectations. Learn how to deal with complaints so that the client goes away with an agreeable solution and remains a loyal customer
- **How To Run Meetings** - learn how to chair team meetings so that you use the time available to maximum effect. Learn how to plan, structure and deliver meetings. Learn how to get action from the discussions and how to deal with team members who are either waffling on or are contributing to the detriment of the meetings objectives.
- **Feedback Skills** - learn how to give positive and corrective feedback in a manner that empowers your staff to take action and to remain motivated. Learn how to deliver key measures whether they are good or bad, popular or unpopular.
- **Motivation Skills** - learn what makes people tick and what gets them out of bed in a morning and how to use this to your advantage. Learn how to elicit your staff's motivations, values and beliefs and how to tailor your communications with them to motivate them to do an outstanding job in all that they do.
- **Project Management** - learn how to plan and structure projects whether they are small or large. Learn how to optimise and utilise your resources to the fullest and how to track and monitor projects so that they deliver on time and to budget.
- **Sales And Marketing** - although sales and marketing may not be your job it is vital that you can understand how sales and marketing campaigns are put together. You will learn the theory and practice behind product promotion and positioning

- **Team High Performance Teams** - building highly effective and performing teams is an essential objective in your role. Learn how to get all of the members in your team to work together and to exceed all targets that I asked of you.
- **Time Management** - managing your time and juggling workloads is a difficult task. Learn how to prioritise your work and know how to manage conflicting priorities. Gain an appreciation of the difference between "importance" and "priority" and how to effectively delegate your work.
- **Understanding Your Own Managerial & Learning Styles** - understanding yourself and others is critical for any manager to succeed. Take some assessments and tests and get feedback on your own style and what it means to you and everyone in your team.

Please call us on:
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Visit our website:
www.management-training-development.com

Email us at:
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

"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

"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

Some Short Case Studies Of This Type Of Course



British Board Of Film Classification

The Company

You will most likely recognise BBFC from the opening credits of a movie at the cinema - they are the people who classify films, DVD's and videos as a PG, U, 12 etc.

The Requirements

BBFC were looking at providing a 'soft skills' in-house training event for their intermediate and line managers.

They wanted the training to focus upon managerial 'soft skills' such as communication - encompassing, amongst other topics, listening, asking and problem solving. The course would also need to deal with team briefing, coaching and guidance, managing performance issues, creating an open culture, participation in decision making, and the development of good working relationships.

BBFC also wanted the training to allow managers to understand their role, exploring the concepts of nurturing ability and skill, motivation and incentive, and the opportunity to participate.

The Solution - A 2 Day Management Soft-Skills Course

We designed and delivered a 2 day "Management Soft-Skills" course that we rolled out across 20 managers (2 courses of 10 delegates each).

We paid particular attention to skills practise especially as far as listening and effective questioning techniques were concerned. Other topics included coaching, delegation skills, interpersonal skills, managing performance, conflict management, facilitation skills, motivation and effective leadership

The main focus of the event was on learning practical skills that the managers could actually use in the workplace rather than lots of theory.

Feedback From The Course

"A great learning experience that was full of practical techniques that I can actually use for a change!"

"It was fun, interactive and was something completely different. It kept my attention for the whole 2 days"

"Fantastic course – thanks. It was a real eye-opener about how to get the best from my staff"

"I came here with the intention of being bored like the rest of the courses I have attended but within 1 hour my attitude had completely changed. Great trainer, great content – keep up the good work"



The Company

First Group is the UK's largest surface transportation company with a turnover of nearly £2.5 billion a year and some 62,000 employees across the UK and North America.

They are the largest bus operator in the UK running more than 1 in 5 of all local bus services and carrying 2.8 million passengers every day.

The Requirement

After an organisational restructure they had 5 brand new managers who had never had any formal management or leadership training before.

We were asked to provide an in-house course that covered all of the essential management disciplines so that they could be thoroughly prepared for their new roles.

The Solution – A 3 day Essential Management Skills Course For 5 New Managers

We designed and delivered a 3 day programme that covered all of the essential management activities. These included leadership skills, management styles, learning styles, coaching, appraisals, running one to ones, running team meetings, dealing with under performers, how to motivate your staff and team, time management, delegation, how to deal with difficult people and communication and assertiveness skills.

Their 5 managers went away with a toolbox of management skills ready and prepared for their new roles.

Feedback From the Course

"A thoroughly enjoyable and worthwhile course. The exercises and sessions were really thought provoking and I got a lot of learning from each"

"The training was top drawer. What I liked was that we were not preached at and we were all treated as individuals and were given the individual attention that we needed"

"A great course. It was great to revisit the essentials of management to see what I had stopped doing! I now have an action plan of what I need to start doing and what I need to stop doing!"

"Mark (the trainer) was excellent. His presentation and communication skills really made the difference. The games and exercises that we did were both enjoyable and valuable. I learned so much from this course"



The Company

OHT is a non-profit making organisation. Their aim is to empower people with learning disabilities to lead valued lives as participating members of local communities and to enjoy full citizen's rights

The Requirement

The challenge that OHT were facing was that it had managers of different ages and with different levels of experience.

OHT wanted some management courses delivered to ensure that every manager and team leader had a set of tools that they could use to stop the Spanish customs that had spread throughout the company when it came to managing their staff.

The Solution – A 2 Day Modern Managers Best Practise Course

The course covered all of the main disciplines associated with management and leadership excellence.

We completed a number of action learning sets that got the delegates to look at what they were currently doing and what it meant for their staff in terms of productivity and motivation. We then took each of the main management disciplines and covered what each manager should be doing and how to put this into practise.

This included: Leadership for success, time management, effective delegation, coaching and providing feedback, performance management, effective communications skills, dealing with conflict and building high performance teams.

Feedback From the Course

"The course was well organised and well structured. There was some great information that was covered clearly and concisely with good examples"

"I really enjoyed the course. It made me think a lot about what I was doing at work and what I needed to put right"

"The exercises made it for me. They all had meaning behind each one. This meant that I could remember the learning a lot better than if we had just covered it by working through a manual"

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

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.

7 Reasons Why You Should Choose Management Training & Development For Your In-House Requirements

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.

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.

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.

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:

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