

# UNCOVER THE LEADER IN YOU

## Who should attend?

Uncover the Leader in You, is for people who want to start their career path in Business Management.

It is for those people who have been identified as potential leaders of the future and who require a development programme to support their career aspirations.

## What are the benefits of attending?

Each workshop uses 'best practice for getting results' and builds on the delegates knowledge, whilst giving them a set of transferrable management skills utilising proven techniques.

The ten-day programme is delivered over three workshops with a final 'Business Improvement - Project Results', presentation at the end.

Workshops are:

- People Management – Take People with You
- Delivering Operational Customer Excellence
- Managing Through Your Team to deliver Profitable Growth
- Project Results Presentation



## What does the programme include?

- The Leader in You – starting point
- Leadership Behaviours and Attitudes
- The Big Picture of People Management
- Career pathway 6,12,18 months
- Team Dynamics
- G.R.O.W. coaching
- 7 Habits of Highly Effective People
- Check List skills and knowledge
- People Engagement
  - Induction
  - 2 Do Their Job
  - Loyalty Service
- Coaching principles to get results
- Management 'A Day in the Life Of'
- Powerful Presentation – Not Death by PowerPoint
- Communication Skills and Techniques
- Managing Change and Upwards
- Think Safe, Work Safe, Home Safe
- Management the FISH way
- Under Performance Management
- Principles of Project Management
- A conversation with a purpose

## Programme measurement of success

- Commercial results
- Return on investment and expectations
- Life Long Business Skills
- 70/20/10 approach for sustainability
- Kirkpatrick Evaluation Levels: Results/Behaviour/Learning/Reaction
- Business improvement project

All programmes can be bespoke and incorporate company policy and procedures.

# MANAGEMENT ESSENTIALS

## Who should attend?

Management Essentials is a nine-month programme aimed at managers who have a minimum of six months' experience and who are moving into a senior management or a leadership role.

It is also perfect for those currently in a leadership role, who have received limited opportunities to develop 'Manage, Lead, and Inspire' skills, aimed at developing their teams.

## What are the benefits of attending?

Each workshop uses 'best practice for getting results' and builds on the delegates knowledge, whilst giving them a set of transferrable management skills utilising proven techniques.

The ten-day programme is delivered over three workshops with a final 'Business Improvement - Project Results', presentation at the end.

Workshops are:

- People Management – It's All About Me
- We're All In this Together
- Delivering Operational Excellence
- Project Results Presentation

## What does the programme include?

- Understanding Self-Management, my style, impact and behaviours
- Wheel of Life starting point, development journey and career goals
- Coaching Culture
- Management 'A Day in the Life Of'
- Powerful Presentation – Not Death by PowerPoint
- Communication Skills and Techniques
- If I Only Had Time
- Positive Attitude and Energy
- Managing Change and Upwards
- Think Safe, Work Safe, Home Safe
- Delivering High Performance
- Teams roles and evolution
- Effective Delegation
- Business Controls – measured versus managed
- Customer Excellence – Good to Great
- HR Management Essentials
- Employee Engagement – So the Survey Say's
- S.M.A.R.T. Management
- Principles of Project Management
- Finance for Non-Financial Managers
- Emotional Intelligence
- Recruitment and Selection
- Operational Management
- Take People with You
- Training Needs Analysis
- A Conversation with a Purpose

## Programme measurement of success

- Commercial results
- Return on investment and expectations
- Life Long Business Skills
- 70/20/10 approach for sustainability
- Kirkpatrick Evaluation Levels: Results/Behaviour/Learning/Reaction
- Business improvement project

All programmes can be bespoke and incorporate company policy and procedures.

# ESSENTIAL FOUNDATIONS OF SALES MANAGEMENT

## Who should attend?

Essential Foundations of Sales Management is a six-month programme aimed at supporting talented individuals to successfully manage a portfolio of customers and / or to manage and lead a sales team. It teaches sales strategies to increase sales growth and brand awareness in a competitive market.

Ideal for those who have been identified as future Sales Executives and require a foundation of sales management techniques, skills and knowledge to be successful in sales.

## What are the benefits of attending?

Each workshop uses 'best practice for getting results' and builds on the delegates knowledge, whilst giving them a set of transferrable management skills utilising proven techniques.

The ten-day programme is delivered over three workshops with a final 'Business Improvement - Profitable Portfolio', presentation at the end.

Workshops are:

- Selling and Me
- Deliverable Results
- Ultimate Sales
- Profitable Portfolio Results Presentation



# ESSENTIAL FOUNDATIONS OF SALES MANAGEMENT



## What does the programme include?

- Understand the Company Sales Strategy
- Sales Competencies
- Questioning and Qualifying Skills
- Professional Sales Behaviours
- Winning Sales Presentation
- Customer Relationship Management
- Building Value using the 4 C's
- Marketing Campaigns
- Territory Management Planning
- Networking internally and externally
- Features, Advantages, Benefits – with Accessories
- Foundational sales toolkit
- Customer and Competitor Analysis
- KPI's sales targets for results
- Media profile sales and selling
- Referral every time
- Proactive telephone appointing
- Turning customer objections into sales
- Planning and preparation for customer facing visits
- Sales as a profession

Additional modules upon request

- In the field 1-2-1 coaching
- Institute of Sales Management accreditation

## Programme measurement of success

- Commercial results
- Return on investment and expectations
- Life Long Business Skills
- 70/20/10 approach for sustainability
- Kirkpatrick Evaluation Levels: Results/Behaviour/Learning/Reaction
- Business improvement project

All programmes can be bespoke and incorporate company policy and procedures.

# CUSTOMER SERVICE EXCELLENCE

## Who should attend?

Customer Service Excellence is a four-day programme, consisting of two workshops, for people and businesses that want their Customer Service to go from Good to Great. The programme which forms part of a sustainable development programme, is recognised as part of business growth in a competitive market, offering tangible service excellence measurements pre and post workshop.

## What are the benefits of attending?

Workshop one handles the fundamental basics of Customer Service Excellence both internally and externally – “what’s working” versus “what needs focus”, resulting in the creation of a Customer Service Charter. The second workshop builds on embedding this culture.

The four-day programme is delivered over two workshops with a final ‘Business Improvement - Project Results’, presentation at the end.

Workshops are:

- Customer Service Excellence “what’s working” versus “what needs focus”
- Delivering Operational Customer Excellence



## What does the programme include?

- Customer Overview
- Service Strategy for Growth
- Customer First = W.I.I.F.M.
- Customer Relationship Management
- A 'FISH' approach to excellent customer service
- F.A.B and Accessories Customer Service
- Service Brand internal and external
- Survey of Customer Service
- Measured Service is Managed Service
- The processes are killing our service
- Customer touch points to keep coming back
- Brand Customer Service
- Time Management to deliver excellent service
- Telephone Skills
- Customer and Competitor Analysis

## Programme measurement of success

- Commercial results
- Return on investment and expectations
- Life Long Business Skills
- 70/20/10 approach for sustainability
- Kirkpatrick Evaluation Levels: Results/Behaviour/Learning/Reaction
- Business improvement project

All programmes can be bespoke and incorporate company policy and procedures.