

This modular training programme provides highly focused skills development in two phases of management training and coaching – firstly to establish good practice in self-management and secondly, to explore effective ways of managing and leading other people. The programme can be run at a pace to suit you as client – as an intensive training event, or topic by topic over the course of a year.

Elements are delivered in two-day blocks as follows: a half-day workshop for a group of 6 people addressing the key topic, followed by individual coaching sessions to establish tailored personal action and development plans. The mix of plenary sessions and personalised training ensures best use is made of directors' and managers' time. In addition, distance coaching by telephone and email is provided at no extra cost.

**Your Workshop Leader: Roy Breustedt**

## DELIVERY & CERTIFICATION

• All topics mentioned can be delivered as 'stand alone' courses or workshops. Other topics available include:

- Emotional Intelligence in Teams
- Negotiation Skills
- Managing Poor Performance.

• All programmes integrate with the company's performance management system, ensuring the relevance of individual development plans.

• Certification can be provided jointly by the client organisation and Communicate.

## PROGRAMME MODELS

A key strength of this methodology is that individuals are coached on a regular basis to maximise learning and ensure there is 'follow-up' to the inputs and discussions.

Alternative formats can be targeted for:

- Future Directors
- Business Leadership
- Developing the Managers of the Future
- Motivation: creating and sustaining a motivational environment
- Individual coaching (e.g. new post or role, or when aiming for change)

We offer an in-depth prior briefing meeting, without obligation, to discuss your requirements and establish the format that would best suit your strategic and organisational needs.

## **Outline Programme**

### **PHASE 1 - MANAGING YOURSELF**

#### **Personal and Professional Effectiveness**

1. Initial analysis, self evaluation and groundwork
2. Managing time & priorities
3. Stress management
4. Emotional intelligence and giving & receiving feedback
5. Self management in meetings and presentations
6. Follow-through coaching

*Once people have established consistently good practice in these areas they would be in a position to move on to managing others effectively.*

### **PHASE 2 - MANAGING OTHER PEOPLE**

Topics include

1. Self-evaluation and target setting
2. Leadership and managing teams
3. Communication skills
4. Working with customers
5. Delegating
6. Appraising performance
7. Managing conflict
8. Problem solving and decision making
9. Follow-through coaching

*"The benefits to our staff have been noticeable. People are now more confident and capable of dealing with issues which arise. They now tend to see challenges rather than problems. Overall it has been an extremely worthwhile investment."*

**Andy Morrison, Production Director  
Bellway Homes**



COMMUNICATE

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