

Management Development Programme 2020

Leadership & Management
Excellence



The **People** Department

Introducing the Management Development Programme



The **Management Development Programme (MDP)** is a fast-paced and intensive **six-month programme** dedicated to discovering, studying and understanding the best techniques and trends in the core areas of management and leadership.

The 2020 course will be **hosted online and comprises seven compulsory virtual workshops**, as well as giving you the choice to attend an additional **six optional webinars**. The programme is fully accredited by the Chartered Management Institute.

Why be part of the Management Development Programme?

The programme is designed to strengthen the way you as a manager get the best out of yourself and your people. It will give you the skills and tools you need to master the challenges and opportunities facing your business now and in the future.

From crafting your communication style and getting the people culture right, to building and creating positive mind-set, to embedding continuous change and managing talent, to simply becoming a more agile leader, this programme will provide you with the tools, action-planning and confidence to take on a wide range of business issues.

Compulsory virtual workshops:

- 1. What type of leader are you?**
Get to know your leadership style by taking a look at the different approaches and frameworks available to us as managers.
- 2. Communication and development through coaching and feedback**
Develop your coaching skills and get the tools you need to provide leadership and support to those around you.
- 3. Brilliant basics and service delivery**
Discover how getting the basics right can dazzle your stakeholders, customers and your team.
- 4. Leading through compulsory change**
A look at how you can overcome the challenges we all face when managing change.
- 5. Leadership essentials**
A succinct overview of all the skills and knowledge you'll need in your leadership toolkit.
- 6. HR essentials**
Get an introduction to HR including disciplinaries, grievances, employment law, absence management, and managing diversity and inclusion (2 sessions).
- 7. Motivating and influencing**
Uncover the tried and tested methods that could help you get the most out of your people.

Optional additional webinars:

- 1. Decision-making**
Uncover the factors that influence decision-making and learn how you can influence these to ensure you make the right decisions.
- 2. Influencing and motivating your people: conflict management**
Get the tools you need to help you inspire those around you, and to help you overcome potentially tricky situations.
- 3. Recruitment and interviewing skills**
Feel confident in your ability to select the right candidate for the role.
- 4. Presentation skills**
Take away tips and tricks to help you prepare for the end-of-course presentation.
- 5. Stakeholder management**
Tools, tactics and approaches to help you manage from all angles.
- 6. Productive team meetings**
How to make those sessions count every time.

Note: there will be more webinars released throughout the programme

Sessions



What the Management Development Programme will help you achieve:

- Appreciate your own leadership style and how this influences others around you.
- Invested in thinking time, to concentrate on what you and your business need.
- Develop broader management and leadership skills, with a framework to solve your own business challenges.
- Leave with a bespoke action plan designed to continue to develop yourself and grow your team.

Pricing

- Management Development Programme: **£995 +VAT.**
(Includes CMI membership, certificate of attendance and access to all of the webinars)
- Cost per workshop: **£150 +VAT each.**

All costs are payable upon committing to the programme or module, and are non-refundable.

Core workshops

Workshop	By the end of this course you will:	Date
Orientation: What type of leader are you?	<ul style="list-style-type: none"> Get to know the rest of the cohort Understand what to expect on the MDP journey Have a deeper self-awareness of your own communication and learning styles Recognise what makes you a good leader Find your leadership style Understand the importance of personal branding and establish your own personal brand 	26 August
Communication and development through coaching and feedback	<ul style="list-style-type: none"> Understand the science of communication Be able to recognise different learning styles and tailor your coaching accordingly Understand the development cycle Be able to coach using the GROW model Demonstrate your ability to give feedback and tackle difficult conversations 	17 September
HR essentials	Part 1: Setting direction and managing performance <ul style="list-style-type: none"> Understand the importance of managing performance and tools and techniques that can be applied to promote a high-performance culture Understand the application of the appraisal process and be able to set SMART objectives Be able to manage poor performance using a performance improvement policy Understand how to tackle poor attendance Embracing diversity and ensuring an inclusive environment 	8 October
	Part 2: Employment law and sensitive issues <ul style="list-style-type: none"> Understand key UK Employment Legislation and how it applies to businesses Understand the disciplinary procedure and be able to identify which circumstances different sanctions may apply Recognise 'sensitive' issues that exist in the workplace, including grievances, discrimination, bullying, harassment and victimisation, alcohol and drugs abuse and stress at work Understand the manager's role in the management of tricky and sensitive issues and recognise the knowledge, skills and behaviour required 	29 October
Brilliant basics and customer experience	<ul style="list-style-type: none"> Be able to apply brilliant basics (honesty, communication and ownership) to the culture of your team values Understand how perceptual positioning enhances customer feedback Apply Quality Assurance to Customer Experience 	19 November
Influencing skills and team motivation	<ul style="list-style-type: none"> Recognise where your team is based on Tuckman's theory and be able to motivate through each stage Learn valuable influencing techniques 	2 December
End of course presentation	<ul style="list-style-type: none"> You will deliver a presentation to demonstrate your learning on the programme There will be a celebratory session and graduation 	16 December

Micro webinars (up to 2 hours)

Workshop	By the end of this course you will:	Date
Leadership essentials	<ul style="list-style-type: none"> Understand the importance of gaining trust Know what makes a great leader Be able to be transparent Bring personal values to your role Learn some key theories of Simon Sinek 	8 September
Decision making skills	<ul style="list-style-type: none"> Learn the science of making a decision Understand when to listen to your gut Be able to make difficult decisions under pressure Understand the most effective way to engage your team in decision making 	29 September
Presentation skills	<ul style="list-style-type: none"> Know how to structure a presentation Be able to open and close a presentation with impact Use of presentation slides effectively Gain valuable insight in how to interact with an audience Get tips on engaging body language 	20 October
Productive team meetings	<ul style="list-style-type: none"> Understand how frequent you should hold team meetings Know the importance of meetings Know how to create an agenda What parts of team meetings you should delegate 	10 November
Recruitment and interviewing skills	<ul style="list-style-type: none"> Understand different recruitment techniques How to fairly assess candidates Know the importance of taking notes/minutes Form effective interview questions Decide on how to create appropriate assessments Understanding unconscious bias 	24 November
Leading through change	<ul style="list-style-type: none"> Gain an understanding of the change process and peoples emotional reactions to it Learn coping strategies for self and others Understand best practice for leading teams through change Be able to handle cynicism, fear and resistance 	22 September
Stakeholder management	<ul style="list-style-type: none"> Identify the key stakeholders who are relevant in the achievement of your objectives and how to effectively manage them Identify the different engagement levels of stakeholders, and how to manage these proactively Demonstrate the importance of setting a compelling vision and effective action planning in delivering intended outcomes Understand how your influencing style will affect your effectiveness in managing stakeholders 	3 November

The People Department

The People Department gives you customisable, cost-effective HR services, specifically designed to support financial advice firms, and access industry-specific knowledge tailored to your business.

To find out more about we can support you to deliver streamlined, effective HR in your business, please don't hesitate to get in-touch.

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