

LEAD Management & Leadership Programme

Learn - **Engage** - **Action** - **Deliver**



The LEAD Programme has been designed to develop the competence and confidence of practicing or potential Team Leaders, Supervisors and Managers to Lead, Engage, Action and Deliver their teams and organisations key objectives and/or projects.

LEAD provides an intensive introduction to the world of people management, focusing on achieving results with and through people. The programme is highly practical - the return on investment starts the minute the delegate re-enters their working environment. Two key features of the programme are the opportunity each delegate has to work with a personal coach to maximise personal effectiveness back in the workplace and the implementation of a change/improvement project that makes a difference for the organisation.

In addition, delegates have the option to work towards the ilm Level 3 or 5 Award in Leadership and Management qualification.

The programme is delivered through a six full day modules that provide a range of leadership management tools and techniques which support the development of the following key areas:



Communicating with Clarity

Communicate clearly and concisely to ensure instructions or outcomes are clearly understood and staff and colleagues feel motivated and engaged to deliver the agreed objectives.

Problem Solving with and through others

Solving problems and implementing changes/improvements ensuring the buy-in from team members, colleagues and management, whilst dealing with potential resistance or conflict.



Personal Effectiveness

Understand the principles of time management, become self organised and achieve results through effective goal setting, prioritising, action planning and delegation, whilst feeling in control and driving work.

Influencing and Motivating Individuals

Assess people objectively, gaining willing co-operation through a better understanding of management styles and developing a higher level of interpersonal intelligence.



Holding People Accountable

Implement performance management tools that raise personal and team performance, effectively conduct difficult conversations and empower individuals through ownership, coaching and accountability.

Developing Inner Self Confidence

Develop the inner self confidence to make a professional impact, look and sound credible, and positively engage and influence team members, peers, management and customers.



Programme Content and Objectives

The LEAD programme is delivered through a combination of six full day workshops, one to one coaching sessions, action plans and work-based activities and the implementation of a Making a Difference change/improvement project.

Pre-programme Assessment & Familiarisation

A pre-programme one-to-one is conducted with both delegate and manager to establish both a willingness to participate and personal development needs. A combination of discussion and self assessment raises self-awareness and clarifies programme appropriateness. A 360 analysis with management identifies blind spots and confirms key objectives for both individual and organisation.

Workshop 1 - Effective Images

In this workshop delegates take a closer look at themselves, their perceived image and how they are seen by others. A change project, providing a measurable pay-back is defined which provides the environment to apply and embed the essential management tools. The key objectives for the workshop are:

- Define and reflect upon the main factors which influence our image.
- Use a personality profiling model to assess people objectively.
- Apply the 3 V's of communication - Visual/Non Verbal, Vocal, Verbal to enhance personal impact.
- Recognise your personal level of emotional intelligence and the need to enhance interpersonal skills and relationship across a diverse range of people.

Workshop 2 - Personal Effectiveness

Workshop 2 examines how to use effective time management to achieve a balance between achieving the required outputs whilst spending time developing staff. Delegates are also introduced to a range of principles for effective people management. The objectives for the workshop are:

- Define Key Result Areas and associated SMART objectives which fulfil your role/function.
- Differentiate between urgency and importance and identify activities which will improve personal performance.
- Implement time management tools and techniques to feel more in control and achieve desired outcomes.
- Define and implement a Personal Development Plan.

Workshop 3 - Developing Effective Teamwork

This workshop provides delegates with the fundamental tools to build a high performance team. It examines areas critical to effective team working and identifies specific issues in understanding team dynamics. The key objectives for the workshop are:

- Reflect upon the skills and attitudes required to develop effective teamwork.
- Identify the characteristics of high performance teams and how a team evolves to become high performing.
- Reflect upon a range of leadership models and recognise the different management styles associated with developing a high performance team.

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Programme Content and Objectives continued

Workshop 4 - Understanding Management Styles

This workshop is designed to enable delegates to assess their approaches to people and team management, reflect upon their preferred management style and consider how to adapt their style to different situations. The key objectives for the workshop are:

- Recognise your preferred management style and the need to adapt to manage different situations.
- Practice effective communication skills to reduce misunderstandings.
- Implement a problem solving technique to generate new ideas and/or improvements with and through colleagues and staff.

Mid-Point Review

A one-to-one coaching session is conducted between Tutor and delegate to review personal progress, clarify objectives and action plans, and identify any additional support required.

Workshop 5 - Enhancing Performance through Effective Coaching & Delegation

Workshop 5 examines one of the keys to effective management, achieving success with and through others. To achieve this we must gain a balance between coaching and learning to let go and trust. Coaching is the process of helping individuals maximise their potential to the benefit of themselves, the team and the organisation. The key objectives for the workshop are:

- Implement a range of performance management tools and techniques to be able to set, measure, monitor and enhance performance.
- Implement a five step delegation technique to gain willing co-operation.
- Practice basic coaching skills to enhance the performance of team members and colleagues.

Workshop 6 - Holding People Accountable & Managing Conflict

The aim of the final workshop is to develop our self awareness, communication and interpersonal skills in managing performance, holding people accountable and dealing with potential conflict. The key objectives for the workshop are:

- Recognise personal style in dealing with conflict and/or confrontation and reflect on a range of strategies.
- Apply a correction action technique to hold people accountable.
- Conduct difficult conversations with confidence and assertiveness.
- Define and implement a programme completion action plan.

Post Programme Review

A one-to-one development review is conducted between Tutor and delegate/manager to discuss the progress, clarify objectives and identify additional support that may be required to complete the programme. It is normal at this stage of the programme to agree on how the delegate will conclude the programme and deliver a measurable return to the business.

Additional Programme Information

Delivery and next open programmes dates

The dates for the programme are shown below. All workshops commence at 9.30 and conclude no later than 16.00. Additional one-to-one coaching sessions with individual participants back in the workplace reinforce the learning and encourage the application of the models, tools and techniques.

		LEAD 1/20	LEAD 2/20
Workshop 1	Effective Images	6th February	12th May
Workshop 2	Personal Effectiveness	25th February	11th June
Workshop 3	Developing Effective Teamwork	25th March	2nd July
Workshop 4	Understanding Management Styles	21st April	23rd July
Workshop 5	Enhancing Performance through Delegation & Coaching	19th May	6th August
Workshop 6	Holding People Accountable & Managing Conflict	18th June	3rd Sept
Post Programme Review			

Making a Difference Change/Improvement Project

Making a Difference is an integral part of Palladium Leadership and Management programmes. Participants are challenged to make a difference through individual innovative change or continuous improvement projects and provide feedback to their peer and management group. Previous projects have focused on reducing supplier costs, improving productivity or output, improving business system or process efficiency, increasing sales revenue, improving customer care and reducing operating costs. These projects also provide a real work environment for delegates to implement the tools and techniques, embed their learning and demonstrate their competence and confidence in a leadership role.

Investment

Total investment for one person to join an open group at Palladium Training is £960 per person. Alternatively, this programme can be delivered internally to your organisation for a total investment of £9480. Based on a group size of twelve persons, this reflects an investment of £790 per person. This cost includes all relevant materials but excludes any costs associated with the venue.

Accreditation & Certification (optional)

There are two options for delegates to gain national recognition for their learning and development.

- For an additional investment of £119 per person, and on successful completion of this programme, associated action plans and implementation of a Making a Difference Project, the Institute of Leadership and Management will acknowledge the participant through the Institute Approved Certificate and provide one year full membership allowing access to the Institutes comprehensive on-line resource library to support on-going personal development.
- For an additional investment of £389 per person, delegates can achieve the ilm Level 3 or 5 Award in Leadership and Management (depending on current management position) by submitting two formal assignments from a selection of ilm Units.