



for more information call
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BACK **Management Development**

Soup to Nuts

Occasionally an organisation takes a long term view to develop its managers and enhance its ability to compete and deliver outstanding service.

In this case, the organisation is a large training company that provides a wide range of skills training, accreditation, assessment and certification.

Having grown the business through a combination of organic growth and acquisition, the directors recognised that they needed to invest in their top tier of managers to ensure continued success.

The Development Company was engaged to design and deliver an initial programme to cover a core set of management skills. This programme consisted of six modules covering the following:

- Personal Effectiveness and Time Management
- Delegation
- Influence and Leverage
- Motivating Others
- Dealing with Conflict
- Performance Management

The cohort was split into two and each half-day module was delivered twice on the same day. This meant that the managers were not all away from the business at the same time and minimised the time the managers were out of the business. The split of the cohort changed from module to module so all the managers mixed with each other.

Following the first six modules the focus moved to applying Key Performance Indicators (KPIs) to the business. The same delivery model was used with three half day workshops covering:

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- Performance Improvement
- People Development
- Managing Behaviours

With the number of staff increasing through growth and acquisition, the directors published an agreed set of core values and behaviours for the business.

Two sets of half day workshops were delivered:

- Understanding and Incorporating Core Values
- Walking the Talk

The last set of workshops focused on stress, its causes and how to recognise and manage stress.

- Stress Awareness
- Recognising and Addressing Stress

Six cohorts of managers have undertaken this development programme. Two Master Classes have been added to the programme which focus on Performance Management.

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