

Why Attend:

*If you have insufficient visibility of who is doing what on a project. When you find that projects are over budget, go on too long and don't deliver the expected outcomes.
If no one can tell you the status of a project or if you find that more than one project is trying to fix the same thing.*

**Management Excellence Series:
Project Management**

Course Objective:

To develop the fundamental skills and techniques necessary for managing and delivering projects

Course Description:

This interactive and intensive one-day course is designed to give delegates the basic but crucial tools and techniques required for successful project management and project delivery.

Course Programme:

The attendees of this course will learn simple yet effective ways of defining, planning, executing and closing projects. Typical pitfalls, dangers and joys of project management will be explained. The course will cover the following:

- What is a project and why do projects?
- How to define a project
- How to plan a project
- How to execute a project
- How and when to close a project
- Corner-cutting and other pitfalls
- Stakeholder buy-in
- Decision making
- Communication
- Scope creep and budgets

The course will be a mixture of theory and practical exercises. The attendees will be required to work in groups and make short presentation. No dedicated project management software will be used and the attendees need not have experience of any project management software. Excel knowledge is desirable.

Suitable For:

Managers and team leaders who are managing projects occasionally or as part of their usual workload.

Free telephone support is available to course attendees after the course.

Why Attend:

If your meetings are too lengthy and achieve very little.

If for example you are a manager and find you can't both run and contribute to a meeting.

When you wish more of your employees could take charge of workshops and meetings

**Management Excellence Series:
Facilitation****Course Objective:**

To develop skills, techniques and confidence necessary for understanding various kinds of facilitation.

Course Description

This interactive one day course is designed to give delegates an introduction to the techniques and purposes of facilitation. Theory and exercises will enable the attendees to run meetings and workshops etc.

Course Programme:

The attendees of this course will learn the basic skills and techniques necessary to confidently stand in front of colleagues or clients and facilitate e.g. training and team briefings. The course will cover the following:

- Roles of the facilitator
- Facilitation methods
- Facilitation settings
- Communication and body language
- House keeping
- Exercises and feedback
- Equipment and techniques

The course will be a mixture of theory and practical exercises. The attendees will be required to make short presentations in front of the whole group and to lead the whole group in discussion.

Each attendee should prepare subject/issue to present to and discuss with the whole group (5 minutes per person).

Suitable For:

Managers and Team Leaders

Free telephone support is available to course attendees after the course.

Management Excellence Series: Train the Trainer

Why Attend:

If your in-house training is ineffective or if you constantly have to rely on external trainers to deliver ongoing training on SOPs and other company internal matters. When you want to develop existing talent within the organisation to take on the role of training employees

Course Objective:

To give attendees a thorough introduction on how to prepare for and run a training course internally in the organisation.

Course Description:

This is a one-day interactive course comprising theory, demonstration of techniques and practical exercises giving the attendees the opportunity to use the training techniques in front of an audience.

Course Programme:

- The purpose of training
- The principles of learning
- Preparation before training starts
- Delivering training
- Knowing the audience
- Managing the training session
- Asking questions and listening to answers
- Giving and receiving feedback
- Understanding training materials and subjects

The course will be a mixture of theory and practical exercises. Each attendee will be asked to deliver small training situations in front of the other attendees.

Suitable For:

Leaders and managers at all levels within the organisation as well as other members of staff expected to train others.

Free telephone support is available to course attendees after the course.

Why Attend:

If you wish people would take the initiative or if your staff seem unmotivated and don't seem to care anymore.

When you feel that somebody else should be able to do some of your tasks and when you know that you have talented people around but struggle to engage and develop them

**Management Excellence Series:
Empowerment and Coaching****Course Objective:**

To introduce the principles and techniques of the people development tools empowerment and coaching.

Course Description:

This interactive one-day course is designed to give delegates a basic understanding of the concepts and application of empowerment and coaching techniques for the workplace.

Course Programme:

The attendees of this course will become familiar with the theory and practice of empowering and coaching colleagues. The dos and don'ts will be explained and through exercises attendees will experience using the techniques. The course will cover the following:

- Why empower?
- Empowerment vs delegation
- How and what to empower?
- What is coaching
- Who coaches whom
- The coaching process
- Coaching skills
- Exercises and feedback

The course will be a mixture of theory and practical exercises. The attendees will be required to work in groups and engage in role-play and constructive criticism.

No preparation is required, but the willingness to participate in exercises and role-play situations is expected.

Suitable For:

Leaders and managers at all levels within the organisation.

Free telephone support is available to course attendees after the course.

Management Excellence Series: Adapting to Quality Management

Why Attend:

If your defect rate and/or number of complaints keep going up. If your cost of quality is killing you. When your company keeps receiving or supplying poor quality, or if your organisation struggle to agree what quality is

Course Objective:

To introduce the main concepts and techniques employed in achieving and maintaining quality throughout the organisation.

Course Description

This one-day course looks at some of the theories and best practice of Quality and defines how Quality is a companywide focus and not just at the heart of an operation. The course looks at some of the methods, tools and techniques used to create a high Quality environment.

Course Programme:

This course will be a mixture of theory and practical examples. Active participant discussion of the course topics is encouraged. The course will cover the following:

- The concept of Quality
- The concept of Value
- Focusing Quality on getting business results
- Developing standards
- Concept of Total Quality Management
- Various Quality Methods
- Benchmarking and Performance Measurement
- Linking Quality to strategy
- Various case studies of Practical Quality

The course will be a mixture of theory and practical exercises. The attendees will be required to bring examples of quality issues they encounter in their daily work.

Suitable For:

Managers and Team Leaders

Free telephone support is available to course attendees after the course.

Management Excellence Series: Management Excellence Foundation

Why Attend:

If you have just been appointed to a managerial or supervisory role and struggle to assert yourself as a respected manager. If your employees are always moaning and absenteeism is high or when you find that your working hours are getting longer and longer.

Course Objective:

To introduce new managers to the basic skills necessary to perform and survive as a manager.

Course Description:

This interactive one-day course is designed to give delegates a thorough introduction to the world of management. Being promoted to manager is daunting and the course will prepare the delegates for the most common issues, pitfalls and joys of being a manager.

Course Programme:

The attendees of this course will learn the skills and techniques necessary to be a respected and successful manager. The course will cover the following:

- What does it mean to be a manager?
- Management styles
- Gaining credibility
- People management
- Planning and organising
- Communication
- Achieving buy-in
- Responsibility vs. accountability
- Building a team
- Maintaining success and high achievement

The course will be a mixture of theory and practical exercises. The attendees will be required to bring examples of situations in their working day, which they would like deal with in a more efficient way.

Suitable for:

New managers/team leaders with no or little previous management experience.

Free telephone support is available to course attendees after the course.

Why Attend:

If you don't know what your issues are costing your organisation and no one seems to be in charge of fixing anything. When you want a structured and focussed approach to effectively dealing with the problems and move on

**Management Excellence Series:
Problem Solving**

Course Objective:

To develop skills and techniques necessary for effective problem identification and problem solving.

Course Description:

This interactive and intensive one-day course is designed to give delegates a thorough introduction to a selection of effective problem solving techniques. Theory and exercises will enable the attendees to apply the techniques in their working environment.

Course Programme:

The attendees of this course will learn proven and creative ways of approaching problem solving. Typical problem types and situations will be explained and problem solving techniques will be applied through exercises.

The course will cover the following:

- Identifying problems
- Problem solving methods
- Process mapping
- Root cause analysis
- Generating a business case – identification & calculation of benefits
- Communication
- Exercises and feedback

The course will be a mixture of theory and practical exercises. The attendees may be required to make short presentations in front of the whole group and to lead breakaway groups in discussions and exercises.

Suitable for:

Any member of staff involved directly in Supply Chain activities and/or any Business Performance Improvement initiative.

Free telephone support is available to course attendees after the course.

Management Excellence Series:
Building and Maintaining Effective Teams

Why Attend:

If it is always the same few people doing everything or if your team work produces more arguments than results and too many team members make no contribution. When you wish you could put together an effective team with a positive attitude

Course Objective:

To develop insights and skills necessary to build and maintain effective and productive teams.

Course Description:

This interactive one-day course is designed to equip delegates to build teams, be part of teams and maintain team efficiency and harmony. The importance of selecting and building the appropriate type of team will be emphasised.

Course Programme:

The attendees of this course will learn the typical dynamics of teams and understand the importance of building teams carefully, setting the right objectives and expectations. The course will cover the following:

- What is a team?
- Why use teams?
- How to build a team and who to select
- Types of team
- Team roles
- Team dynamics, problems and benefits
- Leading teams
- Successful and unsuccessful teams
- Decision making
- Communication

The course will be a mixture of theory and practical exercises. The attendees will be required to bring examples of team situations in their working day, which they would like to deal with in a more efficient way.

Suitable for:

Managers and team leaders responsible for managing permanent or ad-hoc teams.

Free telephone support is available to course attendees after the course.

Why Attend:

If you are drowning in emails, if people seem generally confused about what is going on. If the coffee machine is the best place to get information. If the rumour mill is working overtime and “nobody told me” is the stock answer to most things

**Management Excellence Series:
Communication****Course Objective:**

To understand the purposes, methods and techniques of communication as well as the effects and consequences of good and bad communication.

Course Description:

This interactive one-day course will provide delegates with a thorough understanding of the virtues and pitfalls of communication. Through practical exercises delegates will apply various types of communication techniques.

Course Programme:

The attendees of this course will learn the theoretical and practical skills necessary to communicate effectively and to recognise different types of communication styles.

The course will cover the following:

- Verbal and written communication
- Body language
- Voice control
- Questioning techniques
- Listening techniques
- Feedback
- Communication plan
- Communication styles
- Communication with individuals and groups

The course will be a mixture of theory and practical exercises. The attendees will be required to bring examples of situations in their working day, which they would like deal with in a more efficient way.

Suitable for:

Managers and Team leaders

Free telephone support is available to course attendees after the course.