

Leading Edge LEADERSHIP

making leadership easy

A range of **NEW** and **EXCITING 90-MINUTE VIRTUAL** and **F2F WORKSHOPS** for **2024**

plus

ONE-DAY PROGRAMMES

TWO-DAY PROGRAMMES

DEVELOPMENT PROGRAMMES

1-1 COACHING

MOTIVATIONAL TALKS

FACILITATION of AWAY DAYS

90-MINUTE WORKSHOPS

Up to 20 attendees

Up to 3 a day

Virtual or F2F

The Highly Effective Manager

See page 24

*great content
great trainers
great experience*

The Highly Effective Leader

See page 25

A Range of **65 NEW** and **EXCITING** **90-MINUTE** **VIRTUAL** and **F2F WORKSHOPS** **FROM TEAM LEL**



Our 90-minute workshops are designed to make a powerful impact on what your people do and how they do it. Our team of eight highly experienced trainers provide a truly engaging learning experience.

Each workshop is completed in 90 minutes either virtually or F2F – no longer than the average meeting – and our virtual workshops allow you to connect from anywhere in the world.

Each workshop is highly practical and contains the essentials of the topic covered.

Up to three workshops can be held in any one day – at times to suit your audience wherever they are in the world.

You can choose any combination of workshop titles and have up to 20 delegates in each workshop.

We deliver our virtual workshops on Zoom or Teams using features such as chat, polling and breakout rooms.

After every workshop we will provide a copy of the delegate feedback and copies of the PPT slides and any handouts for each delegate.

All 65 of our 90-minute workshop titles can also be delivered as half-day programmes (3 hours) or full-day programmes (9.30 am – 4.30 pm).

Typical One-Day Virtual Workshop Timetable

9.30 am – 11.00 am: Virtual Workshop 1
12.00 pm – 1.30 pm: Virtual Workshop 2
3.00 pm – 4.30 pm: Virtual Workshop 3

Typical One-Day F2F Workshop Timetable

9.30 am – 11.00 am: F2F Workshop 1
11.30 am – 1.00 pm: F2F Workshop 2
2.00 pm – 3.30 pm: F2F Workshop 3

Please note – We do not deliver a single stand-alone 90-minute workshop F2F. We only deliver a minimum of two x F2F 90-minute workshops on the same day.

COMPLIMENTARY 90-MINUTE IN-HOUSE VIRTUAL WORKSHOP

We would like to offer all potential new clients a complimentary in-house 90-minute virtual workshop for up to 16 of your staff so that you can experience at first hand our highly interactive, engaging and practical style of training delivery/facilitation.

You can choose from the following three workshop topics:

How To Excel As A Manager

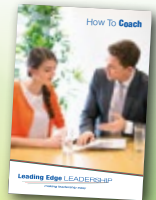
(this 90-minute workshop is taken from our hugely popular two-day management programme *The Highly Effective Manager*)

How To Hold A Challenging Conversation

(this 90-minute workshop is taken from our signature two-day leadership programme *The Highly Effective Leader*)

How To Coach

(this 90-minute workshop is taken from our one-day coaching programme *Developing Your Coaching Skills*)



The complimentary workshop is delivered on Zoom or Teams. After the workshop we will provide you with a copy of the PPT slides, any handouts and the attendee feedback.

Try us out – there is no further obligation on your part.

Over the past two years 85% of clients who experience one of our complimentary workshops go on to work with us.

**Feel free to call us today on 01727 898332
or email us at info@leadingedgeleadership.com**

We love what we do -

we think you will too.



Our **Full Range** of **Virtual** and **F2F Workshop Titles**

Leadership and Management

How To Excel As A Leader	06
How To Excel As A Manager	06
How To Manage Remote Teams	06
How To Coach One-To-One	06
How To Manage Change	07
How To Build A High Performing Team	07
How To Create A Happy, Productive Workplace	07
How To Lead Difficult People	07
How To Manage Conflict	08
How To Manage Performance	08
How To Motivate	08
How To Think Strategically	08
How To Develop The Role Of Women In Leadership And Management	09
How To Hold An Effective Performance Review	09
How To Be A Great Mentor	09
How To Lead Millennials	09

Personal Development

How To Be Assertive	10
How To Delegate	10
How To Give Feedback	10
How To Manage Your Time Better	10
How To Influence And Persuade	11
How To Manage Upwards	11
How To Be Engaging	11
How To Be The Best You Can Be	11
How To Develop Your Emotional Intelligence	12

How To Develop Your Personal Brand	12
How To Facilitate	12
How To Keep Things Simple	12
How To Understand Unconscious Bias	13
How To Set Goals	13
How To Find Your “WHY”	13
How To Improve Your Memory Skills	13

Communication Skills

How To Communicate Better	14
How To Improve Your Listening Skills	14
How To Negotiate	14
How To Hold A Challenging Conversation	14
How To Make The Perfect Presentation	15
How To Be A Great Interviewer	15
How To Work Effectively Across Different Cultures	15
How To Tell Stories To Motivate And Inspire	15
How To Win A Pitch	16
How To Train The Trainer	16
How To Develop Your NLP Skills	16
How To Network Effectively	16

Our **Full Range** of **Virtual** and **F2F Workshop Titles**

Mental Health and **Wellbeing**

How To Manage Stress	17
How To Manage Personal Change	17
How To Be Resilient	17
How To Promote Psychological Safety In The Workplace	17
How To Develop Wellbeing Among Your Employees	18
How To Develop And Promote Equity, Diversity And Inclusion	18

Business Skills

How To Develop Your Project Management Skills	19
How To Find Creative Solutions To Problems	19
How To Develop Excellent Customer Care	19
How To Grow Your Sales	19
How To Develop A Growth Mindset For Success	20
How To Hold An Effective Meeting	20
How To Innovate	20
How To Write An Effective Report	20
How To Take Effective Minutes	21
How To Enhance Your Grammar And Punctuation At Work	21
How To Master Business Writing Skills	21
How To Organise Great Events	21
How To Create An Effective Induction Programme	22
How To Master The Basics Of Finance	22
How To Master The Basics Of Budgeting	22

Two-Day Programmes

The Highly Effective Manager	24
The Highly Effective Leader	25
How To Be A Great Female Manager	28

Development Programmes

Career Development Programme	23
Leading Edge Management Development Programme	26

One-Day Programmes

How To Rise To The Challenge of Leadership As A Woman	29
Developing Your Coaching Skills	31
Having Challenging Conversations	32
Developing Your Facilitation Skills	33
Presenting With Confidence	34
Developing Your Negotiation Skills	35
Developing Your Project Management Skills	36
Time Management Skills	37
Building A High Performing Team	38
Managing Performance	39
Managing Change	40
Managing Conflict	41
Creative Thinking and Innovation	42
Delivering Excellent Customer Care	43
Developing Your Personal Brand	44
Train The Trainer	45

Other Information

Coaching One-To-One	46
Motivational Leadership Talks	47
The LEL Team	48
Feedback from our attendees	50
Price List	51

Leadership and Management (16)

How To Excel As A Leader

Learn the real secrets of how to be a great leader.

- ✓ The difference between leading and managing
- ✓ The 6 characteristics of great leadership
- ✓ The 3 things all great leaders do
- ✓ Identifying your leadership point of view

“ *The best leaders take a pride in doing the little things other leaders don't value as much – and do them well.* ”

How To Excel As A Manager

Learn the real secrets of how to be a great manager.

- ✓ What the best managers do, know, say, see, hear and look like
- ✓ How to grow yourself as a manager
- ✓ How to grow others as managers
- ✓ Identify your preferred management style.

“ *If you are going to achieve excellence in big things, you develop the habit in little matters. Excellence is not an exception; it is a prevailing attitude. – Colin Powell.* ”

How To Manage Remote Teams

Learn how to effectively manage your team from a distance.

- ✓ Communicate, communicate, communicate
- ✓ Motivating individual team members
- ✓ Clarifying tasks, deliverables and deadlines
- ✓ Focus on outcomes, not activity.

“ *Just because you are out of sight doesn't mean you are out of mind.* ”

How To Coach One-To-One

Learn key coaching techniques to use in the workplace.

- ✓ The difference between teaching, mentoring, coaching and facilitating
- ✓ The 4 key skills for effective coaching
- ✓ Using the GROW coaching model
- ✓ Preparing for, and participating in a real coaching session.

“ *A mentor has some great answers to your questions. A coach asks you some great questions to help YOU find the answer.* ”

How To Manage Change

Learn how to lead successful change.

- ✓ How well do you embrace change? A self-evaluation
- ✓ The first thing that needs to happen for successful change to happen
- ✓ A five-step process for managing successful change
- ✓ Dealing with resistance to change – the change curve.

“ *The biggest impediment to business success is inherited thinking.* ”

How To Build A High Performing Team

Learn how to build a high performance culture.

- ✓ Your team management style: a self-evaluation
- ✓ The 6 characteristics of great team leaders
- ✓ How to recruit, develop and grow your team
- ✓ The 4 questions every team needs to ask of itself

“ *Talent wins games; teamwork wins championships.* ”

How To Create A Happy, Productive Workplace

Learn how to build employee engagement.

- ✓ What makes people happy at work?
- ✓ A simple step-by-step approach for delivering high performance
- ✓ Your culture is everything
- ✓ The 10 secrets of employee engagement

“ *People work best when they feel good about themselves.* ”

How To Lead Difficult People

Learn how to positively handle those difficult people in your life.

- ✓ The 7 difficult people types
- ✓ Your preferred conflict-handling style: a self-evaluation
- ✓ Dealing with difficult customers
- ✓ The 6 steps for handling complaints.

“ *You do not define people with your judgments, your judgments define you.* ”

How To Manage Conflict

Learn how to recognise and handle conflict.

- ✓ The different types of conflict
- ✓ Your preferred conflict-handling style: a self-evaluation
- ✓ A simple step-by-step process for resolving conflict
- ✓ Interpersonal skills for resolving conflict

“ *Conflict cannot survive without your participation.*
– Wayne Dyer ”

How To Manage Performance

Learn how to create a high-performing culture.

- ✓ The key factor that motivates people at work
- ✓ The “right” way to write SMART objectives
- ✓ How to monitor performance through informal conversations
- ✓ The one golden rule for an effective appraisal review meeting: the 20:80 rule.

“ *The secret to performance management is writing good objectives – and good objectives are SMART objectives.* ”

How To Motivate

Learn how to make people feel good about themselves.

- ✓ The true definition of motivation
- ✓ Why people become unhappy and underperform at work
- ✓ Maslow's hierarchy of motivational needs as applied to business
- ✓ The most important words and phrases to use in the workplace.

“ *We didn't lose – we just ran out of time*
– Alex Ferguson. ”

How To Think Strategically

Learn how to think like a leader and see the bigger picture.

- ✓ What is strategy?
- ✓ The one benefit of having a strategy
- ✓ A 5-Step Model for turning strategy from theory into practice
- ✓ The 2 secrets for communicating your strategy effectively.

“ *An inspiring vision with strategy is the beginning of great leadership.* ”

How To Develop The Role Of Women In Management And Leadership

Learn how to play to your strengths in every situation

- ✓ Understand your true strengths and traits as a manager and leader
- ✓ Develop those strengths in line with your traits as a woman
- ✓ Support other women who work for, or with you
- ✓ Develop your own style and have a clear plan for your future leadership.

“ *The ability to triumph begins with you...always.*
– Oprah Winfrey ”

How To Hold An Effective Performance Review Meeting

Learn the key secrets for holding an effective performance review meeting.

- ✓ The performance management cycle
- ✓ Structuring the performance review meeting
- ✓ 8 golden rules for an effective performance review meeting
- ✓ Participate in a performance review role play.

“ *There are three questions every employee is entitled to ask – what is expected of me, how am I doing, how can I do better?* ”

How To Be A Great Mentor

Learn how to develop and support your people at work

- ✓ Understand exactly what mentoring is and how it differs from coaching and training
- ✓ Appreciate the benefits of an effective mentoring relationship – for the mentor, the mentee and the organisation
- ✓ Reflect on the key qualities of a great mentor
- ✓ Plan the first meeting and subsequent meetings so that the mentoring relationship is focussed and has real impact.

“ *A mentor will give you great answers to your questions.* ”

How To Lead Millennials

Learn what makes Millennials tick and how to get the best from them

- ✓ Explain how to recruit and retain the best people from the millennial generation
- ✓ Appreciate what makes millennials different to previous generations
- ✓ Understand the benefits and challenges of managing millennials
- ✓ Plan how to lead millennials to achieve the best results

“ *Discovering what you don't want is just as important as finding out what you do.* ”

Personal Development (16)

How To Be Assertive

Learn how to be assertive without being aggressive.

- ✓ How assertive are you?
A self-evaluation.
- ✓ What stops you from being assertive?
- ✓ The effects of being unassertive.
- ✓ How to express your ideas without feeling guilty or intimidated.

“ *Assertiveness is a form of behaving in a mature way in a difficult situation.* ”

How To Delegate

Learn how to delegate effectively.

- ✓ How well do you delegate?
A self-evaluation
- ✓ The true purpose of delegation
- ✓ The difference between delegation and work allocation
- ✓ The 5 steps for effective delegation.

“ *If you are doing something that someone who reports to you (and makes less money than you do) could be doing, you are wasting your organisation's resources.* ”

How To Give Feedback

Learn how to give effective feedback to improve the situation or performance.

- ✓ The 3 secrets for giving effective feedback
- ✓ The one secret for receiving feedback
- ✓ The power of affirmation
- ✓ A powerful technique for giving difficult feedback.

“ *There is no such thing as failure, only feedback.* ”

How To Manage Your Time Better

Learn how to plan, prioritise and delegate.

- ✓ How well do you manage yourself to manage your time? A self-evaluation
- ✓ How to write an effective “To Do” list
- ✓ The secret to prioritising properly
- ✓ A simple step-by-step approach for effective delegation.

“ *We live in a world where we have more of everything – except time.* ”

How To Influence And Persuade

Learn how to develop your personal influence.

- ✓ The difference between influencing and persuading
- ✓ Your influencing style: a self-evaluation
- ✓ The 3 secrets of all great influencers
- ✓ 10 interpersonal skills for influencing

“ *People will forget what you said, people will forget how you said it, but people will never forget how you made them feel*

– Maya Angelou. ”

How To Manage Upwards

Learn how to confidently “manage upwards”.

- ✓ How well do you know your manager?
- ✓ How do you view your manager?
- ✓ How does your manager view you?
- ✓ Techniques and strategies for developing your relationship with your manager.

“ *You can't influence someone you don't know and understand.* ”

How To Be Engaging

Learn how to be engaging, appealing and liked.

- ✓ What makes someone engaging?
- ✓ How well do you know yourself? A self-evaluation
- ✓ How to be interested rather than trying to be interesting
- ✓ The 10 principles for being engaging.

“ *Be interested rather than trying to be interesting if you want to be thought of as an interesting person.* ”

How To Be The Best You Can Be

Learn what the best do, know, say, see, hear, and look like.

- ✓ Define your purpose in life
- ✓ Know your goals
- ✓ Know what you excel at – and do it!
- ✓ Always want to improve.

“ *When we do the best we can, we never know what miracle is wrought in our life, or in the life of another.* ”
– Helen Keller.

How To Develop Your Emotional Intelligence

Learn how to recognise and manage emotions in yourself and others.

- ✓ What is emotional intelligence?
- ✓ The 5 facets of emotional intelligence
- ✓ Your emotional intelligence profile: a self-evaluation
- ✓ Being emotionally intelligent – the 10 principles for success.

“ *If your emotional abilities aren't in hand, if you don't have self-awareness, if you are not able to manage your distressing emotions, if you can't have empathy and effective relationships, then no matter how smart you are, you are not going to get very far.*

– Daniel Goleman

”

How To Develop Your Personal Brand

Learn how to market yourself.

- ✓ Acknowledging that you are a “brand”
- ✓ How you “want” to market yourself
- ✓ How you “actually” market yourself
- ✓ Projecting your personal brand in 6 simple steps.

“ *If you think you are too small to make an impact, try going to bed with a mosquito in the room*

– Anita Roddick.

”

How To Facilitate

Learn how to confidently facilitate a group discussion.

- ✓ What is facilitation? How and when do we facilitate?
- ✓ The 3 key principles of facilitation.
- ✓ The skills of a great facilitator.
- ✓ Asking the “right” questions.

“ *Good facilitators ask the right questions, at the right time, to the right people.*

”

How To Keep Things Simple

Learn how to simplify everything you do.

- ✓ The power of simplicity
- ✓ Think clarity – less is more
- ✓ The power of 3
- ✓ We will learn a three-step structure for keeping things simple

“ *If you can't explain it simply enough, you don't understand it well enough.*

”

How To Understand Unconscious Bias

Learn how to overcome the brain's biases to maximise gender and cognitive diversity

- ✓ Confidently explain the difference between reflective and reflexive thoughts
- ✓ List 3 different types of unconscious bias
- ✓ Understand and describe a range of micro messages
- ✓ Identify and apply a number of strategies to overcome the negative impact of unconscious bias

“ Sometimes we only see how people are different from us. But if you look hard enough you can see how much we are all alike. ”

How To Set Goals

Learn how to set goals to give yourself a structure, purpose and, most importantly, a focus.

- ✓ Understand the value of setting goals
- ✓ Know the “right way” to write a SMART goal
- ✓ Have an awareness of the importance of holding yourself accountable
- ✓ Ask yourself the ten most important questions about your goals

“ Not all dreamers are achievers, but all achievers are dreamers. ”

How To Find Your “WHY”

Learn the first steps on your journey to discover your “WHY” and find your competitive advantage

- ✓ Understand the importance of finding your personal “WHY”
- ✓ Start exploring your organisation’s “WHY”
- ✓ Follow a step-by-step process for finding your “WHY”
- ✓ Define your competitive advantage

“ If you don't love what you do, you'll lose out to someone else who does. ”

How To Improve Your Memory Skills

Learn how to remember people's names and have a powerful impact on others.

- ✓ A conversational technique to make a great first impression
- ✓ A strategy for remembering names – learn 30 names in 20 minutes
- ✓ Applying this technique in different business settings.
- ✓ The impact of having a great memory.

“ Memory.....is the diary that we all carry about with us. ”

Communication Skills (12)

How To Communicate Better

Learn how to communicate effectively with others.

- ✓ How well do you communicate?
A self-evaluation
- ✓ The 3 things all great communicators do
- ✓ The importance of verbal and non-verbal messages
- ✓ The 5 levels of listening

“ *Confidence in an organisation comes from knowing and understanding what is happening within it.* ”

How To Improve Your Listening Skills

Learn how to listen more effectively.

- ✓ The 5 levels of listening
- ✓ The 10 principles of listening
- ✓ How to become an active listener
- ✓ A listening skills activity to practice and embed listening techniques.

“ *Great communicators are great listeners.* ”

How To Negotiate

Learn how to negotiate effective outcomes with others.

- ✓ The 2 key factors in successful negotiations.
- ✓ Your preferred negotiation style: a self-evaluation.
- ✓ 10 key interpersonal skills for negotiating successfully
- ✓ The “games” negotiators play.

“ *The ability to negotiate is crucial to business success today.* ”

How To Hold A Challenging Conversation

Learn how to hold a challenging conversation so you always have a win: win outcome

- ✓ What is a challenging conversation?
- ✓ The 4-Step Challenging Conversation Model
- ✓ Identifying your typical behaviour type
- ✓ Showing empathy – seek first to understand.

“ *People almost never change without first feeling understood.*
– Douglas Stone ”

How To Make The Perfect Presentation

Learn how to confidently deliver a presentation with impact.

- ✓ A simple 3-step template for preparing your presentation
- ✓ A very powerful 3-step template for delivering your presentation
- ✓ The 3 things all great presenters do
- ✓ Designing PowerPoint slides; handling a Q&A session effectively.

“ 90 % of the success of your presentation is determined before you stand up in front of your audience. ”

How To Be A Great Interviewer

Learn how to recruit the right people as it is crucial to your business success

- ✓ Prepare for an effective interview
- ✓ Conduct a well-structured interview
- ✓ Ask competency-based questions and assess the responses to match requirements
- ✓ Keep unconscious biases at bay

“ I'm not an interviewer. I have conversations. – Werner Herzog ”

How To Work Effectively Across Different Cultures

Learn effective solutions to work more productively and efficiently across different cultures

- ✓ Understand how differences in cultural values impact behaviour
- ✓ Learn some common cross-cultural misunderstandings
- ✓ Apply the most recent and practical cross-cultural model to your work
- ✓ Reflect on how to change your behaviour when working with other cultures

“ If you were born where I was born you would believe what I believe and if I was born where you were born I would believe what you would believe. ”

How To Tell Stories To Inspire and Motivate

Learn how to inspire and motivate your team through the art of storytelling.

- ✓ What makes a great story?
- ✓ 3 great story-telling techniques
- ✓ What we can learn from the greatest story-teller on the world stage
- ✓ WHY your business must tell a story.

“ Every great story gives you the ending you want but in a way you least expected. ”

How To Win A Pitch

Learn how to deliver the perfect pitch so that you connect with prospective clients and win more business.

- ✓ What makes a “good pitch”, a “great pitch”, and a “pitch that sells”?
- ✓ The 3 steps for preparing your pitch
- ✓ The 7 steps for delivering the perfect pitch
- ✓ Identify, discuss and fulfil client needs effectively

“When we are selling our ideas, the audience must first buy us.”
– Peter Coughter

How To Train The Trainer

Learn various strategies and techniques to be a confident and engaging trainer

- ✓ Identify the attributes and qualities of a good trainer
- ✓ Understand the importance of planning and preparation
- ✓ Have an appreciation for different delivery styles
- ✓ Be able to help your trainers deliver confidently

“A great trainer sees their role as a facilitator of learning.”

How To Develop Your NLP Skills

Learn about Neuro Linguistic Programming to raise your self-awareness and enhance your communication

- ✓ Understand how to develop your self-awareness
- ✓ Know how the four NLP principles can be used to improve communication
- ✓ Identify language patterns and listen to our own words
- ✓ Develop a strategy for meeting your desired outcomes and helping others

“Example is not the main thing in influencing others. It's the only thing.”

How To Network Effectively

Learn how to network effectively in order to build your personal brand, boost sales and win repeat business

- ✓ Create your very own networking strategy
- ✓ Understand your ‘WHY’
- ✓ Know how to deliver your elevator pitch
- ✓ Use social media to network even more effectively (LinkedIn, Twitter)

“Effective networking isn't a result of luck – it requires hard work and persistence.”

Mental Health and Wellbeing (6)

How To Manage Stress

Learn how to recognise and deal with stress

- ✓ What is stress?
- ✓ The top 10 causes of workplace stress
- ✓ Two techniques for managing stress
- ✓ 10 strategies for reducing stress

“ *The new life skill today is the ability to deal with uncertainty.* ”

How To Manage Personal Change

Learn how to bring about personal change

- ✓ The 3 things in life we have control over
- ✓ The greatest power that each of us possess
- ✓ The prime need of every human being
- ✓ The 7 principles for bringing about successful personal change

“ *If you are the smartest person in the room you are in the wrong room.* ”

How To Be Resilient

Learn how to withstand or recover from difficult situations

- ✓ Building positive beliefs
- ✓ Take responsibility
- ✓ Seeing the bigger picture
- ✓ The 7 core principles for building your resilience

“ *I am not what happened to me. I am what I choose to become.* ”

How To Promote Psychological Safety In The Workplace

Learn how to create and promote an environment where everyone feels supported, valued and proud to be at their place of work

- ✓ Highlight the 3 best and most challenging parts of their job
- ✓ Discuss what stops us being able to bring our best selves to work each day
- ✓ Explain the impact of mindsets and reactions in how people work through adversity
- ✓ Demonstrate how to use techniques to build positive behaviours that facilitate a healthy culture

“ *The prime need of every human being is to be loved, valued and respected.* ”

How To Develop Wellbeing Among Your Employees

Learn how to build and support a culture of wellbeing in the workplace

- ✓ Explain why wellbeing is something that organisations cannot afford to ignore (and what happens if they do)
- ✓ Understand what elements need to be in place to create a culture of wellbeing
- ✓ Understand the role of effective line management in increasing employee happiness levels, motivation and productivity
- ✓ Plan a strategy that will increase levels of wellbeing

“ Wellbeing and choice go hand-in-hand because a lot of our choices, though they seem small in the moment, have a big effect. ”

How To Develop And Promote Equity, Diversity & Inclusion (EDI)

Learn how to demystify EDI and build a practical, common-sense approach to EDI issues

- ✓ Explain the terms: Equality, Diversity and Inclusion
- ✓ Understand the benefits of promoting EDI in the workplace
- ✓ Identify the indicators that demonstrate whether organisations take EDI seriously and consider practical ways to promote EDI in the workplace
- ✓ Explain some of the key aspects of the Equality Act

“ If you want to see the true measure of a person, watch how they treat their inferiors, not their equals. ”

Facilitation of Away Days, Meetings, and Events

We can provide a professional facilitator to facilitate your away day, your strategic or important meeting, or to act as Master of Ceremonies at your next important event or conference

Contact us today for details.

Leading Edge LEADERSHIP

making leadership easy



Business Skills (15)

How To Develop Your Project Management Skills

Learn the basic principles of project management

- ✓ Describe what a project is
- ✓ Know how to build a project plan from scratch
- ✓ Appreciate the importance of monitoring and evaluation
- ✓ Understand the key issues that could negatively impact your project

“ Every project is an opportunity to learn, to figure out problems and challenges, to invent and reinvent. ”

How To Find Creative Solutions To Problems

Learn how to creatively solve problems using The 6-Step Creative Thinking Model.

- ✓ What is creativity?
- ✓ The 6-Step Creative Thinking Model – applying it to your problem.
- ✓ How creative are you?
- ✓ We will come up with creative solutions to our workplace problems

“ We cannot solve our problems with the same level of thinking that created them. – Albert Einstein. ”

How To Develop Excellent Customer Care

Learn how to deliver high quality customer service consistently.

- ✓ Creating the right first impression
- ✓ Understanding customer needs and expectations
- ✓ Asking the “right” questions
- ✓ How to remain calm when customers complain

“ Customer arrives at 5.20 pm. “What time do you close?” “We close when you’re happy”. ”

How To Grow Your Sales

Learn different strategies to take your sales to the next level

- ✓ Confidently analyse your sales pipeline
- ✓ Develop a clear sales strategy to increase sales
- ✓ Understand the importance of identifying any knowledge or skills gaps in the team
- ✓ Appreciate the importance of monitoring sales activity

“ There are only two ways to make money: increase sales, decrease costs. ”

How To Develop A Growth Mindset For Success

Learn about the drivers that influence our mindset on the journey to success

- ✓ Understand the drivers of our mindset
- ✓ Reflect on your own mindset
- ✓ Appreciate how to change your mindset if you feel you need to
- ✓ Assess the mindset of the wider team and organisation

“ *The secret of success is to know something nobody else does.* ”

How To Hold An Effective Meeting

Learn how to hold effective and productive meetings.

- ✓ Preparing for the meeting
- ✓ The role of the chairperson.
- ✓ Keeping everyone engaged – questioning and listening techniques
- ✓ Assigning actions to be carried out post-meeting

“ *No matter what time it is, wake me, even if it's in the middle of a cabinet meeting.* ”
– Ronald Reagan

How To Innovate

Learn how to be more innovative in all you do.

- ✓ What is innovation?
- ✓ Look for ideas everywhere
- ✓ How to find your best innovative idea
- ✓ How to get “buy-in” for your innovation.

“ *There's always a way to do it better – find it.* ”

How To Write An Effective Report

Learn how to write reports for maximum impact.

- ✓ What makes a great report?
- ✓ The 1-2-3 of great report writing
- ✓ The key questions you need to ask yourself when writing a report
- ✓ Writing an executive summary

“ *It is the function of art to renew our perception. What we are familiar with we cease to see. The writer shakes up the familiar, and, as if by magic, we see a new meaning in it.* ”
– Anais Nin

How To Take Effective Minutes

Learn how to consistently produce professional minutes that people want to read and action as opposed to file in a drawer

- ✓ Determine the steps of the meeting cycle
- ✓ Produce a structured meeting agenda to ensure a value driven meeting
- ✓ Apply a range of proven note-taking methods
- ✓ Demonstrate how to turn notes into reader-friendly minutes

“ Minute taking is just another way of keeping score. ”

How To Enhance Your Grammar And Punctuation At Work

Learn how to get grammar and punctuation right whether it's informal or formal written communication

- ✓ Understand the importance of written communication etiquette, using correct grammar and punctuation
- ✓ Know how to follow 'Plain English' guidelines of clarity and simple messages
- ✓ Avoid ambiguity, repeats, jargon and negative language
- ✓ Use the correct titles, addresses and signatures – avoiding the common mistakes

“ Your grammar is a reflection of your image. Good or bad, you have made an impression. ”

How To Master Business Writing Skills

Learn how to communicate effectively in writing and in a professional manner

- ✓ Confidently utilise the three basic steps of effective business writing: planning, writing and editing
- ✓ Ensure your business writing creates a positive impression
- ✓ Understand your aim and your audience
- ✓ Use email effectively

“ Either write something worth reading or do something worth writing. ”
– Benjamin Franklin

How To Organise Great Events

Learn how to run a well-organised event

- ✓ Know how to target the audience and set the desired outcome for your event
- ✓ Follow the step by step guide and checklist to ensure you forget nothing
- ✓ Know the importance of planning and preparation (and having a contingency plan)
- ✓ Organise and run an amazing event to remember

“ Your events shine a light on your organisation. ”

How To Create An Effective Induction Programme

Learn how to get your new employees “up and running” as soon as possible to ensure they are confident and capable in their new job role

- ✓ Design a simple and effective new starter induction programme
- ✓ Develop a timetable framework to implement for any number of future starters
- ✓ Understand the key elements needed for HR, training and orientation
- ✓ Use the checklist to ensure nothing is left to chance

“ Every journey begins with one small step. ”

How To Master The Basics Of Finance

Learn how to make better decisions knowing the basics of finance

- ✓ Be more confident with terminology
- ✓ Know the basics of the profit and loss account
- ✓ Make better decisions knowing the basics of finance
- ✓ Approach finance in a confident manner

“ Beware of little expenses. A small leak will sink a great ship. ”
– Benjamin Franklin

How To Master The Basics Of Budgeting

Learn the basics so that you can approach budgeting in a confident manner

- ✓ Know what is contained in a budget
- ✓ Set your own budget
- ✓ Be more familiar with budgeting best practice
- ✓ Approach budgeting in a confident manner

“ Adhering to budgeting rules shouldn't trump good decision-making. ”

OUR MOST COMPETITIVE OFFERING

£600 per workshop

Book 3 x 90-Minute Workshops

All three workshops to be delivered on the same day with up to 20 attendees in each workshop

£30 per attendee

Total Price: £1800 + VAT



Career Development Programme

The Career Development Programme can be delivered over six months and up to one year as a series of half-day (3 hours) or full day (9.30 am – 4.30 pm) modules either virtually or face-to-face.

The programme will assist employees in enhancing their skill in current roles, navigating organisational ladders, gaining personal insights into their strengths and development needs, and sharpening their ability for career advancement when the opportunities arise.

There are significant benefits from participating in a Career Development Programme:

- It reduces employee turnover by providing increased promotional avenues.
- It improves employees' morale and motivation.
- It enables organisations to fill promotional vacancies internally, thereby reducing the cost of managerial recruitment.

The Career Development Programme can be tailored around the following twelve themes:

- How To Manage Your Time Better**
- How To Communicate Better**
- How To Develop Your Emotional Intelligence**
- How To Develop Your Personal Brand**
- How To Be Engaging**
- How To Influence and Persuade**
- How To Manage Upwards**
- How to Negotiate**
- How To Be Assertive**
- How To Give Feedback**
- How To Set Goals**
- How To Make The Perfect Presentation**

The Career Development Programme works best with a minimum of six and a maximum of sixteen participants.

Our most popular training programme...



“ Before you become a manager, success is all about growing yourself; when you become a manager, success is all about growing others.”

The Highly Effective Manager

Our signature two-day management programme ‘*The Highly Effective Manager*’ is delivered F2F (9.30 am - 4.30 pm each day) or online as a series of six 90-minute workshops (3 workshops each day).

Day One

9.30 am – 11.00 am

How To Excel As A Manager

- what highly effective managers do, know, say, see, hear and look like
- the qualities of a highly effective manager
- the difference between managing and leading

Day One

12.00 pm – 1.30 pm

How To Manage Your Time Better

- what is your time management personality
- how to plan short-term and long term
- how to prioritise effectively
- the 5 secrets of successful delegation

Day One

3.00 pm – 4.30 pm

How To Manage Performance

- how the 3 stages of the performance-management cycle are linked to the 3 questions employees are entitled to ask
- the right way to write a SMART objective
- how to monitor performance informally
- the FIRST golden rule for a successful performance review meeting

Day Two

9.30 am – 11.00 am

How To Build A High Performing Team

- how to manage your team remotely
- identifying your preferred team management style
- the 4 questions every manager needs to ask of their team

Day Two

12.00 pm – 1.30 pm

How To Manage Change


- identifying the FIRST thing that needs to happen for successful change to happen
- the five stages in managing change – vision, skills, incentive, resources, action plan

Day Two

3.00 pm – 4.30 pm

How To Communicate Better

- the 5 levels of listening
- a technique for giving constructive feedback
- how to write an effective email



“Leadership is simple, but it's not easy. We make leadership easy - by keeping it simple.”

The Highly Effective Leader

Our highly experiential leadership programme ‘*The Highly Effective Leader*’ is delivered F2F (9.30 am - 4.30 pm each day) or online as a series of six 90-minute workshops (3 workshops each day).

Day One

9.30 am – 11.00 am

The Paradox of Leadership

- A belief in oneself v a decent doubt
- A passion for the job v an awareness of others' worlds
- A love of people v a capacity for aloneness

Day One

12.00 pm – 1.30 pm

What Defines You As A Leader?

- Identifying your core leadership values
- Your preferred leadership style
- What you believe about leadership - your leadership point of view

Day One

3.00 pm – 4.30 pm

How You Communicate As A Leader - Influencing, Persuading and Negotiating

- Creating and communicating a strategic vision
- How to build rapport and empathy - the 10 key principles
- How to give and receive feedback

Day Two

9.30 am – 11.00 am

Dealing With Difficult People And Situations

- Learn how to positively manage the 7 difficult people types
- Identify your preferred conflict-handling style
- Learn a four-step model for having a challenging conversation

Day Two

12.00 pm – 1.30 pm

The “Other” Conversations Every Leader Needs To Have

- Learn how to “grow others” through coaching
- Explore the difference between teaching, mentoring, coaching and facilitating
- Take part in various one-to-one and group coaching role plays

Day Two

3.00 pm – 4.30 pm

Building And Leading A High Performing Team

- The four questions every leader needs to ask of their team
- We will learn and practise a technique to disagree agreeably
- We will learn and practise a technique called “The Power of Affirmation”.

The Leading Edge Management Development Programme



A comprehensive management development programme that will have a profound impact on how your managers manage

This modular programme can be tailored to meet your exact needs

Delivered in a modular format allowing you to tailor everything to your exact needs, this comprehensive management development programme will have a powerful impact on what your managers do and how they do it. This programme is ideal for those aspiring to management, new to management, or have been in a management role for some time without any formal management training. This is a 'doing' programme with a big emphasis on developing key management skills. The delivery style is fast-paced, high energy, practical and interactive, and focuses on everyday real life insights and current business realities.

12 Module Titles

Choose any combination of module titles to best suit your business or organisation's needs

Module 1: **EXCELLING AS A MANAGER**

- The 6 traits of a great manager
- How to grow yourself as a manager
- The difference between management and leadership
- Identify your preferred management style

Module 2: **MANAGING YOURSELF**

- How well do you manage yourself to manage your time? A self-evaluation
- How to write an effective 'To Do' list
- The secret of prioritising properly
- A simple step-by-step approach for effective delegation

Module 3: **MANAGING PERFORMANCE**

- The key factor that motivates people at work
- The 'smart' way to write SMART objectives
- How to monitor performance through informal conversations
- The one golden rule for an effective appraisal review meeting – the 20:80 rule

Module 4: **BUILDING A HIGH PERFORMING TEAM**

- The 6 characteristics of great team managers
- The 3 stages in developing your team
- The 4 questions every team needs to ask of itself
- What a high performing team looks like

Module 5: **MANAGING CHANGE**

- How well do you embrace change? A self-evaluation
- The first thing that needs to happen for successful change to happen
- A simple 5-step process for managing successful change
- Dealing with resistance to change – the change curve

Module 6: **COMMUNICATING THROUGH INFLUENCE AND PERSUASION**

- The difference between influencing and persuading
- Your influencing style: a self-evaluation
- The 3 secrets of all great influencers
- 10 interpersonal skills for influencing

Module 7: **MANAGING DIFFICULT PEOPLE**

- The 7 difficult people types
- Your preferred conflict-handling style: a self-evaluation
- Dealing with difficult customers
- The 6 steps for handling complaints

Module 8: **CREATIVE THINKING AND INNOVATION**

- Be familiar with and apply The 6-Step Creative Thinking Model
- Define your challenge, diagnose the causes, identify solutions
- Select your best solution, get buy-in, implement your solution
- Use a range of techniques including the Why/Why technique, Effort-Impact Matrix, Four-Step Buy-In Model

Module 9: **COACHING AND GIVING FEEDBACK**

- The difference between coaching and mentoring
- The 4 key skills for effective coaching
- Using the GROW coaching model
- Preparing for, and participating in a real coaching session

Module 10: **DEVELOPING YOUR EMOTIONAL INTELLIGENCE**

- What is emotional intelligence?
- The 5 facets of emotional intelligence
- Your emotional intelligence profile: a self-evaluation
- Being emotionally intelligent – the 10 principles for success

Module 11: **PRESENTING WITH CONFIDENCE**

- A simple 3-step template for preparing your presentation
- A very powerful 3-step template for delivering your presentation
- The 3 things all great presenters do
- How to design great PowerPoint slides and handle a Q&A session effectively

Module 12: **DEVELOPING YOUR PERSONAL BRAND**

- Acknowledging that you are a "brand"
- How you "want" to market yourself
- How you "actually" market yourself
- Projecting your personal brand in 6 simple steps

Format:

You decide on the format that best suits your needs. Choose any number of modules from the 12 module titles. Each module can be delivered as a full day or as a half-day.

Delivery:

The programme is delivered in-house on your premises or at a venue of your choice. The programme can also be delivered virtually

Delegate numbers:

Ideally a minimum of six and a maximum of 16

**For current and emerging
female managers**

“ There’s power in allowing yourself to be known and heard, in owning your unique story, in using your authentic voice.”

How To Be A Great Female Manager

Our signature two-day management programme for women is delivered F2F (9.30 am - 4.30 pm each day) or online as a series of six 90-minute workshops (3 workshops each day).

Day One

9.30 am – 11.00 am

Strengths and Positive Attributes

- Identify your female strengths and positive attributes
- Focus on how to use those attributes to manage effectively

Day One

12.00 pm – 1.30 pm

Understanding Your Management Style and Others

- Understand and develop the right management style to get the best results
- Exploring the different aspirations of colleagues and counterparts; understanding others and their drivers

Day One

3.00 pm – 4.30 pm

Turning The ‘Soft Stuff’ Into ‘Hard Stuff’

- Build self-trust and confidence to assert yourself as a great manager
- Know how to turn the soft stuff into the hard stuff – using humility, integrity, femininity, vulnerability and being courageous in demonstrating these

Day Two

9.30 am – 11.00 am

Being Yourself and Getting The Best Out of Others

- Drive for best results through the happiness quotient of employees and the bottom line
- Not feeling inferior or guilty about being seen to be a woman – appearance and being yourself in public

Day Two

12.00 pm – 1.30 pm

Raising Your Profile


- Presenting with impact
- Use radical candour to raise your profile and to be a positive role model to others (men; women; transgender; generation Z)

Day Two

3.00 pm – 4.30 pm

Growing Yourself and Helping Others to Develop and Grow

- How to seek out a supportive mentor that will enable you to grow
- Step up to being a coach – ‘ask not tell techniques to develop and support others



**Taking your leadership
skills to another level**

“ Leadership is about making others better as a result of your presence and making sure that impact lasts in your absence. ”

How To Rise To The Challenge of Leadership As A Woman

Our highly experiential one-day leadership programme for women is delivered F2F (9.30 am - 4.30 pm) or online as a series of three 90-minute workshops

Session 1 9.30 am – 11.00 am

Using Your Unique Skillset As A Woman

- Know how to use your unique skillset as a woman to lead a diverse workforce
- Understand what you can do to lead and inspire the growing number of millennials and Gen Z employees in your organisation

Session 2 12.00 pm – 1.30 pm

Understanding Yourself and Maximising Your Emotional Intelligence

- Examine the conscious and unconscious bias impacting the perceptions of female leaders; avoiding 'negative 'self-talk' (often caused by ill-judged assumptions of how others treat us and why they do so)
- Maximising your Emotional Intelligence and understanding 'powerful v powerless' body language

Session 3 3.00 pm – 4.30 pm

Thinking Strategically – Growing Yourself and Growing Others

- Think strategically and develop a series of strategies to communicate and implement your leadership plans
- Identify the traits of an excellent mentor and how you can offer your services to others



ONE-DAY PROGRAMMES

All our 90-minute workshop titles can be delivered F2F or virtually as one-day programmes.

Face-to-Face

Our F2F one-day programmes take place from 9.30 am – 4.30 pm with a minimum of six and a maximum of 16 participants.

Virtual

Our virtual one-day programmes consist of 3 x 90-minute workshops, typically at these times (we can be flexible with the timings for global audiences):

9.30 am – 11.00 am: Workshop 1

12.00 pm – 1.30 pm: Workshop 2

3.00 pm – 4.30 pm: Workshop 3

We recommend a minimum of six and a maximum of 20 attendees attend our virtual one-day programmes.

Our one-day programmes are facilitated in a highly interactive, practical and engaging style.

In the following pages we share details of our 15 most popular one-day programmes.



Developing Your Coaching Skills

This one-day programme, delivered either F2F or virtually, is suitable for staff who want to learn key coaching tips and techniques so that they contribute effectively to a coaching culture within the organisation.

Course Summary

Coaching is the quickest and most effective method for developing staff. It is the key tool for managers and leaders who want to motivate and support their team and develop new skills and confidence to improve performance and manage change.

This one-day course will help managers and leaders at every level understand what effective coaching is while at the same time learn key coaching techniques that they can use in their everyday practice.

Course Objectives

At the end of this course you will have learnt:

- What we mean by “coaching” and the true purpose of coaching
- The difference between teaching, mentoring, coaching and facilitating
- The GROW Coaching Model
- What a good coaching session looks like and what a poor coaching session looks like
- How to coach one-to-one and in a group – and remotely

Each attendee will participate in at least three short coaching sessions.

Course Content

Session One

- The true purpose of coaching
- The difference between teaching, mentoring, coaching and facilitating
- The key skills of an effective coach

Session Two

- An example of a good coaching session and a poor coaching session
- What coaching does – raises awareness and generates responsibility
- The GROW Coaching Model – practical coaching session using the model

Session Three

- Giving meaningful feedback during coaching
- Practical coaching session using a workplace challenge or initiative
- Facilitating – practical “group coaching” session.

Having Challenging Conversations

This one-day programme, delivered either F2F or virtually, will bring together those who want to learn a range of tips and techniques to be able to effectively hold a challenging conversation.

Course Summary

Many managers and employees find it difficult to hold a challenging conversation. The need to have a difficult conversation could arise when disagreeing with or challenging someone's opinion, providing difficult feedback either about performance or behaviour, saying "no", having conversations about personal problems such as sickness, or handling an emotional meeting.

This one-day course provides strategies and proven techniques to confidently hold a challenging conversation.

Course Objectives

At the end of this course you will:

- Be able to approach challenging conversations with greater confidence
- Learn a four-step model to use in challenging conversations
- Have reflected on "why people do what they do"
- Learn a technique to be assertive without ever being aggressive

Course Content

Session One

- Identifying occasions when we need to have a challenging conversation
- The three elements of conflict and the four levels of conflict
- Identifying behaviours, beliefs and assumptions

Session Two

- The four supporting personality characteristics for handling a challenging conversation well
- Your preferred style when having a challenging conversation – your profile
- A four-step model to use for preparing for a challenging conversation

Session Three

- Practising the 4-Step Challenging Conversation Model using a relevant workplace scenario
- Being able to "think on your feet" and have a challenging conversation (without any preparation)
- Learning and practising a technique to "disagree agreeably"



Presenting with Confidence

Course Summary

In today's working world, presenting is a fact of life – it is a core business skill and we are expected to be good at it. For those of us who worry about presenting, this poses a huge problem: how do we learn to present and get good at it?

This one-day course, delivered either F2F or online, is your answer. No matter what your current level is, you can teach yourself to be a really good presenter. Every aspect of presenting is covered, not only can you learn the nuts and bolts of putting a presentation together, but also the art of presentation performance. Presenting with Confidence is full of tried and tested techniques, with secrets from the most accomplished presenters and, most importantly, lots and lots of encouragement to turn you into a brilliant presenter.

Course Objectives

At the end of this course you will:

- have a very simple three-step template for preparing a presentation and a very powerful three-step template for delivering a presentation.
- be aware of the three things all great presenters do.
- understand the power of simplicity for delivering a memorable presentation.
- prepare and deliver a two-minute work-related presentation with coaching-in-the-moment.
- know how to design PowerPoint slides for maximum effect and how to handle a Q&A session so that you are always in control.

Course Content

Session One

- Identify the ten qualities of a great presenter and learn the three things all great presenters do.
- How to make your presentation memorable by keeping it simple.
- The innovative presentation techniques so eloquently used by Barack Obama.

Session Two

- Presentation Preparation: the three steps you must take before you stand up and present – profile your audience, structure and shape your messages, design your visual aids.
- Presentation Structure: the three steps for delivering the perfect presentation – hook, three key messages, conclusion.
- The Fundamentals of Presenting – overcoming nerves, body posture, eye contact, notes.

Session Three

- How to design PowerPoint slides for maximum impact; the two secrets you need to be aware of when using a flip-chart.
- Prepare, practice, and deliver a two-minute work-related presentation with "coaching-in-the-moment" (your presentation is videoed for you to take with you).
- How to effectively handle a Q&A session so that you finish on a high note.



Developing Your Negotiation Skills

Course Summary

The ability to negotiate is crucial to business success today. Yet few of us are armed with the confidence, the skills or the qualities required for successful negotiation. There is a belief that people are either good or bad at negotiation and little can be done to change that. There is also the belief that negotiation is an art rather than a science, and as a result people rely on gut instinct or intuition when they negotiate. Both these beliefs are myths.

This one-day course provides a clear, simple and effective approach and will equip participants with the tools and techniques to be more effective as a negotiator.

Course Objectives

At the end of this course you will:

- Have identified the four key stages of a successful negotiation
- Be aware of the 2 key factors for a successful negotiation
- Have identified your preferred negotiation style
- Have explored the 10 key interpersonal skills for negotiating successfully
- Be more aware of the “games” negotiators play
- Have taken part in a variety of negotiation role play scenarios and identify good practice and not so good practice.

Course Content

Session One

- The four key stages for a successful negotiation
- Your preferred negotiation style
- Stage 1 – plan your negotiation strategy
- The two secrets for a successful negotiation
- How to prepare a strong opening for your negotiation

Session Two

- Stage 2 – use key tactics for success
- The 10 key interpersonal skills for negotiating successfully
- Using power during negotiations
- The psychological tools that you can use during negotiations

Session Three

- The “games” negotiators play
- Taking part in a variety of negotiation role play scenarios relevant to your working environment
- Recap of the key learning points from the course



Developing Your Project Management Skills

Course Summary

This one-day course is designed to take the mystique out of managing a project. We will explore a range of tools and techniques so that you are able to confidently set up a project and then keep it on track, ensuring you deliver the outcomes you need.

Working on your own real life case study, you will be given the opportunity to use a range of tools and techniques so that they can be put into practice straight away. By the end of the course, you will have a clear framework for effectively delivering large and small projects.

This course is suitable for those who are new to project management or have some experience as a project manager.

Course Objectives

At the end of this course:

- You will understand the fundamentals of project management
- You will be confident in setting up a project from scratch
- You will be able to scope out a project and identify clear aims and objectives
- You will understand how to manage project risk
- You will appreciate the importance of effective project communication
- You will learn how to monitor and evaluate your project using critical success and failure factors.

Course Content

Session One

- How to define your project (using your own case study).
- Setting clear aims and objectives.
- How to plan and sequence your project.

Session Two

- How to analyse and manage risk.
- The steps you need to follow in drawing up a realistic project budget.
- How to monitor and evaluate your project.

Session Three

- Stakeholder engagement - working effectively with your project team
- Your own case study – sharing your learning from the course
- Recap of the key learning points from the course



Time Management Skills

Course Summary

We live in a world where we have more of everything – except time. In today's workplace we are expected to do more, do it better, do it quicker, and do it for less. This one-day course, delivered either F2F or online, is for really busy people who want to be able to manage their time and themselves in the most effective way possible. The course helps you identify what steals your time and provides proven techniques to help you plan, prioritise, and delegate effectively.

Course Objectives

At the end of this course you will:

- know how well you manage yourself in order to manage your time – a self-evaluation.
- know the three things that impact most on your time management and your biggest time stealer.
- know the secret of writing an effective "To Do" list.
- be adept at writing SMART objectives for yourself and your team.
- be aware of the two criteria for prioritising and why we should try to do the "big tasks" first.
- know how to say "no" assertively without coming across as aggressive.
- understand the true purpose of delegation and have acquired a simple step-by-step process for ensuring effective delegation.

Course Content

Session One

- How well do you manage yourself to manage your time? – a self-evaluation.
- The three things that impact most on your time.
- Identifying your biggest time stealer and how to deal with it.
- The three most important things for managing time.

Session Two

- Planning – the secret to writing an effective "To Do" list.
- How to write SMART objectives for yourself and your team.
- How "not" to prioritise; the two criteria to use to prioritise your workload.
- The secret of saying "no" assertively without coming across as aggressive.

Session Three

- How well do you delegate? – a self-evaluation.
- The difference between work allocation and delegation.
- A simple step-by-step process for ensuring effective delegation.
- Why delegation is so important to help get maximum productivity from your team.
- Participate in a range of practical activities using the above techniques to help you manage your time better.

Building A High Performing Team

Course Summary

If you have ever been part of a really great team you will know just how rewarding it can be. Great teams and teamwork are the ultimate competitive advantage any organisation or business has. Yet it is not easy to achieve, because it is not a management achievement – it is the achievement of the individuals themselves. Management can only provide an environment where good teamwork and great teams are able to emerge and blossom. In this fast-paced one-day course, delivered either F2F or online, you will learn how to build a great team and a high performance culture.

Course Objectives

At the end of this course you will:

- be familiar with the six characteristics of great team leaders and the seven features of great teams.
- be aware of the different stages in building, managing and leading a high performing team.
- understand how you manage your team – your management style.
- know how to recruit, develop and grow your team.
- be aware of the five reasons why teams fail.
- know the four questions every team needs to ask of itself to ensure continuous improvement.
- know how to coach and motivate your team to build a high performance team culture.
- understand the root causes of under performance and learn a step-by-step process for dealing with under performance.

Course Content

Session One

- The six characteristics of a great team leader; the seven features of all great teams.
- The different stages involved in building, managing and leading a high performance team.
- Understanding your personal style when managing your team.

Session Two

- How to recruit, develop and grow your team.
- The five reasons why teams fail – and how we can avoid them happening.
- Continuous improvement – the four questions every team needs to ask of itself.

Session Three

- Coaching your team to build a high performance culture.
- Maslow's hierarchy of motivational needs as applied in a team context.
- A step-by-step approach for dealing with under performance.
- Practical role plays to deal with different team scenarios.



Managing Performance

This one-day programme, delivered either F2F or virtually, will bring together the very best practice in performance management, enabling you to keep your performance management system and paperwork simple.

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Course Summary

A robust performance management process is central to achieving high performance. Setting SMART objectives, monitoring performance both informally and formally, giving constructive feedback, knowing how to deal with under performance and holding an effective performance review meeting are essential skills for all managers. This highly interactive course will give you the confidence to sell performance management as a highly positive opportunity and encourage the very best performance from all your staff all day, every day.

Course Objectives

At the end of this course you will:

- know the key factor that motivates people at work.
- understand the performance management cycle.
- know the importance of and be able to write SMART objectives.
- know how to informally monitor performance and hold those informal conversations.
- know the one golden rule for holding an effective performance review meeting– the 20:80 rule.
- prepare and participate in a performance review meeting.
- be familiar with a thorough eight-step process for dealing with under performance.
- take away an example of best practice in performance management paperwork.

Course Content

Session One

- Identifying the key factor that motivates people at work
- The performance management cycle and the benefits of performance management

Session Two

- How to write SMART objectives – the key to successful performance management.
- How to informally monitor performance through regular conversations – asking the “right” questions.
- How to hold an effective performance review meeting using the 20:80 rule.

Session Three

- Keeping the performance management paperwork simple – an example of good practice.
- Using an eight-step process for managing under performance.
- Real life scenario – participating in a performance review meeting.



Managing Change

Course Summary

The ability to cope with change is crucial to business and organisational success. To remain competitive in challenging times, organisations and the individuals within them have to adopt a positive attitude to change. Change should always be seen as an opportunity. Changing how people think and what they do will always be a challenge because resisting change is just part of human nature. Organisations seeking to change need to engage their people to not only be recipients of change but to be proactive in finding new ways of doing things. Because, at the end of the day, organisations don't change – people change.

Course Objectives

At the end of this one-day course, delivered either F2F or online, you will:

- have self-evaluated how well you embrace change personally.
- know how to always sell change as an “opportunity”.
- have identified the first key thing that needs to happen for successful change to happen.
- leave with a simple step-by-step process for managing successful change – developing a genuine vision for change, equipping your team with the skills to change, providing incentive, ensuring the right resources are in place for the change to happen, putting an action plan in place.
- become familiar with the change curve and understand why people resist change.
- know the four questions you need to ask of your team to ensure change becomes embedded in your everyday culture.

Course Content

Session One

- How well do you embrace change? – a self-evaluation.
- How to always sell change as an “opportunity”.
- Identifying the first thing that needs to happen for successful change to happen.

Session Two

- A simple step-by-step process for managing successful change – vision, skills, incentive, resources, action plan.
- Why people resist change – the “change curve”.
- The impact of “inherited thinking” on business success.

Session Three

- The four questions you need to ask of your team to ensure change becomes embedded.
- Practical Team Challenge – how would you manage change in this situation?



Managing Conflict

This one-day programme, delivered either F2F or virtually, is suitable for those who want to learn a range of tips and techniques for managing conflict.

Course Summary

In a busy working environment internal conflicts can be detrimental to your company morale and business results. With the stress of delivering strategic objectives, meeting deadlines, and juggling different departmental priorities, having the ability to resolve conflict effectively is essential in the workplace today.

This one-day programme provides you with practical strategies to address conflict management.

Course Objectives

At the end of this course you will:

- Be aware of the three elements of conflict and the four levels of conflict
- Have an understanding of the three principles for dealing with conflict
- Identify your preferred conflict-handling style
- Understand how NOT to deal with conflict
- Become familiar with a four-step model for resolving conflict
- Participate in a range of conflict scenarios related to your working environment

Course Content

Session One

- The three elements of conflict and the four levels of conflict
- The three principles for dealing with conflict
- Identifying your preferred conflict-handling style

Session Two

- How NOT to deal with conflict
- Learning a four-step model for resolving conflict
- Practising the four-step model in a conflict scenario related to your work environment

Session Three

- Participating in a range of everyday conflict scenarios – various practical sessions
- Identifying “good practice” from the above conflict scenarios
- Identifying “not so good practice” from the above conflict scenarios



Creative Thinking & Innovation

Course Summary

Would you like your employees to be more creative and innovative? They can be. When you apply creative thinking and innovation to every aspect of your business or organisation, you are able to have a sustainable competitive advantage and stay ahead of your competition. This is a fast-paced, highly practical day with a very personal approach. Each delegate identifies their biggest workplace challenge and applies The Six-Step Creative Thinking Model to come up with the best solution for their identified challenge. Delegates use a range of simple, but very powerful creative and innovative techniques that can subsequently be used across all areas of their work. The feedback from this one-day course, that can be delivered either F2F or online, has been consistently outstanding.

Course Objectives

At the end of this course you will:

- be familiar with and able to apply The Six-Step Creative Thinking Model for solving your biggest workplace challenge.
- be able to succinctly define your challenge, diagnose the causes, come up with a range of solutions, select your best solution, get buy-in for your solution, and know how to monitor and evaluate your identified plan.
- develop a range of creative and innovative techniques to assess and solve your workplace challenge, including the Why/ Why technique, the Ideas Generation technique, the Effort-Impact Matrix, and the Four-Step Buy-In Model.
- understand the difference between creativity and innovation.
- know whether you are a left-brain thinker or a right-brain thinker.

Course Content

Session One

- The Six-Step Creative Thinking Model.
- Step 1 – Identifying and defining succinctly your workplace challenge.
- Step 2 – Diagnosing the causes/root cause of your challenge.

Session Two

- Creativity v Innovation – what's the difference?
- Step 3 – Generating solutions; the Ideas Generation technique.
- Step 4 – Identifying your best solution; the Effort-Impact Matrix.

Session Three

- Are you a left-brain or a rightbrain thinker?
- Step 5 – Implementing your plan and getting buy-in; The Four-Step Buy-In Model.
- Step 6 – Monitoring and evaluating – the only two questions you need to ask.



Delivering Excellent Customer Care

This one-day programme, delivered either F2F or virtually, is suitable for those who want to learn a range of tips and techniques for delivering excellent customer care.

Course Summary

Businesses and organisations that deliver differentiated, reliable and customer-focused service have a distinct competitive advantage. Customers today are more demanding than ever before – they no longer choose between speed, quality or price – they expect all three.

This one-day programme will equip attendees with the skills and techniques to deliver high quality customer service consistently.

Course Objectives

At the end of this course you will:

- Understand the customer's expectations
- Identify the biggest challenge when dealing with customers
- Know how to build rapport and create the right first impression
- Influence and persuading customers – the 3 secrets
- Know how to “add value” for your customers
- Know how to remain calm when customers complain.

Course Content

Session One

- Understanding the customer's expectations
- Identifying the ONE biggest challenge when dealing with customers
- Building rapport and creating a good first impression

Session Two

- Influencing and persuading customers – the 3 secrets
- Adding value for your customers
- How to remain calm when a customer complains

Session Three

- Practical scenarios – dealing with a range of different customer service scenarios
- Identifying the key learning points from the day.



Developing Your Personal Brand

Course Summary

In today's market, outstanding performance is no longer enough if you want to progress your career. Image and visibility are now essential components of career success. You are a brand – and you need to know what your brand stands for.

This one-day course, delivered either F2F or online, builds a comprehensive profile of “Me PLC” – a fascinating insight into who you are and what you stand for. The starting point is knowing and understanding your personal brand. This will allow you to project the image and impression you want to create in the workplace in a consistent and authentic manner, thereby developing your unique brand.

Course Objectives

At the end of this course you will:

- acknowledge and recognise that you are a “brand”; identify your most important life values.
- build up a comprehensive profile of “Me PLC” in terms of the image you would like to present versus the image you actually present, how assertive you are, your level of self-awareness, how well you manage your emotions, how well you relate to others, and how you handle conflict.
- know how to communicate to build rapport and empathy.
- be able to use a technique to get your opinion across in an assertive way without being aggressive.
- have identified your strengths and weaknesses in interpersonal relationships and gain tips and techniques on how to build relationships and further develop your personal brand.

Course Content

Session One

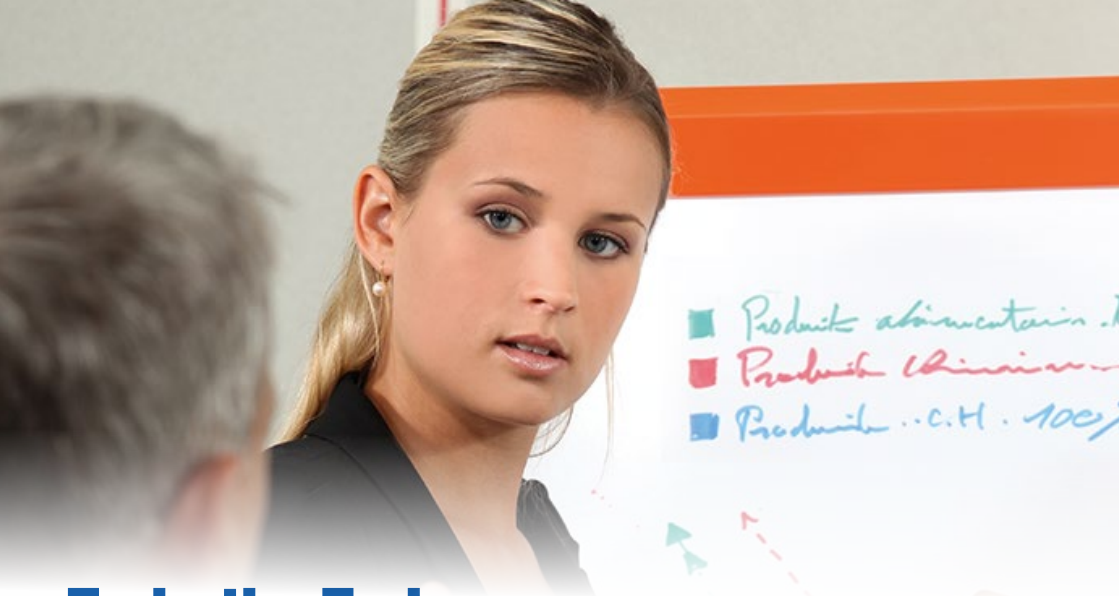
- What is personal brand? What do you stand for?
- Your most important life values – what are they?
- The image you would like to present v the image you really present.

Session Two

- How your actions/behaviours can brand you.
- The impact of your verbal communication – asking the “right” questions; understanding the power of simplicity.
- Non-verbal communication – body language; the five levels of listening.
- Building rapport and empathy – the ten key principles.

Session Three

- Emotional intelligence – a self evaluation; your strengths and areas for development.
- Your preferred conflict-handling style – a self-evaluation.
- Projecting your personal brand in a consistent manner through a series of practical activities.



Train the Trainer

Course Summary

The key purpose of a training event is to help people to learn. Learning is an active process – people learn best when they feel involved, can ask and answer questions, discuss, debate, try things out, work in teams, and reflect on and apply ideas. Great trainers understand how people learn, what stops them learning and how to create a stimulating learning environment. Great trainers are facilitators – they encourage and manage discussions, ask great questions, set up interesting activities and provide a truly engaging learning experience. This practical-based, one-day course is delivered either F2F or online and is packed with tips and techniques to take your training to a whole new level. It is suitable for new and experienced trainers who want to avail of the latest thinking, delivery and facilitation approaches so that they can provide motivational, memorable and dynamic training courses.

Course Objectives

At the end of this course you will:

- be aware of the eight core competencies of a great trainer.
- understand how adults learn; how to cater for different learning styles; how to use learning logs.
- know how to structure a training event, set up and debrief group activities.
- be able to show flexibility in terms of – room layout, session timings, letting participants contribute within time constraints, how to handle difficult participants.
- be able to facilitate at an advanced level – the “right” questions to ask to promote discussion.
- be confident using modern visual aids – video clips, flip charts, PowerPoint, music.

Course Content

Session One

- The eight core competencies of a great trainer.
- How we learn; catering for different learning styles; using learning logs.
- Structuring your training event; setting up and debriefing group activities; showing flexibility

Session Two

- How to facilitate at an advanced level – asking the “right” questions.
- Facilitation activities – each participant will have an opportunity to practice facilitation.

Session Three

- How to use visual aids for impact – video clips, flip charts, PowerPoint, music.
- The key secret if you want to stand out as a great trainer.
- Each participant will deliver a short training session.



Coaching **One-To-One**

Our leadership coaching programmes offer thought-provoking coaching to individuals and teams. All our coaches are accomplished business leaders.

Our approach is practical and results oriented. We place strong emphasis on stimulating goal setting. We work with you in an encouraging yet challenging way to ensure you deliver your goals.

We are at our best when facilitating individuals and teams to create clarity, meaning and forward momentum in times of stagnation or overwhelm.

Our coaching sessions are held face-to-face or online. The sessions can be aligned to meet your needs at any given time, from a one-off individual coaching session to a longer term coaching programme.

Generally the coaching sessions are one hour, two hour or three hour duration.

We aim to accommodate your requirements where possible, in relation to dates and times, venue and any pressing concerns that may arise throughout the coaching session or coaching programme.

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Facilitating leaders with the quality of their thinking to enhance the quality of their performance.

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Motivational Leadership Talks

12 GREAT NEW TALKS

**A HIGHLY ENGAGING
SPEAKER TO EXCITE
AND ENGAGE YOUR
AUDIENCE**

- The Simplicity of Leadership
- Unleashing The Leadership Potential of Your People
- Leading Change
- The Secret of a Winning Mindset
- Building and Leading a High Performing Team
- What Makes Successful People Successful
- The Privilege of Leadership
- Creating and Leading a Happy, Productive Workplace
- The Making of Champions
- Why Should Anyone Be Led By You?
- Creating A Winning Culture
- Understanding Your WHY As A Leader

Call or email us today for our Motivational Talks brochure or to discuss your needs

Can be
delivered
virtually or
face-to-face
to audiences of
5 to 500

Motivational Talks: Prepare, Design and Deliver

£1800 + VAT (one-off set fee for talks from 30 minutes to 60 minutes)

Meet The LEL Team

JJ Lynch

JJ is the Managing Director of Leading Edge Leadership. He is a highly experienced trainer, facilitator, coach and motivational speaker. He has worked in the field of leadership and management for many years specialising in motivational leadership, people development and organisational change. JJ is always in big demand as a facilitator and as a motivational speaker across the world. He regularly facilitates workshops and away days and frequently acts as MC (Master of Ceremonies) at large-scale events. His anecdotal style, use of multimedia, and ability to relate the content of his work to real life insights and practical everyday examples makes for a truly engaging learning experience.



JJ specialises in the following workshop topics:

- How To Develop Your Personal Brand**
- How To Think Strategically**
- How To Excel As A Manager**
- How To Manage Upwards**
- How To Coach One-To-One**

Nicola Wise

Nicola is a leadership and management trainer, facilitator and coach having worked in this field for the past thirty-five years. She has a vast array of experience gathered from setting up and running a successful training and development business in 1992. She is the Director of two companies. Nicola has worked with a range of large organisations in the UK and Europe including The Baltic States, as well as North America and the Middle East. Sectors worked in include Telecoms, Pharma; Beverages; Retail; Oil & Gas; Banking; Manufacturing; IT and On-line Publishing and NHS England. She also works with several Universities and Not For Profit organisations. Nicola enthuses people with a practical, relaxed and down to earth approach that allows her to easily connect. She is a certified NLP Master Practitioner, certified International Business Coach and ILM Master Trainer.



Nicola specialises in the following workshop topics:

- How To Understand Unconscious Bias**
- How To Hold An Effective Performance Review Meeting**
- How To Be A Great Interviewer**
- How To Develop And Promote Equality, Diversity & Inclusion**
- How To Develop The Role Of Women In Management And Leadership**

Angela Rodgers

A commercially astute, results driven L&D/OD professional who really knows how to turn the soft stuff into the hard stuff. Angela is a truly inspirational and powerful communicator. With over 25 years experience Angela has headed up training and development functions primarily in the retail & hospitality sector as Head of Learning & Development at Whitbread Beer Company and Arnold Clark. Operating at Board, Senior Management and Operational levels she has a real talent for engaging with people. When clients want someone who is genuinely passionate, inspiring and will delight in helping them get where they want to be, Angela is the person to call on.



Angela specialises in the following workshop topics:

- How To Promote Psychological Safety In The Workplace**
- How To Enhance Your Grammar And Punctuation At Work**
- How To Write Effective Reports**
- How To Take Effective Minutes**
- How To Master The Art Of Storytelling**

Russell Caird

Russell is an accomplished trainer and facilitator and has a wealth of experience in the Financial Services industry having spent over 25 years in retail and corporate banking. Working at a senior level, Russell was responsible for managing large teams to deliver demanding sales targets. Since moving into consultancy, he has been able to use this "hands-on" experience to help individuals and teams achieve their true potential. Russell has a relaxed and informal approach but retains a clear focus on delivering measurable outcomes. He has worked with a range of blue chip clients to design and deliver various training programmes. Recent programmes include sales skills, culture change, customer service and team development.



Russell specialises in the following workshop topics:

- How To Manage Remote Teams**
- How To Develop Your Project Management Skills**
- How To Grow Your Sales**
- How To Develop A Growth Mindset For Success**
- How To Train The Trainer**

Meet The LEL Team

Kyle Jagers

Kyle is a highly experienced, engaging and energetic trainer and facilitator with a huge enthusiasm for results. He has run his own training company and has extensive experience delivering training across the UK and internationally (especially in the Middle East). Kyle's expertise is in the areas of leadership, team building, communication skills, presentation skills, coaching and mentoring. Kyle is a certified DiSC trainer and a certified LEAN trainer/facilitator with an MSc in Business Management. He is passionate about everything IT.



Kyle specialises in the following workshop topics:

How To Work Effectively Across Different Cultures

How To Improve Your Listening Skills

How To Influence And Persuade

How To Develop Your Emotional Intelligence

How To Give Meaningful Feedback

Richard Abrahams

Richard is a prominent entrepreneur, leadership and management trainer, executive coach, facilitator, author and motivational speaker. For thirty years Richard has been involved in various aspects of training and development including outdoor education, experiential learning, classroom training and executive coaching. He has worked with all ages from apprentices through to the boardroom. Richard has extensive experience as the Operational Training Manager for one of the UK's largest 'Out of Hours' Healthcare providers. Richard focuses on inspiring delegates to 'Take Action' back in the workplace where the real learning takes place. He is the author of the book Fire Free Work Day.



Richard specialises in the following workshop topics:

How To Manage Your Time Better

How To Develop Excellent Customer Care

How To Network Effectively

How To Set Goals

How To Find Your "WHY"

Zahoor Bargir

A qualified accountant by profession, Zahoor has worked as a consultant and manager in numerous sectors before specialising as a trainer. He has developed a knack for communicating complex techniques into their core component parts and is passionate about helping others see the simplicity in the numbers and what they mean.



Zahoor specialises in the following workshop topics:

How To Master The Basics Of Budgeting

How To Master The Basics Of Finance

Ernesto Moreno

Ernesto has over 18 years of multinational consulting experience working for some of the biggest consulting firms with clients across different sectors including private, public and non-profit. His expertise is in Organisational Development, Change Management and Culture Change and he has a proven record of helping organisations transform themselves. As an entrepreneur, he has established two successful retail businesses and is heavily involved in people development projects. He is passionate about personal development and is frequently seen facilitating leadership seminars or as a guest speaker at different conferences and events around the world. Ernesto is a natural storyteller. He challenges people to think differently about themselves and move them into action. His personal story is inspiring and his ideas thought provoking.



Ernesto specialises in the following workshop topics:

How To Present With Confidence

How To Pitch To Win

How To Be Resilient

How To Have Difficult Conversations

How To Grow Your Sales

Feedback from our attendees

“

The Highly Effective Manager (2-day programme)

We are currently rolling out this two-day virtual programme to all of our 350 managers. The feedback from every delegate has been wonderful.

Well-structured with good breaks between each session, the programme is comprehensive and brilliantly facilitated and is delivered in a punchy, seamless, interactive and practical style with short group activities and lots of great learning points. This will bring consistency of practice among our managers in a fast-growing company and has been a great investment for our business.

Hayley Pritchard

Learning & Development Partner, CityFibre

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“

How To Build A High Performing Team (90-minute virtual workshop)

I can honestly say this was one of the most inspiring and meaningful training sessions I've had in my close to 14 years of Sales and 5 years of leadership. The virtual workshop was delivered in such a calm and collected way. I loved the short and succinct 90-minute session.

It has made a big difference to my thinking and I can't wait to start putting some of this into practice.

Paul North

Head of Channel, Giganet

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Leading Edge LEADERSHIP TRAINING PROGRAMME PRICE LIST



90-Minute Bite-Sized Workshops (virtual and face-to-face)

1st Workshop
£900

2nd Workshop
£600

3rd Workshop
£300

A day of three workshops £1800 +VAT

**OUR MOST
COMPETITIVE
OFFERING!**

£600
per workshop
A SAVING OF £900

BOOK 3 x 90-Minute Workshops

— All three workshops to be delivered on the same day —
(with up to 20 attendees in each workshop)
£30 per attendee. Total Price: £1800 + VAT

BOOK 2 x 90-Minute Workshops

Both workshops to be delivered on the same day

£750 per workshop (with up to 20 attendees in each workshop)

£37.50 per attendee. Total Price: £1500 +VAT

A SAVING OF £300

BOOK 3 x 90-Minute Workshops

The three workshops to be delivered on different days

£750 per workshop (with up to 20 attendees in each workshop)

£37.50 per attendee. Total Price: £2250 +VAT

A SAVING OF £450

BOOK 12 or more 90-Minute Workshops

All 12 workshops to be delivered on different days

£700 per workshop (with up to 20 attendees in each workshop)

£35 per attendee. Total Price £8400 +VAT

A SAVING OF £2400

One day training programmes:

£1,800 +VAT

(with up to 16 attendees)

Two day training programmes:

£1,750 +VAT (per day)

(with up to 16 attendees)



Face-to-Face or Online Coaching: £300 +VAT (per-hour)

Motivational Talks: (30 – 60 minutes): £1800 +VAT

More about our training programmes, workshops and motivational talks

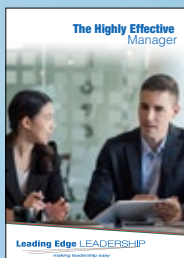
- We typically work with between 6 – 16 delegates on our one and two day programmes and on our Management Development Programme.
- We provide copies of PPT slides and all handouts for every delegate on all our programmes.
- Our international training rate (outside UK) is £1950 per day.

You can contact us via telephone **01727 898 332** or email **info@leadingedgeleadership.com**

Visit us online at **leadingedgeleadership.com**

A sample of our most popular Training Solutions

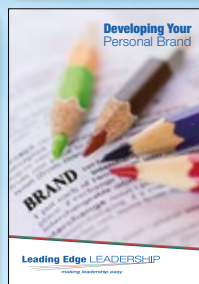
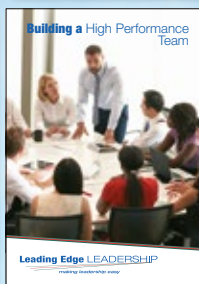
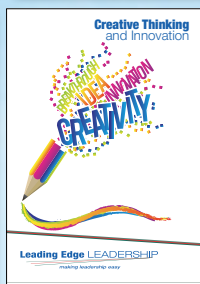
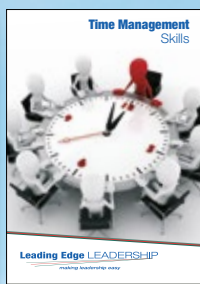
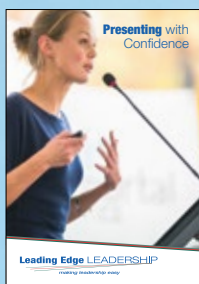
Two-day Programmes



The Leading Edge Management Development Programme



One-day Programmes



We also offer:



We can tailor any of our programmes to meet your exact needs