

Leading Edge LEADERSHIP

making leadership easy

An exciting range of **50 INTERACTIVE**
and **PRACTICAL 90-MINUTE VIRTUAL**
and **F2F WORKSHOPS**

plus

ONE-DAY PROGRAMMES

TWO-DAY PROGRAMMES

DEVELOPMENT PROGRAMMES

1-1 COACHING

INSIGHTS DISCOVERY PROFILING

**90-MINUTE
WORKSHOPS**

Up to 20 attendees

Up to 3 a day

Virtual or F2F



**The Highly
Effective
Manager**

See page 20

*great content
great trainers
great experience*



**The Highly
Effective
Leader**

See page 21

A message from **Leading Edge Leadership's CEO**

Hi Everyone

I'm JJ Lynch, CEO of Leading Edge Leadership, the leading provider of virtual and in-person 90-minute workshops in the UK and globally.

Our 90-minute workshops are designed to make a

powerful impact on what your people do and how they do it.

Each of our 50 workshop titles contains the essentials of the topic covered.

Each workshop is delivered in a highly practical and

interactive style, providing a truly engaging learning experience.

Regards

JJ



A Range of **50 NEW** and **EXCITING** **90-Minute Virtual & F2F Workshops**

From the Leading Edge Leadership Team

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.

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 50 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

Are you planning to put management training in place?

We would like to offer any potential **NEW** client 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.



How To Excel As A Manager

This 90-minute workshop is taken from our hugely popular two-day management programme **The Highly Effective Manager**.

In the workshop, your managers will:

- identify their one biggest challenge as a manager
- understand what the best managers do, know, say, see, hear, and look like
- identify the TOP quality of an excellent manager
- know the difference between managing and leading
- learn the FOUR questions every manager needs to ask of their team at least once a year.

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.

Feel free to
call us today on

01727 898 332 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**

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great content
great trainers
great experience

You can contact us via telephone

01727 898 332 or email info@leadingedgeleadership.com

Visit us online at leadingedgeleadership.com

Leadership and Management (14)

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 for yourself.* ”

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 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 under perform 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.* ”

OUR MOST COMPETITIVE OFFERING

£650 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**

£32.50 per attendee

Total Price: £1,950 + VAT

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 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 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.* ”

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 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.* ”

Communication Skills (6)

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 practise 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 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-tellers
- ✓ WHY your business must tell a story.

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

Business Skills (10)

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 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

”

Mental Health and Wellbeing (4)

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 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 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.* ”

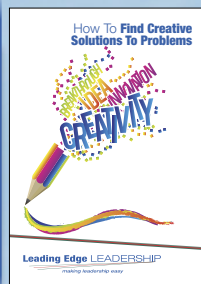
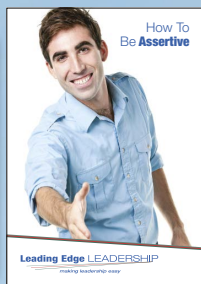
How To Be Resilient



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.* ”



OUR 12 MOST POPULAR WORKSHOP TITLES

How To Communicate Better

How To Manage Your Time Better

How To Hold A Challenging Conversation

How To Excel As A Manager

How To Be Assertive

How To Give Feedback

How To Develop Your Emotional Intelligence

How To Manage Stress

How To Be Resilient

How To Find Creative Solutions To Problems

How To Manage Change

How To Manage Performance

SPECIAL OFFER!

Book any 12 workshop titles (select from the full range of 50 titles).
Each workshop to be delivered virtually on 12 different dates.

£750 + VAT per workshop.

Up to 20 attendees in each workshop.

(£37.50 per attendee)

Total price: £9,000 + VAT

A saving of £2,400

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

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

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

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 a six and a maximum of 16



CAREER

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.



ONE-DAY PROGRAMMES

All our 90-minute workshop titles can be delivered F2F or virtually as half-day (3 hours) or one-day programmes (9.30 am – 4.30 pm).

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.

(On all our one-day and half-day courses, each participant completes a Personal Development Plan page throughout the day to identify their key learning points and are encouraged to share this with their line manager after the course).

In the following pages we share details of our 16 most popular one-day programmes.

Developing Effective Communication Skills



Course Summary

Effective communication skills are fundamental to business success.

Most problems in most workplaces come back to communication – there's either not enough communication, there's too much communication or there's the wrong communication at the wrong time. The problems can be added to when the communication is delivered poorly.

Good communication skills enhance interpersonal relationships, save time, minimise costs, avoid conflict, lead to greater productivity and ultimately, achieve better business results.

This highly engaging one-day course provides a range of practical techniques and strategies so that:

- each participant is more aware of the impact of negative communication
- each participant knows how to communicate positively and with respect
- each participant understands the key principle that “people work best when they feel good about themselves”.

Course Objective

- You will identify the one area of communication that you would want to be able to communicate better in.
- You will become aware of the three things all good communicators do and the two secrets of successful communication.
- You will identify your preferred communication style.
- We will explore the 10 key interpersonal skills for communicating effectively.
- We will learn how to effectively structure an email.
- We will explore the impact of body language (non-verbal) in our communication, and we will identify the ONE secret for mastering the most difficult communication skill of all – being a great listener.

Communicating when dealing with conflict:

- We will learn and practise a technique for disagreeing agreeably (being able to give constructive feedback in-the-moment).
- We will learn and practise a four-step challenging conversation model so that we have a structure for preparing and effectively conducting a challenging conversation.

Course Content

Session One

- A facilitated discussion around the aspects of communication that we would love to be better at.
- The 3 things all good communicators do and the two secrets of successful communication.
- Your preferred communication style – profile.
- Practical Activity – the 10 key interpersonal skills for communicating effectively and in a positive manner.

Session Two

- The power of body language in communication.
- Practical Activity – being a great listener and practising the “art of speaking last”.
- How to communicate effectively through email.

Session Three

- A Technique to Disagree Agreeably – we will learn (and practise) this technique to be able to give positive constructive feedback in-the-moment.
- We will learn (and practise) a four-step challenging conversation model so that we have a structure for preparing and effectively conducting a challenging conversation.
- Recap of the key learning points from the course.



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.

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 coaching sessions are led by the highly experienced Nicola Wise who is a certified International Business Coach.



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.



Insights Discovery Profiling

Insights Discovery will change the way you see yourself and others. It's a powerful aid to self-awareness that can be used at work and at home.

Our Insights Discovery sessions are led by the highly experienced Anne Dewison who is a certified Insights Discovery Practitioner.



About the session

Insights Discovery is a four colour model which helps people understand more about themselves and others.

The methodology is easy to understand and practical to apply. Its highly visual content makes it both engaging and memorable, helping individuals understand themselves, particularly in relation to others they work with.

The session is a powerful learning experience that really enhances self awareness.

Delegates can learn an amazingly simple way to improve the way they work and how they interact with others.

Sessions can be adapted to specific team challenges:

- New team / new leader
- Change
- Adapting to others
- Team effectiveness
- Self Management

What our delegates say:

- 100% would recommend the session to others.
- 100% said the content was either very good or excellent.
- 90% said the session was relevant to their role and 97% said the session was relevant to their work team.

What your organisation will get from the sessions

- Explore highly visual and engaging content that challenges perceptions.
- Better relationships within the workplace and with customers based on mutual understanding.
- A methodology for recognising behavioural preferences and their value in the workplace.
- A more open workplace

What your people get from the sessions

- Learn about themselves – each delegate gets their own in-depth personal profile.
- Understand how they can collaborate better with colleagues & the value they bring.
- Use strengths with confidence.
- Improve development areas.
- Have fun together.

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.

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 heads up all of Leading Edge Leadership's coaching sessions.

Anne Dewison



Anne is a talented and energetic trainer, facilitator and coach with experience gained over 35 years in Learning & Development and Operational roles in the hospitality industry.

Working at a senior level, Anne headed up the design and delivery of award-winning leadership programmes, implemented blended learning approaches and innovative solutions to the training needs of different business units including hospitality, retail, property, facilities management and offshore.

Anne has highly developed relationship skills and uses these to create an easy going fun approach to learning that helps people feel empowered to take action in their workplace.

Anne is a certified Insights Discovery practitioner and heads up all of Leading Edge Leadership's Insights delivery.

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.

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.

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.

Feedback from our attendees

“

The Highly Effective Manager (2-day programme)

We rolled out this two-day virtual programme to all our 400 managers in my previous L&D role at CityFibre. The feedback from every delegate was wonderful.

Well-structured, with good breaks between each session, the programme was comprehensive and brilliantly facilitated and was delivered in a punchy, seamless, interactive and practical style with short group activities and lots of great learning points.

This brought consistency of practice among our manager population and was a great investment for our business.

In my new role at the Kier Group, we have continued to engage with Leading Edge Leadership for a variety of our training needs.

Hayley Pritchard

Learning, Development and
Talent Manager, Kier Group

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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 workshops I have ever attended.

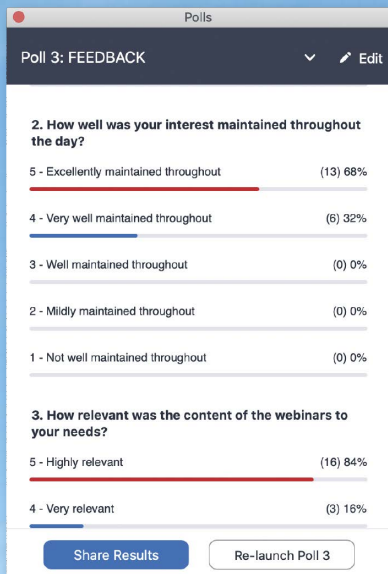
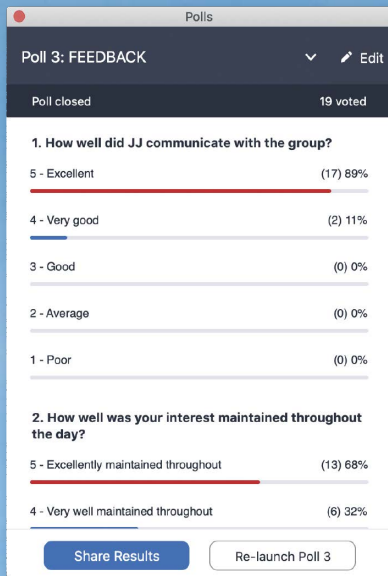
I loved the short and succinct 90-minute format.

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

Paul North

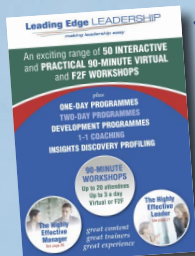
Sales & Partnership Director
AllPoints Fibre

”



Leading Edge LEADERSHIP TRAINING PROGRAMME PRICE LIST

Prices effective from 1st April 2025



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

1st Workshop
£950

2nd Workshop
£650

3rd Workshop
£350

A day of three workshops £1,950 +VAT

**OUR MOST
COMPETITIVE
OFFERING!**

£650
per workshop
A SAVING OF £1,050

BOOK

3 x 90-Minute Workshops

— All three workshops to be delivered on the same day —
(with up to 20 attendees in each workshop)
£32.50 per attendee. Total Price: £1,950 + VAT

BOOK

2 x 90-Minute Workshops

Both workshops to be delivered on the same day

£800 per workshop (with up to 20 attendees in each workshop)
£40 per attendee. Total Price: £1,600 + VAT
A SAVING OF £300

BOOK

3 x 90-Minute Workshops

The three workshops to be delivered on different days

£800 per workshop (with up to 20 attendees in each workshop)
£40 per attendee. Total Price: £2,400 + VAT
A SAVING OF £450

BOOK

12 or more 90-Minute Workshops

All 12 workshops to be delivered on different days

£750 per workshop (with up to 20 attendees in each workshop)
£37.50 per attendee. Total Price £9,000 + VAT
A SAVING OF £2400

One day training programmes:

£1,950 +VAT
(with up to 20 attendees)

Two day training programmes:

£1,900 +VAT (per day)
(with up to 20 attendees)



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

More about our training programmes and workshops

- We typically work with between 6 – 20 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 £2,100 per day.

You can contact us via telephone

01727 898 332 or email **info@leadingedgeleadership.com**

Visit us online at **leadingedgeleadership.com**

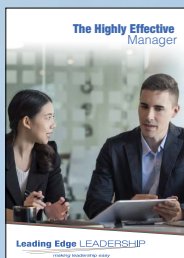
7 Reasons to Work with Leading Edge Leadership

- 1. We are easy to work with – we keep the admin to a minimum for you.**
- 2. We know the 90-minute format inside-out.**
- 3. We make leadership easy.**
- 4. We are consistent in our facilitation and delivery style – that's why we keep our team small.**
- 5. We are flexible – we will listen to your needs and always address any concerns you might have.**
- 6. We get 80% of our work as repeat business.**
- 7. We love what we do – we think you will too.**

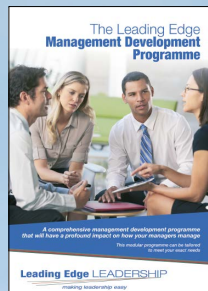
**Great content... Great trainers...
Great experience**

A sample of our most popular Training Solutions

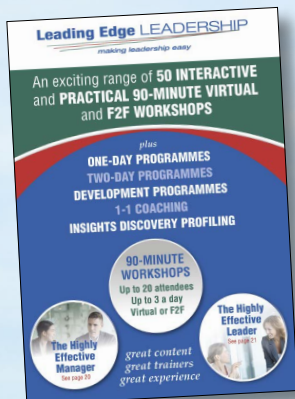
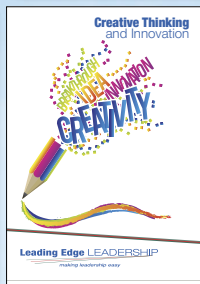
Two-day Programmes



The Leading Edge Management Development Programme



One-day Programmes



We also offer:



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