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providing solutions to your business challenges



The Managing People Training Course

Organisations tend to recognise that when somebody gets promoted to a new role, they may require new technical skills to succeed in that role. What often gets forgotten though, is the more important people management skills that will be required to be effective, particularly when someone becomes a team leader or line manager for the first time or needs to develop a new or existing team to achieve a different level of performance or task.

Teams come in all shapes and sizes, but a high performing team will be led by a team leader or line manager who can motivate and empower individuals to deliver results. Research confirms that the quality and quantity of results depends on how well a team works together, and this depends on the people and performance management skills of the team leader or line manager.

Leading a team requires advanced knowledge, competencies and behaviours, and this course identifies and focuses on how to reach mastery in each of these areas. The Managing People Training Course is a CPD accredited course designed for those seeking to understand how to inspire, motivate, manage and develop people and apply this to develop and build high-performing teams to deliver the strongest business results.

Course outline

Using John Adair's action-centred leadership model, Managing People is structured to provide in depth training in three areas;

- Understanding, managing and developing the individuals,
- Building and managing the team, and,
- Managing and achieving the tasks through the team.

This enables participants to

- Understand their role in leading individuals and teams
- Learn and adopt the key skills of an effective team leader or line manager, creating their own leadership development plan
- Understand how they can motivate, inspire, develop and empower people
- Learn how to manage performance including giving constructive feedback and managing difficult behaviours
- Learn how to manage tasks and time and how to delegate effectively
- Learn how to create, develop and manage high-performing teams

The course covers five specific skills, Coaching, Delegation, Performance Feedback, Communication and, Time Management. It also includes a toolkit of the models, frameworks and



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techniques that can be used to develop, assess and manage people and a personal action plan to target, monitor and measure progress.

The Managing People Training Course uses a phased approach

- **Phase 1: Preparation**

Identification of the objectives and current challenges that the attendee wishes to address through the course. Sharing and sign-off with Line Manager/Sponsor.

- **Phase 2: Training**

Three one day workshops, Managing Individuals, Managing Teams, Managing Tasks, are delivered over a 3 month period – one day a month.

For each workshop attendees will receive pre-reading and a pre-workshop assignment (Theory workbook ~ 30 mins, assignment ~ 20 mins), participate in the face-to-face Training Workshop, complete post-workshop Action Plan/Assignments and, receive E-Learning Videos (3-5 min Recap Summaries) and Further Reading (~30 mins).

- **Phase 3 - Evaluation**

Individual and Line Manager assessment against objectives. Completion of personal development plan.

Other options can be added to the course including for example, pre- and post-course 360 degree feedback, online self-assessment against leadership best practice and pre- and post-course individual coaching sessions. These are quoted for separately.

Who should attend?

- Team Leaders and Supervisors
- First Line Managers
- Line Managers who have never received people management skills training
- Line Managers who could benefit from a “refresher”

Course details

Courses are run in Colchester and London and the training workshops are held approximately 4 weeks apart, being completed over a 3 month period.

Provisional starting dates are June 2016 at:-

The Octagon, **Colchester, (£950 + VAT) and**

Royal College of Surgeons, Cavendish Square, London (£1,250 + VAT)

For the training course, the attendee fees for the full programme are inclusive of workshop materials, e-learning, etc. The course has a maximum number of 8 delegates to ensure a tailored individually focused programme is delivered to every participant.

The CPD Standards Office

CPD PROVIDER: 21142
2014 - 2016

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The Managing People Training Course

Course tutor



Rosemary Cooper-Clark is an experienced and accredited leadership coach and facilitator with unique best practice approaches, an understanding of the NHS and other public, private and third sector Board dynamics. Rosemary possesses Board Level blue chip and public sector experience incorporating leadership, change, people and business management.

Participant testimonials

“Great mix of learning between teaching and interactive sessions. Would highly recommend course to others. 10/10.” *Sarah Mahony (Procurement Manager)*

“Having targets set at the beginning of the workshop really went well and communication between each other was good which Rosemary managed well. Interaction between everyone was good as the tasks made everyone participate and be hands on.” *Tony Crezan (Manager, Lubron UK Ltd)*

“The training has enabled me to understand my role as a manager. It has allowed the middle management to create a strong and supportive team where issues can be aired and addressed, in a safe environment. The training I have received along with this support has given me the confidence to change long-standing procedures.” *Jo Parkes (Finance Manager, Lepra)*

“Enjoyed all of the workshops, especially being able to discuss specific issues relevant to my day to day work 10/10. *Alison Pitchers (Team Leader, Plinth 2000)*

“During the programme, the feedback from Rosemary made me feel that I was improving even when I couldn't see it. I felt that the one on ones boosted confidence.” *Marc Hammond (Team Leader, Plinth 2000)*

“I now have confidence in using some clear and precise language to deal with a range of possibilities, such as motivating the team, dealing with challenging behaviours and delegation. This will in turn assist the team to become even more efficient. During the training we were able to ask questions at any time. We always received possible solution/solutions and also did some role play. Lots of materials for reading to help after the training has finished.” *Karen Page (Donor Support Desk Manager, Lepra)*

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Feedback from sponsors

“Participant A has taken great effort to foster clear routes of communication between team members as well as to themselves as team leader. This is clearly paying off with the team members appearing happy and settled and in particular one member of the team who was previously unsettled is now happy. A has worked towards creating the larger team, by understanding issues that other teams have and the impact on the company goal. With this mind A is an active member of the team leader group. A manages their team in a way that encourages improvements that help A’s team members and those of other teams.” *Line Manager (Manufacturing Company)*

“Rosemary has supported the development of our key operational managers through professional growth by facilitating the learning and development of fundamental leadership skills. I found that Rosemary’s solid understanding of her subject and approach to training very professional and powerful. With the online support as well, it’s an ideal way to continually absorb subject knowledge and skills.” *Hazel Waters (HR Manager)*

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