



**Dakota Blue**  
CONSULTING

**Management  
Development  
Programme**

# Management Development Programme

This programme is aimed at first line managers who are:

**Aspiring managers**  
**New to their management role**  
**Existing managers with no previous formal training**

Our Management Development Programme consists of **seven interactive classroom based sessions** run over **seven months**. All modules are a full day of classroom based training. Learning is supported with discussion via a **private social media chat group** between modules where participants can stay connected, ask their trainer and each other questions, and share experiences of how their learning is being put into practice.

Our programme has been designed to provide first line managers with a corporate level development programme experience giving delegates the key skills required to become an effective manager in business. Attendees will **learn how to manage and motivate individuals and teams**, developing the skills needed to address challenging and difficult situations.

During the programme delegates will be paired up with a **learning partner** who they will work closely with, exploring what they can do back at work and identifying how they can use the tools learnt for maximum benefit. This provides a **strong networking opportunity** and, hopefully, will build long **lasting business connections**.

Between modules, delegates are instructed to implement their **action plans** and try out the concepts back in the workplace. At the start of each module participants work with their learning partners to identify and share how the new skills from the previous module have been applied to achieve specific results and success. This section in each module is a powerful session ensuring **delegates learn from their fellow delegates real experiences**.

The last module in the programme is an **accountability day**. This unique module provides attendees with an opportunity to demonstrate how they have applied all the knowledge gained over the previous six months in real situations and reflect on how their professional practices have changed. By sharing these experiences with the group, delegates receive personal **feedback from other delegates and the facilitator**. Participants are also encouraged to share these results with their managers and appropriate colleagues in their workplaces.

# Programme Objectives

## In this programme delegates learn how to:

- Identify the difference between management and leadership
- Identify their own personal communication style and how to adapt it for more effective communication
- Communicate confidently and clearly to get their message across
- Encourage others to open up and speak freely with them
- Handle difficult conversations
- Identify the characteristics that make a high performing team
- Identify gaps within their own team and how to make changes
- Set personal and team objectives for performance and development
- Coach for high performance
- Use different techniques for managing poor, average and high performers
- Apply the employment law fundamentals to protect themselves and the business
- Apply key principles in managing absence and capability
- Introduce family friendly policies and use them for positive effect
- Manage themselves, their time, and prioritise effectively for high performance
- Tackle procrastination
- Make appropriate decisions and develop techniques to suit their personal style
- Identify organisational power and build relationships with key influencers
- Identify their own emotions and the relevant impact on performance

## Benefits:

Attending this unique management development programme provides a number of unmissable benefits:

- \* All workshops have a heavy bias towards the practical. New skills and tools are introduced in each module. Delegates are asked to explore how this tool can be used in their work place, and what it means for them personally. There is ample opportunity for delegates to role-play and engage in activities in the classroom, helping them embed the learning before taking these skills back to the workplace.
- \* Over the seven months, delegates develop a network of diverse business professionals and are able to gain varied perspectives and learnings from each other. Through the use of a social media chat group, the discussions are continued between sessions ensuring momentum is maintained throughout the programme. Through establishing peer group relationships in this way, they continue once the programme has finished, providing delegates with a continued support network to draw upon when facing difficult management challenges in the workplace.
- \* The format of this programme in terms of learning content, methodology and timing is specifically designed to ensure that delegates and, ultimately the business sponsor, are able to evidence a quick and significant return on their investment.
- \* The broader benefits to the organisation include increased productivity through creating skilled and effective managers, reduced workplace conflict, improved motivation and staff retention and increased employee engagement.

# The Programme

## Module 1 - The role of a manager and your management style

Welcome and introductions to the programme  
Getting to know each other, establishing ground rules  
The role of a people manager  
Management versus leadership  
Increasing self-awareness  
Understanding your own personal style  
Adapting your style for effective management of others

## Module 2 - Effective communication

Understanding communication  
Communication attitude  
Confident communication  
Active listening and questioning skills  
Getting your message across  
How to handle difficult conversations  
Giving effective feedback

## Module 3 – Leading Teams

What makes a team  
High performing teams  
Understanding motivation  
How to motivate teams  
Managing conflict for positive outcomes  
Dealing with difficult behaviours

## Module 7 – Accountability day

**Prework:** Prepare a short presentation (maximum 15 minutes) which demonstrates to fellow delegates how the tools and skills learnt on the programme have made a real difference to the way they work. Each delegate will be expected to provide evidence of the measurable impact the programme has had on them as individuals, their team and the business. This will also be an opportunity for all individuals to practice giving a short business presentation in a safe environment. Delegates will be encouraged to share this presentation with their manager in the business. Each delegate will also be asked to identify specific topics they would like raised in the open forum discussion. This is an opportunity to gain group coaching on specific cases, issues and challenges they are encountering within the workplace.

### **Module:**

- Delegate Accountability presentations
- Open forum discussion on key learnings / improvements
- How to ensure continued support via private social media community
- Close of programme

## Module 4 - Managing Performance

Understanding performance management  
Settings personal and team objectives  
Effective delegation enabling performance  
An introduction to coaching for high performance  
Managing poor, average and high performers

## Module 5 - Employee relations

Employment law fundamentals  
Disciplinary and grievance guidance  
Managing absence management overview  
Managing capability through a process  
Family friendly policies explained  
Flexible working and how to make it work for your team

## Module 6 - Personal organisation

Managing wellbeing of yourself and team  
Managing your time for high performance  
Prioritising effectively  
How to tackle procrastination  
Decision making, power and influence  
Emotional self awareness  
Preparation for module 7



### Location & Dates:

The training is held at Eastwell Manor, a Neo-Elizabethan manor house in Ashford, in the heart of Kent. This country house with old world charm spanning centuries, set in peaceful countryside surroundings, is the perfect location for providing a relaxed and comfortable atmosphere for learning. A two course finger buffet lunch and refreshments are provided throughout the day. Delegates will be provided with all course materials. Special dietary requirements will be catered for.

The modules will be held on the following dates:

<b>Module One:</b>	<b>25<sup>th</sup> September 2019</b>
<b>Module Two:</b>	<b>16<sup>th</sup> October 2019</b>
<b>Module Three:</b>	<b>20<sup>th</sup> November 2019</b>
<b>Module Four:</b>	<b>11<sup>th</sup> December 2019</b>
<b>Module Five:</b>	<b>15<sup>th</sup> January 2020</b>
<b>Module Six:</b>	<b>12<sup>th</sup> February 2020</b>
<b>Module Seven:</b>	<b>4<sup>th</sup> March 2020</b>

**Price: £3,495 + VAT per delegate**

**To find out more and to book:**

**Email: [hello@dakotablueconsulting.com](mailto:hello@dakotablueconsulting.com)**

**Call: Lesley on 01233 662651**

#### **Terms:**

Places are allocated on a first come first served basis  
No more than 2 delegates from the same organisation on each programme  
Payment must be made in full to secure a place on the programme  
Cancellation charges will apply, please see full terms and conditions

# Expectations of Delegates

**All delegates are expected to:**

**Attend each module on the dates specified**

**Complete the pre-work and actively contribute to the activities and discussions at each module**

**Actively participate in and contribute to the Facebook group discussions between modules, sharing relevant learnings, thoughts and experiences**

**Have a discussion with their line manager about their desired outcomes from attending the programme**

**Be prepared to use an existing, or create a new, Facebook profile to be able to join the discussion forum**

**Bring a device on which they can download free apps to use for interactive games**

**Come to each session with an attitude of professionalism and desire to have fun**

We recognise that delegates have busy work schedules, so preparation is kept to a minimum and includes simple activities that focus thinking and raise awareness e.g. giving some thought to situations that they are prepared to share during the module.

**Book Your place now:**

**Email: [hello@dakotablueconsulting.com](mailto:hello@dakotablueconsulting.com)**

**Call: Lesley on 01233 662651**

## The Trainer

All modules in this programme are delivered by Jackie Brooker, Managing Director of Dakota Blue Consulting. Jackie is a highly experienced trainer, facilitator, HR consultant and coach specialising in people, performance and change management.

With a degree in Human Psychology and over 20 years' experience in HR within some of the worlds' leading organisations in their field, she provides first hand insights on people and talent practices that will have the greatest impact on organisational performance.



**Jackie Brooker**

Jackie is known for her understanding of complex business operations, what drives people to perform, the challenges leaders face and helping them find ways in which get the best performance from their people.

Jackie has trained and facilitated at all levels from board members to junior managers and is an expert people management coach. She is passionate about helping individuals and organisations to develop their leadership and management capabilities, supporting business results beyond profit.

Jackie's training style ensures that delegates are provided with a safe space to challenge their views about management, expand their thinking and knowledge and enhance their understanding of the relevance and role of a manager in today's organisations. This is achieved through focussed, engaging and relevant discussions, exercises, group work and role play.

Jackie's training always receives excellent feedback, with frequent requests to deliver further training from the delegates and clients with whom she works. But don't take our word for it, the feedback forms speak for themselves:

*"The way Jackie presents is very interesting, engaging and professional"*  
Equality and Diversity Course – April 2019

*"The communication training has definitely made me change my approach to dealing with people, allowing me to deploy appropriate coping mechanisms and completely change the usual/expected outcome of my meetings for the better"*  
Leading a Team Course – March 2019

*"Loved all of the course, really liked the way it was presented, very interesting and useful"*  
Leading Change Workshop – February 2019

*"Informative and fun"*  
Communications Course - November 2018

*"I really enjoyed the fact that we were working together and learning in a way that was not intimidating"*  
Communications & Relationship Course – June 2018



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