

# DEVELOPMENT PROGRAMMES

FOR CURRENT AND FUTURE MANAGERS OF  
SYSTEMS, PEOPLE, PROCESSES OR TEAMS

# UNLEASH YOUR POTENTIAL

EXPLORE NEW APPROACHES, INSIGHTS  
AND TAKE PART IN AN OUTSTANDING  
PROFESSIONAL JOURNEY



[blackcountrytraining.co.uk](http://blackcountrytraining.co.uk)

# MANAGEMENT DEVELOPMENT PROGRAMME



The programme is designed to build a comprehensive toolkit which can be used by participants who are either in a management role currently or are aiming to be in a management position in the future.

Providing insights, techniques and tools; the programme gives participants the time and space to challenge their own ways of working, improve overall performance and develop approaches which add value to their business.

## PROGRAMME CONTENT

The programme can be completed as a 12-month learning journey to create a holistic and immersive development experience.

As a new option to the programme, each module can also be taken individually in order to focus on the learner's specific development needs.

We recommend taking the full course to gain the full benefits of the Programme.

## IDEAL FOR

The Programme has been developed based upon an analysis of business needs and what is needed for managers to deliver success to those businesses.

**This programme is the perfect development companion for:**

- New managers or those about to become managers
- Managers of systems or process
- Managers of people and teams
- Experienced managers who want to develop core competencies
- Experienced managers who want to tap into new thinking and approaches
- Managers delivering change management within their business
- Managers seeking new ways to drive efficiency and performance



Each module  
can be taken  
individually

Module title	Module learning outcomes
<b>What is a Manager? Introduction to management and the manager's role</b>	<ul style="list-style-type: none"> <li>• Share experiences on current management and discuss &amp; identify the qualities, skills and/or attributes of a 'Good' Manager</li> <li>• Reflect on your own approach, review management models and review and evaluate the effectiveness of your approach over time</li> <li>• Reflect on resilience levels and consider coping strategies</li> </ul>
<b>Using your time effectively and efficiently</b>	<ul style="list-style-type: none"> <li>• Recognise and identify personal motivation to manage your time and focus</li> <li>• View time management analysis methods and techniques such as planning, prioritising, prime-time, delegating etc.</li> <li>• Develop an action plan to apply and develop learning</li> </ul>
<b>Communication and delivery of the right messages at the right times</b>	<ul style="list-style-type: none"> <li>• Learn about communication components and review common causes of breakdown in the workplace</li> <li>• Learn how a cycle will help to build understanding and resolve problems quickly</li> <li>• Experience a range of techniques and tools to enable you to communicate assertively</li> </ul>
<b>Styles and dynamics which create a good team</b>	<ul style="list-style-type: none"> <li>• Define motivation, how it can be affected and complete a motivational outcomes questionnaire to identify your top 3 drivers</li> <li>• Understand team dynamics, develop strategies for conflict and examine how the Four Skills States affects performance</li> <li>• Review a typical Employee Life Cycle and discuss environments which can enhance motivation</li> </ul>
<b>Getting the most from meetings</b>	<ul style="list-style-type: none"> <li>• Analysis the effectiveness of your own meetings and understand the entire process of meetings to ensure it is productive and value driven</li> <li>• Define roles played in effective meetings and evaluate your conflict style</li> <li>• Take part in activities using techniques and tools to help manage group dynamics</li> </ul>
<b>Delivering a great presentation which gets the right results</b>	<ul style="list-style-type: none"> <li>• Develop a toolkit of skills and techniques to make a lasting impact when presenting ideas and information</li> <li>• Gain tips and techniques to help plan, prepare and deliver compelling presentations</li> <li>• Learn and test out practical strategies to deal with nerves in a positive way</li> </ul>



## MANAGEMENT DEVELOPMENT PROGRAMME CONTINUED...

<p><b>Building commercial awareness and acumen</b></p>	<ul style="list-style-type: none"> <li>• Learn to describe business and personal perspectives on Commercial Awareness and understand key terms</li> <li>• Explore tools and frameworks to analyse your business</li> <li>• Engage in a new business venture activity, including planning and presenting</li> <li>• Identify and commit to a personal 'development' plan for the next 6 months</li> </ul>
<p><b>Preparation and successful management of change</b></p>	<ul style="list-style-type: none"> <li>• Discuss and share change in business and consider the agility of your organisation</li> <li>• Understand the seven stages of change and discuss the impact it can have in the workplace</li> <li>• Develop strategies, evaluate change management models and identify opportunities to innovate and apply a 'thinking' approach for implementation</li> </ul>
<p><b>Stakeholder and relationship mapping and management</b></p>	<ul style="list-style-type: none"> <li>• Define and learn key techniques to identify stakeholders and their priority places</li> <li>• Engage in activity to understand stakeholder drivers and perspective</li> <li>• Consider how to develop a stakeholder engagement strategy in line with organisation objectives</li> </ul> 
<p><b>How to run and deliver a project well</b></p>	<ul style="list-style-type: none"> <li>• Clarify the purpose and principles of project management and review roles and responsibilities</li> <li>• Build a project business case and identify key stakeholders and critical relationships</li> <li>• Demonstrate effective project planning and identify best practice</li> </ul>
<p><b>Getting the best from your team and helping them to perform better</b></p>	<ul style="list-style-type: none"> <li>• Share your experience of Performance Management and understand how performance measures are a key requirement for organisations</li> <li>• Identify issues which affect performance and methods for help and support</li> <li>• Understand the difference between a disciplinary and a grievance and learn to use a variety of models to give positive and developmental feedback</li> </ul>
<p><b>Coach and develop your teams and people</b></p>	<ul style="list-style-type: none"> <li>• Consider development aims for the next 6 months which include reflection on this Programme's learning outcomes</li> <li>• Discuss coaching, the value it can bring, the coaching cycle and the core skills required for coaching and self-evaluation</li> <li>• Experience a real-life 'coaching' conversation and revisit programme workshops via a group storyboard</li> </ul> 

**DATE:**

Click here to view current programme dates and times.

Full day with breaks (9am – 5pm)

*This programme will run as in-person workshops where appropriate.*

**COST:**

Take the full 12 month programme or pick and choose a module of your choice

**Full 12 Month Programme**

£1,800.00 +VAT

Members of Black Country Chamber

£2,400.00 +VAT

Non-members

**Per Module**

£250 + VAT

Members of Black Country Chamber

£295 +VAT

Non-members

**INVEST IN YOUR FUTURE**

Taking the full course means you experience the full benefits of the programme and continued learning. Contact our team to find out how we can help you.

**TESTIMONIAL**



A worthy management development programme. Was reserved at first but the course is presented in a very interesting way and you are not judged and it's very interactive.

Provided validation on management style talking in reality to have confidence in my behaviour. Communication and presentation skills understanding the importance of networking managing talent and leading with honesty. Looking ahead and improving on skills already have to help with career decisions. Motivation and encouragement from peers and making long standing friendships.

The content of the course is set up at a level that is easy to take in. Even if you don't carry on to be a manager the course highlights what you should expect from managers in your business.

**Ed Horton**  
Hill & Smith Ltd



**TESTIMONIAL**



The MDP course was probably the best training and development course that I have completed in my career to date. Each session had a distinct purpose to it and I feel that I have been given an extensive tool-kit to help me become a better manager. The activities completed each month were perfectly pitched, and were engaging throughout

**Jennifer Stevens**  
ASSA ABLOY Opening Solutions UKI



**Visit our website to book now or give us a call to discuss further – our team will be happy to help**

To book or for more information  
visit [blackcountrytraining.co.uk](https://blackcountrytraining.co.uk)  
or call 0330 024 0820

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