



Short training courses (2 or 3 hours)

Delivery options: in-person or online

Topic	Contents
Leadership and management development courses	
Moving into management and people management skills (for first time managers)	- How to make the transition to management; - The key skills of management; - A Model for Management Excellence; - Achieving the right balance between managing and doing; - Getting results through others: Good practice in setting objectives and delegation; - Developing others to achieve their full potential; - Using mentoring and coaching skills to build performance.
Leadership and management development: Leading during challenging times	- Brain-informed leadership in a time of heightened uncertainty; - Fostering collective intelligence; - Building trust, a sense of inclusion and psychological safety in the workplace; - The trauma-informed approach to leadership and management during challenging times.
Leadership and management development: Skills for change	- Leading and managing teams during organisational change and beyond; - Change and conflict in the workplace; - Commitment to management excellence.
Leadership and management development: Effective decision making	- Judgement as practical wisdom and different types of judgements; - Unconscious biases and mental shortcuts in decision making; - The attitude of wisdom and The Balance Theory of Wisdom in decision making; - The decision making process and its tools.
Leadership and management development: Time management skills	- Understanding time (clock time vs real time) and productivity; - Dispelling the myths of time management; - Self-management as time management; - Essential tools and techniques in time management; - Effective delegating; - Designing your most effective day and week; - Top tips to improve your time management skills.
Leadership and management development: Leading the diverse workforce	- Diversity as a desirable strategic advantage; - Barriers to diversity and inclusion; - Ways to create an inclusive and collaborative culture in the workplace; - Inclusive leadership: Signature traits and acts of inclusive leadership.
Leadership and management development: Cultural intelligence	- Defining culture and cultural intelligence (CQ); - Four dimensions of cultural intelligence; - Cultural intelligence and team performance; - The multi-cultural challenges and ways to overcome them; - How to develop cultural intelligence taking into account local context.
Leadership and management development: Communicating with impact for leaders	- Communication as a core leadership function; - Three levels of communication skills for leaders; - Key principles of leadership communication; - How to increase the impact of leadership communication.
Leadership and management development: Executive presence and personal brand	- Executive presence and self-perception; - Ways to enhance your executive presence; - What is "leadership brand" and why your personal leadership brand matters; - Evolving your personal leadership brand over time.

Topic	Contents
Leadership and management development: Agile leadership	- What does it mean to be an agile leader? - Agile leadership vs traditional leadership models - Agile leadership as a behaviour-based competency model (The HAVE Model) - Nine principles of agile leadership - Becoming an agile leader
Leadership and management development: Conflict management	- Understanding conflict and the fundamentals of conflict resolution; - The cost of conflict in the workplace; - Root causes of conflict in the workplace; t - Types of conflicts in the workplace and how to manage them; - Conflict resolution values; - Emotional intelligence and conflict resolutions skills; - Tips for managing and resolving conflicts.
Leadership and management development: Coaching and mentoring skills	- Coaching vs mentoring and their role in the workplace; - Coaching and mentoring as key leadership skills; - Coaching models; - Use of the advanced communication skills in coaching and mentoring.
Leadership and management development: Influencing skills	- Power and influence; - Dealing with multiple agendas and understanding the bigger picture; - Building high quality relationships, trust and credibility; - The effective and ethical influencing process; - Enhancing your influencing skills.
Leadership and management essentials	- Leadership and management styles and their applications in different scenarios; - Agile leadership and management; - Strengths-informed leadership and management; - Leadership and management essentials to get right (communication, decision-making, planning, organising, motivating, monitoring, evaluating, coaching and mentoring, good practice in delegation).
Management skills: Changing employee behaviour	- Defining challenging behaviour and underperformance; - Possible causes of challenging behaviour and underperformance; - How to make difficult conversations easier; - Tactics for dealing with manipulative behaviour, avoidance of responsibility and deflection of conversation; - Management skills to consider; - What to do if there is still no improvement.
Management skills: Managing underperformance	- Defining underperformance; - Underperformance or poor performance vs misconduct or poor conduct; - Measuring and evidencing underperformance; - Possible causes of underperformance; - Management skills to consider; - ACAS (Arbitration, Conciliation and Advisory Service) guidelines on managing performance; - What to do if there is still no improvement in performance.
Management skills: Hybrid working for managers	- Working models and hybrid working; - Management challenges in the hybrid workplace; - Human needs and associated behavioural functionality in the hybrid workplace; - Collective intelligence and how to utilise it in the hybrid workplace; - How to use decompression, team building and problem solving techniques in the hybrid workplace to optimise the work of hybrid teams; - Top tips for managers and team leaders who want to help their people thrive in the hybrid workplace.

Topic	Contents
Other short courses	
Building resilience and mental toughness for wellbeing and high performance	- Resilience, pressure, stress and adversity, and their association with physical and mental health and performance; - Recognising the signs of stress and compassion/empathy fatigue in yourself and others; - Understanding mental resilience and mental toughness; - What makes a truly resilient and high performing team; - Practical tools and techniques to enhance mental resilience and improve wellbeing and performance.
Storytelling for business and more	- The power of storytelling; - Crafting a story which will make an impact; - Using powerful language and a persuasive story pattern; - Creating your stories using a storytelling template,
Introduction to trauma-informed practice	- Understanding trauma and trauma-informed approach; - Making sense of psychological trauma; - Understanding and responding to vicarious trauma; - Supporting others; - Self-care to build resilience; - Tools and techniques to manage stress, fear and anxiety in yourself and others.
Measuring the impact of your projects and services	- What do we mean by impact? - Why it is important to show impact? - How to measure the changes you want to see; - The 4 steps you can work through (planning; collecting your data; analysing and using it); - Using the Change Radar Tool to measure the impact of your projects and services on individuals and groups (including family groups).
Stakeholder management	- Identifying and analysing your stakeholders; - Stakeholder communication and engagement; - Key stakeholder management skills; - Top tips for managing relationships with your stakeholders.
Running successful projects from inception to impact	- Designing your projects for success; - Outcome planning and the Theory of Change in projects; - Key focus points for successful project delivery; - Integrating evaluation into your projects.
Project delivery skills for impact	- Understanding key concepts and elements of project management; - Outcome planning, delivery and evaluation in projects; - Designing projects for success; - The human side of project delivery (coordinating a project team and building collaboration).
Collaboration skills	- What are collaboration skills and why do they matter? - 8 essential skills for collaboration; - How to enhance collaboration skills; - Top tips for effective collaboration.
Active listening skills	- How we communicate; - Levels of listening and the listening cycle; - Listening style / PACT listening; - Striving to understand and barriers to effective listening; - Key active listening skills; - Signs that somebody may need support and how to help; - Tips for improving active listening skills.

Contact us for further information and quotation: office@lplusconsulting.com



L&M Plus Consulting Ltd.