



The 3Qhub Development Pathway

Stage 2 | The Effective Manager Programme
(Supervisor to Manager)



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About 3Qhub

Why choose 3Qhub to deliver your programme?

We are a team of dedicated, highly-skilled consultants with a proven track-record of delivering sustainable benefits for our clients.

We have an in-depth understanding of the challenges facing your professional practice. We work with a full range of clients, from small independent firms to large multi-office practices and we are well equipped to help you overcome these challenges.



Our promise to your team

We will provide your team with a stimulating, challenging and fun learning environment which will engage and develop them to maximise their potential. The sessions will be interactive and include a blend of activities and scenarios to help delegates apply and practise the knowledge and skills learned. Your team will be encouraged to develop personalised action plans to enable them to bring their learning into the workplace and take personal responsibility for their development.

Our promise to you

We will provide you with the exceptional client service you deserve. We will be there for you when you need us, ensuring we are accessible, responsive, reliable and flexible in our approach to working with you. We will always recommend solutions that are in your best interests.

We will take the time to understand the needs of your team and practice and tailor the content of your programme to meet these needs as appropriate.



The 3Qs

Success in your professional career and your life in general will be determined by several factors. At 3Qhub we recognise that three of the most important factors will be your IQ (Intellectual Quotient), your EQ (Emotional Quotient) and your RQ (Resilience Quotient).

So what do these three quotients mean and how do they influence your professional and personal success.



IQ - Intellectual

This is the quotient that most people will have heard of. It relates to your ability to use knowledge, reasoning and logic to answer questions and make predictions. A high IQ is generally a good predictor of strong academic achievement, which is why most people in the professions will have above average IQ.



EQ - Emotional

This is sometimes referred to as emotional intelligence and is less well known. It relates to your ability to understand people, what motivates them and how to work effectively with them. Your level of EQ is a more important indicator of your success in management and leadership than your IQ.



RQ - Resilience

This relates to your ability to deal with the pressures and demands that are placed upon you. It includes your ability to recover from setbacks and deal with challenging or stressful events.



At 3Qhub we know just how important all three of these quotients are in helping you achieve success in your professional career. That's why all our development programmes have been designed with the three quotients in mind.

When you work with us we will not only boost your knowledge and understanding of the areas we cover (IQ); we will also develop your emotional intelligence (EQ) to help you get the best out of your relationships with colleagues and clients; and finally we will ensure you have the tools, strategies and mindset to be able to deal with the ever-increasing pressures of your professional and personal lives (RQ).

Develop your s with 3Qhub!



Programme Aims

Stage 2 – The Effective Manager Programme (Supervisor to Manager)

Duration: Suggested delivery over 12 – 24 months

The Effective Manager Programme has been designed to introduce your team members to the core aspects of management in today's professional world. The Programme is aimed at individuals who are showing management potential as they embark on the next stage of their careers. It is aimed at qualified individuals (or those qualified by experience) that are starting to take responsibility for managing teams and a client portfolio.

Modules and Timings

We recommend that each of the modules are delivered quarterly (or six monthly).

The first module, Introduction to Management, will introduce your team to what it means to be a manager in a professional practice considering the various challenges that managers face. The remaining three modules can be delivered in an order that suits your firm, its priorities and the development needs of your team.

The Programme focuses on self-management, including prioritising effectively, communication and an introduction to personal resilience. A fundamental aspect of management is the ability to communicate proactively and clearly with internal and external stakeholders and this underpins the whole programme.

Motivating, developing and challenging team members is a skill that can be difficult to get right and something that those new to management can struggle with. The move from friend and colleague to respected manager can be difficult and this programme will help delegates make that transition.

In relation to client management, the profession continues to move away from traditional, transactional client relationships to more collaborative relationships where clients see us as their trusted business partners. The Client Relationship Management module will provide tools and techniques to support your teams in achieving this.



Benefits of The Effective Manager Programme

This Programme is essential for team members that are taking on more responsibility and are stepping up within their current role of senior or supervisor.

It will help your firm to:

- keep your team members engaged within the business
- recruit and retain the best talent in the market place. Firms tend to see high levels of staff turnover at the newly qualified stage
- reward and recognise the commitment and dedication that individuals have shown to the firm and enable them to network with other individuals from different teams thereby improving internal communication
- invest in critical non-technical skills as often this area of development is neglected in favour of technical training.



Recommended maximum number of delegates: 15 (no minimum).

All of our prices are exclusive of VAT and travel expenses where applicable.



Module Content

The Effective Manager (Supervisor to Manager)

Module 1: Introduction to Management (Full day)

Key content:

- Roles and responsibilities of a manager:
 1. Time and tasks – maximise efficiencies, quality of work, managing yourself
 2. Team – environment, development, challenge, motivation
 3. Clients – expectation management, service, advisory
- Management styles – flexing approach to suit situation
- Understanding and using emotional intelligence to improve communication skills

Module 2: Time and Task Management (Full day)

Key content:

- Recoveries – improving efficiencies
- Prioritisation – personal rhythm, impact and deadlines
- Understanding and aligning parties' needs
- Dealing with interruptions assertively and proactively
- Digital tools and techniques
- Applying a proactive mindset

Module 3: Team Management (Full day)

Key content:

- Importance of being adaptable and flexible
- Feedback models
- Motivation methods
- Coaching and developing others
- Understanding different personality styles
- Handling under-performance and high achievement

Module 4: Client Relationship Management (Full day)

Key content:

- Building rapport, trust and empathy
- Why do clients buy from us?
- Managing client expectations
- What do our clients value?
- Using emotional intelligence to ask high value questions
- Adding value on client assignments
- Responding to client feedback

Standard
£2,275 per day

my3Q member
£2,075 per day



Additional Support

Can team members attend individual modules where relevant?

Whilst we recommend that delegates complete all modules in the Programme as a cohort, other individuals within the firm may benefit from attending a specific module.

Please speak to us if you have any questions regarding the suitability of a particular module for an individual within your team.

Alumni Bitesize

We understand that due to the nature of an individual's particular role and career ambition, not all of your team members will complete all three Pathways. For those that do, there may be an extended period of time between completing one Pathway and progressing onto the next. This may cause a gap in the support they receive from us which can lead to a drop in their motivation and hinder their development.

Our Alumni Bitesize days provide an opportunity for firms to keep their teams engaged and maintain momentum.

Simply select two sessions from either the Manager or Leader Toolkits and these sessions will be condensed into two half days.

The Alumni Bitesize days also act as a useful refresher on some of the core aspects of management and leadership. We can also cover topics relating to maintaining the physical and mental wellbeing of your teams.



Standard
£2,275 per day

my3Q member
£2,075 per day



Pathway Progress Reviews (PPRs)

Our Programme Progress Reviews (PPRs) are an integral part of our programmes.

The PPRs are an effective way to maintain momentum whilst your team are working through the modules which can be useful when there is long gap between modules. At the end of each module, delegates will be encouraged to complete an Action Plan focussing on their specific areas of development arising from the module. The PPRs then provide an opportunity to discuss these action points on a one-to-one basis with the Lead Consultant and discuss progress, help identify further areas of development and offer suggestions for improvement. It is also an opportunity to discuss any further support the delegate may need regarding specific challenges that they face in the workplace.



Benefits of the Pathway Progress Reviews

- Helps the firm achieve an effective return on their investment by encouraging personal commitment from the individual
- Helps the individual meet their action points and ensures that their development remains a high priority
- Provides a confidential, one-to-one coaching session
- Provides an opportunity to discuss issues and challenges with an objective, independent specialist
- Allows the consultant to gain a better insight into the individual delegate's engagement and commitment to the Pathway

A day or half day will be scheduled, depending on the number of delegates that are completing the Pathway. We recommend that each PPR lasts approximately 30 minutes. To ensure that chargeable time is maximised, we recommend that PPRs are delivered virtually to cater for delegates' different working patterns and locations but also can be delivered at your offices.

Standard
£1,775 per day

my3Q member
£1,575 per day



Lead Consultants

Our team of dedicated Lead Consultants are expert presenters and specialists in the field of management and leadership and have an in-depth understanding of professional services.



Michael Siviter

Michael is the co-founder of 3Qhub and leads the business.

He is a qualified accountant, management consultant and personal coach and has worked in various roles within professional training and consulting, practice and industry. He uses his expertise and experience to provide clients with a package of management and leadership support that meets their needs.

He has an energetic and dynamic style when presenting and has the ability to develop a strong rapport with his audience, helping them learn quickly and effectively

Michael works with professional firms of varying sizes from one partner practices to top 20 firms. He is a certified NLP (Neuro-Linguistic Programming) practitioner, professional examiner and qualified assessor of occupational competence.



Chris Parry

Chris is a highly engaging and passionate trainer and consultant with 20 years' experience delivering management and leadership training to a wide range of clients and industries. He adds value through his sessions by building a strong rapport with his audience and getting to know them and by understanding their motivators on a personal level.

Chris is experienced in the design and delivery of leadership and management programmes, utilising behavioural profiling to enable the whole team to better understand themselves in order to become their best selves and to help them effectively manage and lead their teams.

He tailors his delivery style to the needs of his audience. He is known for his high energy, collaborative approach and the fun environment that he creates on his workshops which adds value and provides valuable insights to those in attendance. His dynamic and interactive approach allows him to build strong connections with delegates.



Tim Sayers

Tim has specialised in behavioural development for over 15 years and has acquired extensive experience in helping leaders to develop their emotional intelligence and effectiveness and teams to develop their psychological safety as the cornerstone for improved levels of team cohesion and performance.

Tim spent nearly thirty years in corporate life operating at senior management and board level in both SMEs and large global organisations.

At 3Qhub, Tim leads on our management and leadership programmes and works with clients in a facilitation and coaching capacity. He has a deep passion for helping people to understand their 'super-strengths' and develop their adaptability, in order to improve both their performance at work and overall wellbeing. Tim's style is supportive and encouraging, helping people to see the very best of themselves.



David Gallagher

David supports clients with management and leadership skills training and business coaching. He uses his vast leadership experience in professional services to help others develop.

He is the Lead Consultant on our student programmes which we deliver throughout the UK, working closely with clients on designing programme content.

David qualified as a chartered accountant at Grant Thornton. He spent many years establishing himself on the Audit & Accountancy CPD circuit. In 2012, he moved to MHA MacIntyre Hudson; first as the firm's technical director before rising to technical and training partner. During this time he managed the growth of the firm's technical and compliance team and helped to develop the firm's international network global audit methodology.



Get in touch

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