

The 3Qhub Development Pathway

**Stage 3 | The Effective Leader Programme
(Manager to Senior Manager / Director)**



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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 3 – The Effective Leader Programme (Manager to Senior Manager / Director)

Duration: Suggested delivery over 18 months – 2 years

The Effective Leader Pathway contains four modules. These focus on the skills, knowledge and behaviours your team will need to develop to become the inspirational and transformational leaders that their team will want to follow and emulate in their own behaviours.

Before each module, delegates will be required to undertake important preparatory work. This preparation will include reflecting on and sharing their current practical experience of the topic. This will form the basis for group discussions and interactive practice sessions with less emphasis on formal lecturing.

Modules and Timings

The first module The Essentials of Leadership is ideal for those in management positions who would like to develop their leadership skillset and mindset. The module will focus on providing your team with a set of leadership behaviours that develop their emotional intelligence (EQ) and resilience quotient (RQ) and highlight the need for effective self-leadership.

The need for effective, collaborative teamwork across your firm has never been greater – gone are the days where individuals can work in isolation without consideration for the impact on the wider team and the firm as a whole. The module, Leading a High Performing Team helps your delegates to foster that team approach and promote a high performance culture.

The ever-increasing pace and multiple drivers of change within the professions requires your leaders to be able to help their team members adapt and embrace such change. Through an understanding of the change process and how change affects the firm and its team members, on Leading Through Change, delegates will be given the tools and skillset to create an empowering, transformational culture which will help future-proof the firm.

As the needs of your clients change and their service expectations increase, the need for continuous service improvement within the firm has never been greater. On the final module, delegates will be introduced to the 3Qhub Cycle of Service Excellence which will provide a framework to ensure your firm is adopting a systematic and integrated approach to your service delivery, and which recognises the need for continuous improvement and innovation.



Benefits of The Effective Leader Programme

All too often managers are given leadership responsibilities without a clear understanding of how these differ from their management responsibilities, nor are they given the opportunity to develop those essential leadership skills, behaviours and mindset.

The Programme will develop the competence and confidence of your team leaders such that they become:

- more resilient and better able to cope with the ever-increasing pressure of the modern professional environment
- more effective at maximising the performance of their teams and the individuals within them
- better able to help their team members adapt to and embrace change
- effective in implementing a culture and process of service excellence
- able to improve the client experience and client retention and provide the springboard for selling additional services and firmwide growth.



Recommended maximum number of delegates: 10 (no minimum).

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



Module Content

The Effective Leader (Manager to Senior Manager / Director)

Module 1: The Essentials of Leadership (Full day)

Key content:

- Transitioning from manager to leader
- Core leadership skills and behaviours
- The importance of self-leadership
- Developing the right mindset and presence
- Developing your resilience
- Maintaining self-motivation

Module 2: Leading a High Performing Team (Full day)

Key content:

- Key ingredients for success
- Understanding what motivates your team
- Building your team – right person, right job
- Leader as coach
- Enabling and sustaining high performance
- Achieving teamwork across the business

Module 3: Leading through Change (Full day)

Key content:

- Understanding the change process
- Dealing with differing attitudes to change
- The drivers of change in the modern professional practice
- Influencing and inspiring the team to embrace change

Module 4: Developing a Cycle of Service Excellence (Full day)

Key content:

- Review of the key elements of the cycle and your role
- Gaining a clear understanding of clients' needs, wants and service expectations
- Effective onboarding of clients
- Excellence in action; exceeding expectations
- Obtaining and acting on feedback
- Ensuring innovation and continuous improvement

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.



John Sharkey

John specialises in leadership, management and personal skills training within professional services firms. He supports clients with both team recruitment and retention and works as an executive leadership coach.

John is a qualified accountant, trained counsellor and engaging presenter.

His presentations are renowned for their energy, enthusiasm and practical relevance and for challenging participants. John has spent almost 30 years working as a leadership consultant and has worked with a diverse range of professional firms. He has worked in senior leadership positions for many years and builds long lasting relationships with his clients.



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.



Get in touch

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