



The 3Qhub Development Pathway

Stage 1 | **The Effective Senior Programme
(Trainee to Senior)**



Contents

About 3Qhub	1-3
Why 3Qhub?	1
The 3Qs	2-3
Programme Aims	4-5
Module Content	6
Additional Support	7
Trainee Assessment Centres	7
Lead Consultants	8-9



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 1 – The Effective Senior (Trainee to Senior)

Duration: Suggested delivery over 2 – 3 years

The Effective Senior Programme contains three modules, which focus on the fundamental skills needed for a new trainee to successfully transition to a senior. The Programme will usually run alongside the professional exam training that your trainees will be completing as part of their training contracts.

Modules and Timings

We recommend that the first module Making the Best Start is scheduled as part of your induction process so preferably in the first few weeks of employment. It will enable trainees to hit the ground running and ensure that they understand the fundamentals for making the best impression with both colleagues and clients and know what will be expected of them. It also provides an enjoyable networking experience for them to get to know their cohort of trainees better and provide an opportunity for them to ask questions that they can sometimes be nervous about asking their managers or colleagues at this early stage.

The remaining two modules can be scheduled at a time to suit the firm and can be planned around busy periods at work and study commitments. We recommend leaving a period of between 6 and 12 months between the first and second modules and at least 12 months between the second and third.

The Managing Yourself and Working as a Team module will introduce trainees to self-management techniques and will help them to become more organised and more effective at managing different priorities when they are working for different managers, partners and clients. They will also learn the essentials in communicating clearly and concisely with superiors, clients and the rest of the team regarding workload, deadlines and issues.

The Effective Senior is for recently qualified trainees or for those that are approaching their final exams. The module will introduce the core skills relating to delegation and giving feedback.



Benefits of The Effective Senior Programme

For many of your new starters, this role will be their first experience of working in a professional environment. This Programme will provide them with:

- Increased motivation and confidence through an opportunity to learn and engage in a safe environment whilst having fun and being challenged
- Improved productivity and efficiency by developing the core skills needed to help them thrive in their first few years
- Improved recoveries through better communication and personal organisation skills.



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 Senior Programme (Trainee to Senior)

Module 1: Making the Best Start (Full day)

Key content:

- Importance of a positive mental attitude
- Work etiquette (office / client's offices / home) – professional behaviour
- Being helpful and asking questions
- Body language basics
- Using the phone and sending emails
- Dealing with clients

Module 2: Managing Yourself and Working as a Team (Full day)

Key content:

- Communicating clearly in person, virtually, in writing
- Personal organisation including:
 1. Importance of being organised and the knock-on effects of being disorganised
 2. Prioritising work
 3. Managing priorities – different managers / partners and clients
 4. Dealing with distractions
- Dealing with matters assertively
- Working under pressure
- Key ingredients of effective teams

Module 3: The Effective Senior (2 days)

Key content:

- The role of the effective senior
- Effective delegation
 1. Planning and preparation
 2. Training others
 3. Support
 4. Review
- Delivering effective feedback
- Receiving feedback positively
- Managing clients' expectations

Can team members, other than trainees, attend individual modules where relevant?

Whilst we recommend that trainees 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.

Standard
£2,275 per day

my3Q member
£2,075 per day



Additional Support

Trainee Assessment Centres

We recognise that recruitment activities can be a significant investment for your firm. We can support you with this process by providing you with a comprehensive Trainee Assessment Centre to supplement your trainee recruitment process.

A Trainee Assessment Centre will support you in attracting and recruiting the best talent and ensure your investment of time and money in your trainee recruitment process is maximised.

Candidates will be guided through a tightly coordinated, interactive and stimulating activity by highly experienced facilitators. Candidates will be assessed against a framework of core competencies which will be agreed with your firm prior to the Trainee Assessment Centre.

These competencies may include:

- Communication skills
- Self-organisation
- Analytical skills
- Active listening
- Building rapport
- Presenting solutions
- Effective teamwork
- Creativity
- Working under pressure



Following the assessment centre, you will be provided with a report and score for each candidate with our recommendations of which candidates should progress to the next stage. Key personnel from your technical teams or HR teams are encouraged to attend the day to act as observers.

from **£3,950**



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.



Kaye Davis

Kaye is a qualified accountant and business leader having worked in various senior positions within professional training, accountancy practice and industry. Her vast and varied career has involved roles at BPP, ICAEW and Mercia.

As our Head of Operations, Kaye manages the day to day running of the business and supports Michael and the rest of the team with product and client development.

Kaye also still loves teaching. She has a real dedication to training and development and delivers our student tax and accountancy programmes throughout the UK and also our management training programmes. Known for her enthusiasm, she is passionate about sharing her knowledge and fostering a collaborative learning environment for delegates.



Damien Shannon

Damien is Head of Digital and a Lead Consultant on our trainee programmes. He is responsible for all of our online services and heads up our comprehensive on-demand video library.

Prior to 3Qhub, he was a serving Police Sergeant for 16 years. He moved into a learning and development role in 2019 at Derbyshire Police HQ. He oversaw student officer training and student officer assessments and was responsible for students achieving operational competence.

Damien has a degree in Business Management & Education Studies, a Post Graduate Certificate in Higher Education and is a qualified Assessor. He is also qualified to lead Internal Quality Assurance (IQA).

He is a popular workshop facilitator on our programmes. He has a supportive and encouraging style and especially enjoys working with the newest trainees.



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.

Yelda Hakki



Yelda works with clients on both management and technical student training. She has been training accountants for over 10 years, delivering both exam and practical audit and accounts training throughout the UK.

She is a Lead Consultant on our student programmes and works with clients in designing interactive and bespoke student audit and accounting programmes which provides delegates with the practical skills and experience needed to be effective in their trainee roles.

Yelda is a very popular trainer, coaching individuals on a one to one basis and presenting workshops inhouse to larger groups. She tailors her teaching approach and explanations to her audience and is renowned for building a strong rapport with her groups in a stimulating learning environment.



Get in touch

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