

The 3Qhub Development Pathway

Stage 2 | The Effective Manager Programme

www.3Qhub.com

info@3Qhub.com

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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 / customers.

We bring a deep understanding of the challenges facing your organisation, informed by our work with clients / customers across diverse industries. This breadth of experience means we are exceptionally well equipped to help you navigate and overcome those 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 organisation 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.



EQ - Emotional

This is often referred to as Emotional Intelligence. It relates to your ability to firstly understand yourself and secondly other people. What motivates them and how to work effectively with them.

Your level of EQ is widely regarded as 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 both within and outside of work.

Your level of RQ also determines your ability to recover from setbacks and deal with challenging or stressful life 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 / customers; 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 Qs with 3Qhub!

Programme Aims

Stage 2 - The Effective Manager Programme

Duration: Suggested delivery over 12 months

The Effective Manager programme has been designed to introduce your team members to the core aspects of management in today's modern world. The programme is aimed at individuals who have recently moved into, or are close to moving into, a managerial position and have some responsibility for managing teams.

Modules and Timings

We recommend that each of the modules are delivered quarterly.

The first module, 'Introduction to Management' will introduce the individuals to what it means to be a modern manager in a professional business, considering the various challenges that they face. The remaining modules can be delivered in an order that suits your business, it's priorities and the development needs of those attending.

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 / customer management, organisations continue to move away from traditional, transactional client / customer relationships to more collaborative relationships where clients / customers see them as their trusted business partners. The 'Client / Customer Relationship Management' module will provide tools and techniques to support your teams in achieving this.

Benefits of The Effective Manager Programme

The programme is essential for those that are taking more managerial responsibilities.

It will help your company to:

- keep your team members engaged within the business
- recruit and retain the best talent in the market place
- reward and recognise the commitment and dedication that individuals have shown to the business 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

Module 1: Introduction to Management (Full day)

Key content:

- The key roles and responsibilities of a manager
- Authentic management
- Management styles - flexing approach to situation
- Understanding and using emotional intelligence to improve communication skills

Module 2: Time and Task Management (Full day)

Key content:

- 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 / Customer Relationship Management (Full day)

Key content:

- Building rapport, trust and empathy
- Why do they buy from us?
- Managing their expectations
- What do they value?
- Using emotional intelligence to ask high value questions
- Adding value in our dealings with them
- Responding to their feedback

Standard	my3Q member
£2,375 per day	**£2,175** 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.



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 business 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 impact on time is minimised, we recommend that PPRs are delivered virtually to cater for delegates' different working patterns and locations.

Standard	my3Q member
£1,875 per day	**£1,675** 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.

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.

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.



Get in touch

0115 783 2229

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