

The 3Qhub Development Pathway

Stage 3 | The Effective Leader Programme

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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 3 - The Effective Leader Programme

Duration: Suggested delivery over 12 months

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.

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 business 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 business 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 business world requires your leaders to be able to help their team members adapt and embrace such a change. Through an understanding of the change process and how the change affects the company and its team members, delegates will be given the tools and skill set to create an empowering, transformational culture which will help future proof the company.

As the needs of your clients / customers change and their service expectations increase, the need for continuous service improvement within the business 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 business 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/ customer experience and improve retention and provide the springboard for selling additional services and company wide 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

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' / customers' needs, wants and service expectations
- Excellence in action; exceeding expectations
- Obtaining and acting on feedback
- Ensuring innovation and continuous improvement

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

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