

LEADERSHIP AND MANAGEMENT



Agility People Service
Brunel House,
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LEADERSHIP AND MANAGEMENT £49.00 per session
total of £1029.00 plus VAT
Terms and Conditions apply

SALES, MARKETING AND SMART CALLS

For booking or more information on this course, contact Agility on 01642 697690, or email c.scotchbrook@agility.uk.com
<https://www.agility.uk.com>

Who is this course for:

These training sessions are for those new to the area of Leadership and Management, or those who want to work in the area or those who want to develop their skills in the area. This Leadership and Management training course will develop the skills and knowledge of Leadership and Management. For learners that complete all the sessions (or most) of the course, will have the skills and knowledge of Leadership and Management to complete practical and important documents and information such as policies, procedures, performance indicators, matrices and many more.

What is the course made up of:

There are 21 training session for the learner to attend which is usually attended weekly however flexibility is available. Learners will need to attend training sessions and complete exercises away from the training venue, in the form of guided hours. An Agility People Service certificate of attendance with Continuous Professional Development (CPD) recorded hours will be offered for learners who attend sessions and employers who send employees to training will also receive (grouped employees named) certificate of attendance and CPD recorded hours.

Venue:

Training is delivered in our well-equipped training rooms of resources, (address below) which has flipchart, whiteboards, projector, online, computers, IT, IT support, Telephones, Telecoms support, books, training resources, games and puzzles, pens, paper etc and a training portal "CLASSBOOK".
 A range of unique and creative games and icebreakers will be used for this course.

Agility People Services Brunel House, Brunel Road, Middlesbrough TS6 6JA Other arrangements of venues available subject to terms and conditions.					
Aim and objectives:					
The aim and objectives of this Leadership and Management training course is to identify Leadership and Management skills, information and knowledge for the learner to effectively participate to lead the company and its people and to manage operationally.					
Training Methods:					
There are a range of training methods to be used on each session which will be a blend of and including but is not exhaustive, icebreakers, puzzles, Power Point, Sales Video, Exercises, step-in, step-out and step-back, flipchart, whiteboard, team exercises, peer exercises, individual exercises, the internet, multiple choice exercises, votes, emotional learning, action learning, and many more.					
Assessment Methods:					
Assessment methods for this course are both formative and summative, by socratic questions in the training room, completed exercises, attendance and participation, peer assessments, and observations of step-in, step-out and step-back exercises. All the Learning Outcome Aims and Objectives areas, will be assessment before moving on to the next workshop. There will also be periodic assessment in the form of tests, of the Learning Outcome Aims and Objectives areas. Assessments will achieve points for participation.					
Achievement levels to attain:					
Skills and knowledge Transfer or lateral skills and knowledge of on-the-job Practices skills Sales and Marketing Matrix plans Attendance certificate Continuous Professional Development record hours through completed exercises. Session Assessment Points End of the course acumination of Assessment Points.					
No:	Course Session title:	Training Method	Assessment Possible Points Value:	Attendance Hours:	GLH:
1	Motivation – Motivation of staff and self	Blend	3	2	2
2	Performance Management	Blend	3	2	2
3	Manage People & Performance through KPI's and Benchmarks	Blend	3	2	2
4	Employee Influences	Blend	3	2	2
5	Decision Making	Blend	3	2	2

No	Course Session title:	Training Method	Assessment Possible Points Value:	Attendance Hours:	GLH:
6	4 areas of Emotional Learning	Blend	3	2	2
7	4 areas of Emotional Learning	Blend	3	2	2
8	Change	Blend	3	2	2
9	Change	Blend	3	2	2
10	Strategy - Vision and Mission	Blend	3	2	2
11	Quality - Benefits & Features	Blend	3	2	2
12	Quality - Benchmark	Blend	3	2	2
13	Quality Competitive Edge	Blend	3	2	2
14	Quality – Customer Service statement/policy	Blend	3	2	2
15	Working on Projects	Blend	3	2	2
16	Stakeholders	Blend	3	2	2
17	Understanding the workplace	Blend	3	2	2
18	Communication	Blend	3	2	2
19	Presentation skills	Blend	3	2	2
20	Managing People	Blend	3	2	2
21	Problems, conflict and complaints	Blend	3	2	2

