



CORPORATE COACH GROUP

Are you looking for training?
Do you need to give your managers and team leaders
extra skills to help them be more effective and
confident?

We are committed to helping you with your management training.

There are six key leadership and management skills

These are the ability to:

1. **Set and achieve goals.**
2. **Communicate with accuracy and clarity.**
3. **Plan, organise, delegate and prioritise.**
4. **Manage conflict and handle difficult people.**
5. **Inspire yourself towards a positive mental attitude.**
6. **Inspire others towards a positive mental attitude.**

We call these six skills “The Primary Virtues”. They form the core of the C.C.G. System.

Why you should choose The Corporate Coach Group?

Four reasons why you should act now and make contact with us today

1. Our material is unique to The Corporate Coach Group. You will not have seen this approach before.
2. The training style is practical, interactive and keeps the delegates involved throughout the whole training. (No dead spots).
3. Our material is highly organised and memorable.
4. The course material is written to satisfy the practical day-to-day problems and questions of leader managers, not the demands of a certification body (which may not relate to the managers actual needs).

Call us

Ask us anything

01452 856091

Do your managers need
you to organise their training now?

Call us **01452 856091**



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Open Management Training Courses

The Effective Leader Manager

Day One AM – Goal setting and communication

How do you get the best from yourself and others?

Develop the following six key leadership skills

1. To set and achieve goals
2. To communicate clearly, persuasively and confidently
3. To intelligently organise people, and effectively prioritise work
4. To confidently manage conflict and handle even your most difficult people
5. To self- motivate with a positive mental attitude and to easily handle your stress
6. To inspire others and create a positive and productive atmosphere

The first quality of leadership

To provide clarity of purpose

1. Clear vision - The big picture
2. Goal focus
3. Standards- create a “Personal code of conduct”

Notes and then practice

Second quality of leadership

To communicate with clarity and enthusiasm

1. Leadership requires accurate language
2. How to explain your most important ideas
3. Concentrate on what you can do, not what you cannot / won't do
4. Develop the art of intelligent questioning

Day One PM – Handle difficult people

Conflict Management Training

Conflict can be beneficial or destructive depending on how it is managed.

Proper conflict management requires that you: -

1. Always protect their “self concept”
2. Tell them precisely what is wrong
3. Give them a way out of the conflict situation
4. Be objective and specific, not emotional and inflammatory
5. Distinguish reasons from excuses and have a different policy for each
6. Know when to negotiate and when not to

Ten tips for constructive conflict management

Summary, Action plan



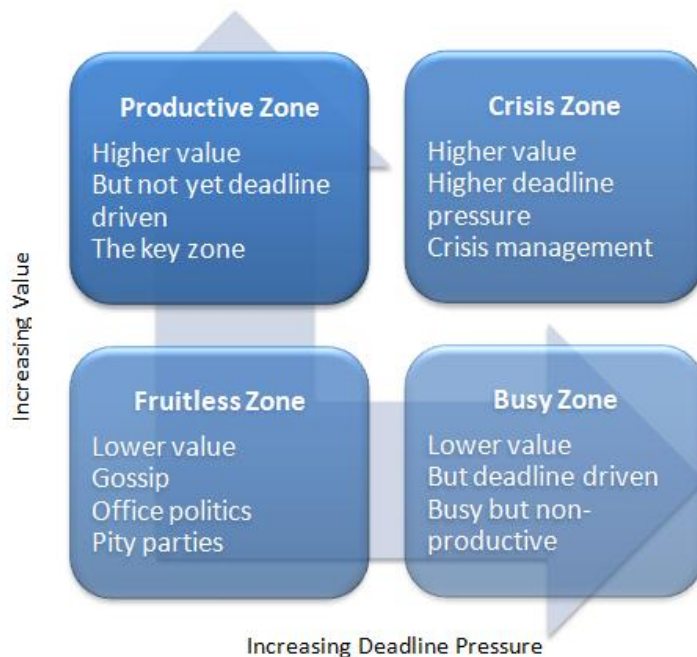
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Day Two Time Management and Leadership Development

Day Two AM - Time management training

What is the best use of your time right now?

Use the two cardinal principles of “deadline pressure” and “value” as key indicators.



1. Q1 Crisis zone
2. Q2 Productive zone
3. Q3 Busy zone
4. Q4 Fruitless zone

Distinguish between being “Busy” and being “Productive”

Handling the three time wasters

1. Other peoples interruptions
2. Your own bad habits
3. Poor or non existent management systems

Delegation

1. Good reasons to delegate
2. Bad reasons to delegate
3. How to delegate
4. Why people who should delegate - don't



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Prioritisation

Manage your priorities by means of a decision matrix.

Answer the question: What is the most valuable use of my time right now?

Manage interruptions by means of the 80/20 principle

1. The Pareto time management principle states that 80% of the value comes from 20% of the causes
2. 80% of the value of the interruption will be in 20% or less of what they say
3. Manage the interruption using the "Pareto question"

Day Two PM - Positive mental attitude training and how it affects tangible results

1. Positive mental attitude. How it works
2. Positive mental attitude techniques
3. Manage your own mind. (Do not allow your thoughts or language to become destructive)
4. The language of a leader

The EDISON success formula

1. Know your outcome
2. Formulate your best plan in writing
3. Take decisive action
4. Gather and evaluate the feedback. Both positive and negative
5. Make progress by continually adapting and evolving

Failure formula

1. Indecision or unclear targets
2. No written plan - wing it
3. Procrastination – put it off
4. Become disheartened in the face of setbacks and disappointments
5. Stand still. Do the same thing this year as you did last year

The value of "Critical Feedback"

1. The role of failure in success
2. Forms of feedback. Constructive and destructive

Turning negative people into positive

1. Four steps to an emotion
2. Beware asking "Killer questions"
3. Instead; ask intelligent "Problem solving questions"

Leadership training - Final summary

How will this management training help you to get the best from yourself and others?

Actions Feedback Close



CORPORATE COACH GROUP

Chris Farmer

Chris Farmer is the leader of The Corporate Coach Group, which he started in 1997.

“There are many people who are searching for practical advice on how to get the most out of themselves and other people.

Now more than ever organisations need their people to be productive, happy and loyal. That means that the leadership and management of people cannot be based on guesswork or mood.

Rather, leadership and management should be an **organised system of professional skills** that embodies named principles.

This is the “core idea” behind our system. Our goal is to help you to define the correct management principles and show how you could make them work in practice.”



Effective Leader Manager

Some of your leader managers were promoted because of their technical ability, not their innate leadership skills. They need the very best training in order to lead, communicate, plan, manage conflicts and motivate their teams more effectively.

Managing Conflict / Handling Difficult People

Is it true that some of your managers do not manage conflict very well? Instead, do they sometimes mis-manage conflict and make the situation worse? Conflict in your team is inevitable and could even be beneficial, but **ONLY IF** it is managed according to correct principles.

Time Management

Do you ever have days when you're busy but not productive? Do you ever seem to be overwhelmed by the sheer volume of work? If yes: You need our training in time management that will make you more productive but less busy and impose order on chaos.

Sales

Your business is primarily a sales organisation, because without sales, you have nothing! Your business spends huge sums on marketing, which may be wasted by clumsy sales techniques. This one mistake costs countless sales.

Accelerated Learning

Mind mapping, mnemonics, improved recall and accelerated learning, are techniques that enable rapid and effective learning. You live in a world where the ability to absorb and organise information and to think logically and creatively are the most important skills that you can possess.

We write our own material. We are able to design specific training programmes to exactly meet your individual needs.