



2024

Management Development Program



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About the Program

This programme is aimed at first line managers who are:

- ✓ **Aspiring managers**
- ✓ **New to their management role**
- ✓ **Existing managers with no previous formal training**



Our Management Development Programme consists of **eight interactive classroom based sessions** run over six months. All modules are a full day of training. Learning is supported with discussion via a private social media chat group between modules where participants can stay connected, ask their trainer and each other questions, and share experiences of how their learning is being put into practice.



Our programme has been designed to provide first line managers with a corporate level development programme experience giving delegates the key skills required to become an effective manager in business. Attendees will learn how to manage and motivate individuals and teams, developing the skills needed to address challenging and difficult situations.



During the programme delegates will be paired up with a learning partner who they will work closely with, exploring what they can do back at work and identifying how they can use the tools learnt for maximum benefit. This provides a strong networking opportunity and, hopefully, will build long lasting business connections.



Between modules, delegates are expected to implement their action plans and try out the concepts back in the workplace. At the start of each module participants identify and share how the new skills from the previous module have been applied to achieve specific results and success. This section in each module is a powerful session ensuring delegates learn from their fellow delegates real experiences.



The last module in the programme is an accountability day. This unique module provides attendees with an opportunity to demonstrate how they have applied all the knowledge gained over the previous six months in real situations and reflect on how their professional practices have changed. By sharing these experiences with the group, delegates receive personal feedback from other delegates and the facilitator. Participants are also encouraged to share these results with their managers and appropriate colleagues in their workplaces.

Program Objectives

In this programme delegates learn how to:

- ✓ Identify the difference between management and leadership
- ✓ Identify their own personal communication style and how to adapt it for more effective communication
- ✓ Communicate confidently and clearly to get their message across
- ✓ Encourage others to open up and speak freely with them
- ✓ Handle difficult conversations
- ✓ Identify the characteristics that make a high performing team
- ✓ Identify gaps within their own team and how to make changes
- ✓ Set personal and team objectives for performance and development
- ✓ Coach for high performance
- ✓ Use different techniques for managing poor, average and high performers
- ✓ Apply the employment law fundamentals to protect themselves and the business
- ✓ Apply key principles in managing absence and capability
- ✓ Balance flexible working requests and the business needs for mutual success
- ✓ Manage themselves, their time, and prioritise effectively for high performance
- ✓ Tackle procrastination
- ✓ Make appropriate decisions and develop techniques to suit their personal style
- ✓ Identify organisational power and build relationships with key influencers
- ✓ Identify their own emotions and the relevant impact on performance

Benefits

Attending this unique management development programme provides a number of unmissable benefits:

All workshops have a heavy bias towards the practical. New skills and tools are introduced in each module. Delegates are asked to explore how these can be used in their work place, and what it means for them personally. There is ample opportunity for delegates to role-play and engage in activities in the classroom, helping them embed the learning before taking these skills back to the workplace.

Over the six months, delegates develop a network of diverse business professionals and are able to gain varied perspectives and learnings from each other. Through the use of a social media chat group, the discussions are continued between sessions ensuring momentum is maintained throughout the programme. Through establishing peer group relationships in this way, they continue once the programme has finished, providing delegates with a continued support network to draw upon when facing difficult management challenges in the workplace.

The format of this programme in terms of learning content, methodology and timing is specifically designed to ensure that delegates and, ultimately the business sponsor, are able to evidence a quick and significant return on their investment.

The broader benefits to your business include:

- Increased productivity and business performance
- Skilled and effective managers
- Reduced workplace conflict
- Improved motivation and retention of staff
- Increased employee engagement

The Programme



MODULE 1

The role of a manager and your management style

- Welcome and introductions to the programme
- Getting to know each other, establishing ground rules
- The role of a people manager
- Management versus leadership
- Increasing self-awareness
- Understanding your own personal style
- Adapting your style for effective management of others

MODULE 2

Effective communication

- Understanding communication
- Communication attitude
- Confident communication
- Active listening and questioning skills
- Getting your message across
- How to handle difficult conversations
- Giving effective feedback

MODULE 3

Leading Teams

- What makes a team
- High performing teams
- Understanding motivation
- How to motivate teams
- Managing conflict for positive outcomes
- Dealing with difficult behaviours

MODULE 4

Managing Performance

- Understanding performance management
- Settings personal and team objectives
- Effective delegation enabling performance
- An introduction to coaching for high performance
- Managing poor, average and high performers

MODULE 5

Employee relations

- Employment law fundamentals
- Disciplinary and grievance guidance
- Managing absence overview
- Managing capability
- Family friendly policies explained
- Flexible working and how to make it work for your team

MODULE 6

Personal organisation

- Managing your time for high performance
- Prioritising effectively
- How to tackle procrastination
- Decision making, power and influence
- Emotional self awareness
- Managing wellbeing of yourself and team
- Preparation for Module 8

MODULE 7

Managing and leading change:

- A context for change
- Identify what drives organisational change
- Recognise barriers to change
- Resistance to change
- Understanding and managing through the change curve
- Leading others through change
- A model for effective change management

MODULE 8

Accountability day

- Delegate Accountability presentations
- Open forum discussion on key learnings / improvements
- How to ensure continued support via private social media community
- Close of programme

Expectations of Delegates

All delegates are expected to:

- ✓ **Attend** each module on the dates specified
- ✓ **Complete** the pre-work and actively contribute to the activities and discussions at each module
- ✓ **Actively participate** in and contribute to the online group discussions between modules, sharing relevant learnings, thoughts and experiences
- ✓ **Have a discussion** with their line manager about their desired outcomes from attending the programme
- ✓ **Be prepared** to use an existing, or create a new, online profile to be able to join the discussion forum
- ✓ **Bring a device** on which they can download free apps to use for interactive games
- ✓ **Come** to each session prepared to learn with an attitude of professionalism and desire to have fun



We recognise that delegates have busy work schedules, so preparation is kept to a minimum and includes simple activities that focus thinking and raise awareness e.g. giving some thought to situations that they are prepared to share during the module.

The Trainer

All modules in this programme are delivered by **Jackie Brooker**, **Managing Director of Dakota Blue Consulting**. Jackie is a highly experienced trainer, facilitator, HR consultant and coach specialising in people, performance and change management.

With a degree in Human Psychology and over 25 years' experience in HR within some of the worlds' leading organisations in their field, she provides first hand insights on people and talent practices that will have the greatest impact on organisational performance.


Jackie is known for her understanding of complex business operations, what drives people to perform, the challenges leaders face and helping them find ways in which get the best performance from their people.



JACKIE BROOKER

Jackie's training style ensures that delegates are provided with a safe space to challenge their views about management, expand their thinking and knowledge and enhance their understanding of the relevance and role of a manager in today's organisations. This is achieved through focussed, engaging and relevant discussions, exercises, group work and role play.

Jackie's training always receives excellent feedback, with frequent requests to deliver further training from the delegates and clients with whom she works. But don't take our word for it, the feedback forms speak for themselves:



"The Dakota Blue Management Development Programme goes beyond the standard off the shelf training course. The programme was centred around a well-structured syllabus with the added flexibility to respond to my own managerial needs and the practical challenges I was facing, and also those of the other course delegates from which I was able to learn. By running the programme over multiple session, there were many opportunities to reflect on the new skills and assess how well they were working in real-life scenarios, adding even more value to the course take-aways. My particular training cohort gave a good mix of personalities and viewpoints, and it was a pleasure and a privilege to be part of the programme." --Client Services Director, Accounting Software Provider

"I found the MDP program delivered by Dakota Blue Consulting invaluable in helping me understand the many factors and ingredients in managing both employees and myself. The course has a wealth of information and material, the modules are very interactive and I enjoyed the free discussions and listening to other participants (and realising the challenges are the same regardless of industry). I will be implementing our key takeaways from the course and we have requested a 'team' follow-up meeting with Dakota Blue to ensure we keep on track! I would thoroughly recommend any business to use this course to advance their Management teams' performance in handling staff." --Director, IT Support Services Provider

"I really enjoyed my training programme by Dakota Blue. The course was informative and even though I feel I am an experienced manager, I gained a lot of new knowledge. Jackie was an excellent trainer and she made the course a lot of fun. She was patient and able to answer the questions from myself and my colleagues. I have now put my training into practice at work and can see beneficial results already. I will continue to build on the knowledge I gained to become the best manager I can be." --Visitor Operations Manager, Leeds Castle



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