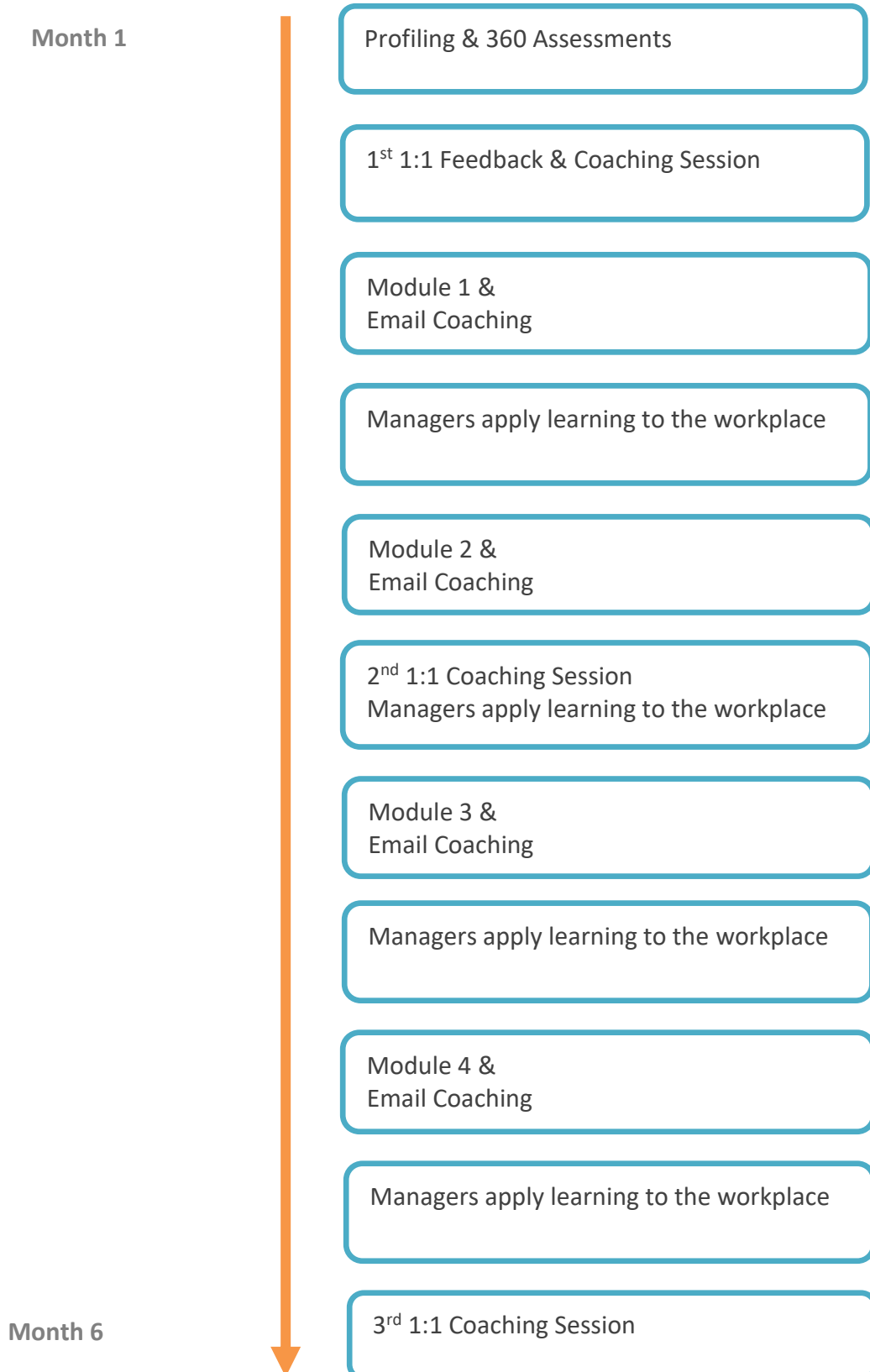


# MANAGEMENT & LEADERSHIP DEVELOPMENT PROGRAMME (MLDP)

## Visual Summary



### Element 1: Awareness of Self & Others

#### Taking stock, and making the most of you and your Team

Together, we decide what profiling assessments would be best to use for your managers.

### Element 2: Management Development Programme

#### Module 1: The Role of Manager

##### What do managers do? Defining your role

- What do you think being a poor, good, and great manager looks like?
- What's the Profile of the Ideal Manager?
- How being clear about responsibilities, authority, and accountability, helps you and others
- The Role of Non-Management Staff and Management Staff
- Possible tensions between various responsibilities, and how to manage same
- The Manager as Leader
- Role modelling

#### Module 2: Service Excellence

##### Getting the best out of others

- Why do Teams Matter?
- The steps for team improvement
- Building team spirit
- Building high performing teams
- Developing discipline
- Motivation – recognising the signs
- Practical steps in motivation
- Basic motivation models and applying them in practice
- Identifying poor or unprofessional behaviour and creating an action plan to address same
- Impact of not challenging promptly

#### Module 3: Service Excellence

##### Getting things done

- Where are you leading your Team?
- Task Management and Organising - how to plan and use the plan effectively
- The Management Cycle
- Managing positive and negative expectations
- Objective setting and performance objectives
- Prioritising – your and others' workload
- Ways to delegate
- Compiling a performance management toolkit
- Developing and coaching others
- Continuous improvement and managing change / progress

### Module 4: Service Excellence

#### Communicating simply and powerfully, and managing information

- Stakeholders, networking, and relationship building
- The Assertive Manager
- Leadership Styles and choosing appropriate behaviour
- Results focused meetings
- Your most used skill in conflict situation and how that works for you
- Managing conflict
- The barriers to communication
- Getting information – questioning, listening, control

### Element 3: Face-to-Face and Email Coaching

A study published in Public Personnel Management Journey examined the effects of executive coaching amongst public sector managers and reported that productivity increased by 88% when coaching was blended with training compared to a 22% increase with training alone.

- **Email coaching** follows each module to encourage and support the transfer of learning to the workplace.
- **Face-to-face coaching**
  - At the start of the programme provides profiling and possibly 360 Review feedback;
  - A coaching session at the mid-way point of the programme helps you stay energised and focused on management and leadership solutions, helps with challenges you might be facing, possible behaviour modifications, and personalises management learnings; and
  - A coaching session after all the modules end, ties-up development loose ends.

You get to choose which coach to work with.