ULTIMATE LEADERSHIP MASTERCLASS
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About Us

You’re in safe hands

 Ranked no.1 training provider in the UK according to free-index.

 Proven track record with over 20 years of training experience.

 80% of our clients booked more training with us.

Our clients
Why Choose Ultimate

DEVELOP THE ART OF LEADERSHIP MASTERY

Our most powerful leadership program to date, you will be fully equipped to positively influence, motivate and inspire your team to greater success.

- x12 One Day Sessions run from 9:30 - 16:30
- For supervisors, managers or leaders
- Delivered at your workplace or off-site.
EXCLUSIVE TO THE LEADERSHIP MASTERCLASS

You will receive a powerful tool called the Ultimate Leadership Diary. Designed to help you **achieve** your monthly goals, encourages a more powerful training experience and helps embed your learning.

- Encourages action
- Log your progress
- Become accountable to achieve your desired goals
What courses does the Ultimate Leadership Masterclass include?
The Ultimate Leadership Masterclass Includes **12 one day sessions**

1. Leadership Training
2. Management Skills
3. Time Management
4. Behavioural Interview Skills
5. Strategic Planning & Change
6. HR Skills for Managers
7. Absence Management
8. Coaching Skills for Managers
9. Appraisal Skills
10. Managing Meetings
11. Managing Conflict within Teams
12. Training Review
Leadership Skills Training

Lead your team to greater success

COURSE BENEFITS

- How to motivate & influence your team
- Become a leader others value & respect
- Discover the role of a successful leader
- Develop an authentic leadership style
- Inspire your people to become a high performing team

1 DAY OBJECTIVES

Introduction to Leadership

- Understanding what leadership really is.
- Discover what great leadership really looks like.
- Identifying the roles and responsibilities of a great leader.

Identifying What Makes a Great Leader

- Get the balance correct between management and leadership.
- How to adapt your personal leadership style.
- Discover how to become a 360 leader.

Team Motivation Techniques

- Identify the importance of creating vision within the team.
- Setting individual employee goals and team objectives.
- Tools to become an action centred leader.
- Keep your team motivated with meetings that matter.
Management Skills

Discover the power of management

COURSE BENEFITS

- How to delegate tasks to others
- Identify how to communicate with your team
- Learn different management styles
- Become a manager people want to work for
- How to goal set for success

1 DAY OBJECTIVES

Managers Role

- Understand the role of an effective manager.
- The importance of inspiring and motivating your team.
- Key responsibilities of a manager in the workplace.

Communication Skills for Managers

- The importance of verbal and non-verbal communication.
- Learn how to plan tasks and attain goals through others.
- Confidently delegate tasks to team members.

Management Styles and Team Performance

- Identify different management styles and when to use them.
- Deliver a one to one meeting with impact.
- The difference between leadership and management.
- How to provide staff feedback and positively manage performance.
- Set SMART goals and manage your team to success.
Time Management
Become more productive & regain control

COURSE BENEFITS

- Regain control of your daily life
- How to delegate tasks & projects to others
- Deal with time thieves and disruptions
- Reduce your stress levels
- Accomplish better work life balance

1 DAY OBJECTIVES

- Discover what time really is.
- The true benefits time management in the workplace.
- Find time you never knew you had!
- Recognise your time wasters and time thieves.
- How to say no assertively to ‘time thieves’.
- How good time management can increase work efficiency.
- Learn the importance of planning.
- Difference between your important and urgent tasks.
- The difference between to-do, action and perhaps lists.
- Identify why small changes make big differences.
- Identify ways to manage distractions.
- Key planning & prioritisation for time management success.
- How to manage your ‘spending’ wisely.
- How to plan effectively using SMART.
- The importance of understanding your circle of control.
COURSE BENEFITS

- Find and recruit the right talent
- Applicant screening to find the perfect candidate
- Implement an effective recruitment process
- Discover how employment law impacts recruitment
- Recruitment techniques to find the best talent

1 DAY OBJECTIVES

Introduction to Recruitment and Selection

- Identify the cost of recruitment and staff turnover.
- The causes of poor recruitment.
- Employment law, equality and diversity for interviewing.

The Recruitment Process

- Clearly define the right candidate for the role.
- Learn our 8 stage recruitment process.
- How to effectively screen a CV to find the right candidate.
- The importance of planning and preparation in the process.

Interview Skills and Recruitment Techniques

- Identify key skills needed by an interviewer.
- Understand first impressions are a two-way process.
- Target 5 key attitudes for successful competency-based interviews.
- Discover the WASP process for interview.
- Communication skills that draw out effective responses.
Strategic Planning & Change

How to communicate change to others

COURSE BENEFITS

- How to manage staff resistance to change
- How to plan for the future
- How to communicate change to your team
- Identify what change is and how it feels
- Implement 10 key principles of change and their impact

1 DAY OBJECTIVES

Understanding Change Management

- Identify the definition of change.
- Understand how change feels.
- Recognise the consequences of not managing change.

How to Deal With Change Management

- Identify 5 key principles of change.
- How change impacts the individual and the business.
- Discover the `3 states of change`.
- Understand proven change management techniques and models.

Planning for Change Management

- Manage resistance to change.
- Discover the change curve and its importance in planning.
- Recognise the importance for review during and after change.
HR Skills for Managers

HR made simple

COURSE BENEFITS

- Handle disciplinary and grievance issues
- Action plan to improve employee performance
- Deal quickly with conduct and capability issues
- Avoid HR challenges and pitfalls
- Gain a stronger understanding of employment law

1 DAY OBJECTIVES

The Law and You

- Understand employment law and its impact on business.
- Identify the importance of equality and diversity.
- Understand the protected characteristics of equality and diversity.
- Harassment and discrimination and how to manage it.

Powerful Communication Skills

- Understand the importance of effective communication in HR.
- Identify the power of effective listening.

Manage HR Challenges with Confidence

- Learn how to correctly investigate issues.
- Handle and resolve grievances positively.
- Understand the importance of absence management.
- Confidently develop performance action plans.
Absence Management
Manage staff absence and sickness

COURSE BENEFITS

- Reduce employee absence
- Deal with persistent offenders
- Conduct professional return to work interviews
- Identify up to date staff absence policy & procedures
- Recognise the cost to the business and your team

1 DAY OBJECTIVES

Understanding Absence in the Workplace
- Identify the causes of absence in the workplace.
- Understand the true cost of absence to the business.
- Confidently state and execute the code of conduct around absence.

The Managers Role
- Understand how the absence process works.
- Develop clear strategy for best practice and sound process.
- Be confident in applying an absence policy in the workplace.
- Develop tools for managing short term and long terms absence.

The Absence Process / Interviews
- How the absence process works.
- How to implement a sound return to work interview procedure.
- Be confident in applying an absence policy in the workplace.
- The importance of a return to work staff interview.
- Identify a clear process around dismissal.
Coaching Skills

Empower your people to achieve better results

COURSE BENEFITS

- Unlock your team’s potential
- Discover the purpose of coaching your team
- How to conduct an effective coaching session
- Develop an effective coaching habit
- Explore why coaching is used as a motivational tool

1 DAY OBJECTIVES

Introduction to Coaching for Managers
- Identify what good coaching is.
- Identify key coaching principles.
- Discover the qualities of an effective coach.
- Why coaching employees is different to other training methods.

The Role of An Effective Coach
- How to identify a coaching need and plan for success.
- Identify your teams preferred coaching style.
- Why coaching can be used as a motivation tool.
- Develop a listening mindset.

Planning and Preparing A Coaching Session
- Importance of preparation in the coaching session.
- Learn how to implement the AID and GROW models.
- Set motivational and achievable goals and objectives.
Appraisal Skills
Make your performance reviews meaningful

COURSE BENEFITS
- Provide feedback, praise & criticise constructively
- Ensure your team remain positive & motivated
- Prepare thoroughly for an annual staff appraisal
- How to prepare for your staff appraisal
- Gain an effective appraisal process

1 DAY OBJECTIVES

Preparing for An Appraisal
- Learn how to prepare for delivering an appraisal.
- Identify the key benefits and pitfalls of staff appraisals.
- Understand your role as the supervisor, team leader or manager.

The Appraisal System
- Understand the appraisal process.
- The importance of an appraisal system for the business
- The benefits of effective performance reviews for the employee.

The Appraisal Meeting
- Structure and introduce the appraisal meeting.
- Handle difficult conversations with confidence.
- How to give constructive feedback to staff members.
- Importance of effective communication as part of the process.
- Skills required to motivate staff with constructive criticism.
- Set individual objectives in line with business needs.
- Set your staff SMART objectives for personal growth & development.
Managing Meetings
Conduct meetings that inspire action!

COURSE BENEFITS

- Take your meetings to the next level
- How to set clear agendas
- Structure meetings to achieve your desired goals
- Set action points to meet your work deadlines
- Conduct highly effective business or team meetings

1 DAY OBJECTIVES

Prepare Meetings That Matter

- Understand the importance of preparation.
- How to set a strong meeting agenda.
- Define clear roles within the meeting for clarity and impact.

Hold Business or Team Meetings with Impact

- Identify our powerful 7 steps to the perfect meeting.
- How to manage meetings to time with strong outcomes.
- Understand the importance of listening.
- Recognise potential challenges with our `6 hats` exercise.
- Discover methods of holding effective and efficient meetings.

Close a Meeting with Clear Goals

- Identify the importance of feedback in the meeting process.
- Discover how to review key actions and outcomes.
Manage Team Conflict

Improve staff morale

COURSE BENEFITS

- How to manage abusive behaviour
- Understand the causes of team conflict
- Examine human emotions
- Handle difficult people and aggressive employees
- Create a positive working environment

1 DAY OBJECTIVES

Understand The Causes of Workplace Conflict
- Understand the underlying causes of conflict.
- Master your own emotions in a conflict situation.

Effective Conflict Management Skills
- Learn how to handle difficult or abusive behaviour.
- Understand the impact of ‘red rag’ words and phrases.
- Resolve conflicts with professionalism.

Professional Conflict Management Techniques
- Discover the importance of a win win.
- Avoid the negative impact of conflict
- Work towards compromise and resolution.
Training Review

Last step, turn your theory into action

The last session goes beyond the theory, your dedicated leadership trainer will help you review all previous sessions and ensure you walk away with a **practical action plan**.

Content

- Review and recall all previous sessions
- Analyse own team’s performance
- Review your leadership diary successes
- Write a statement of intent for the following year

**Review Breakdown**

1-Day Session

- **9:30 - 11:00**
  - Introductions and welcome
  - Creative thinking exercise
  - Session reviews

- **11:00 - 11:15**
  - BREAK

- **11:15 - 12:30**
  - Building a high performing team

- **12:30 - 13:00**
  - LUNCH

- **13:00 - 14:30**
  - Function of a high performing team
  - Ultimate Leadership Diary review

- **14:45 - 15:00**
  - BREAK

- **15:00 - 16:30**
  - Statement of intent for the following year
  - Practical steps to achieve the above
  - Close and feedback
Helping You All The Way
You can expect a powerful training experience that delivers great results

**PRE-TRAINING**
- We listen to your challenges
- Understand your training needs.
- Design your course.

**YOUR TRAINING INCLUDES**
- Relevant training materials.
- Key course notes.
- Certificate of achievement

**AFTER-CARE**
- Your trainer will provide feedback.
- We help embed your learning.
- Support you with your next steps.
What’s Included

Your Ultimate Leadership Program Includes

- Key Course Notes
- Training Materials
- Certificate
- Ultimate Leadership Diary
- 12 Powerful Sessions
- Free Tailored Design (Worth £1500)

* Interested? Request Price Today
We Also Deliver The Below 1 Day Courses

- Management Skills Training
- Coaching Skills for Managers
- Conduct Better Meetings
- Manage Team Conflict
- Dealing with Difficult People
- Delegation Skills
- Emotional Intelligence
- Manage Change at Work
- Problem Solving Training
- Appraisal Skills Training
- Behavioural Interview Training
- Manage Absence & Sickness
- Discipline & Grievance Training
- HR Skills for Managers
- Recruitment Skills Training
- Confidence Building Training
- Become A Resilient Team
- Stress Management at Work
- Time Management Training
- Assertiveness Skills
- Communication Skills Training
- Conflict Resolution
- Presentation Skills Training
- Customer Service Training
- Telephone Skills Training
- Reception Skills
- Handling Customer Complaints
- Telesales Training
- Face to Face Sales Training
- Train The Trainer

View Full Course List
Get in touch to

DEVELOP YOUR LEADERS

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