

Hi and welcome to this course overview page designed to give you an insight into the ProPeC® programme *Delivering Improvement through Effective Management and Leadership*. This short video will provide a brief overview of the course content as well as tell you what you can do to support attendees ensuring the business gets a return on the investment it is making.

The programme has been designed following two visits and ongoing discussions with the business. On this website you will find a download of the full project overview which includes a one day course for Section Leaders, a two day course for Section Managers, a free complimentary coaching day for Section Managers and a final session for the Section Managers. This final session will include a review of their project and help the delegates develop and deliver a presentation to senior management about what they identified as a viable project, how they measured the current state, what the goal of the project was, how they planned and executed the project and how they will ensure sustainability.

This programme has been developed in this way to ensure that the business sees a return and is not simply seen as *a bit of training* to tick a box which doesn't deliver anything tangible. For you to see this return means that the business and the managers of those attending need to support it. One really powerful way to do this is to have brief discussions before and after the programme to identify an understanding about the programme aims and learning objectives and importantly what the attendee will get out of it.

I have made available on this website two very simple templates that you can use as a way to record this conversation but it's important to appreciate that it's not the form but the conversation that really matters. So before the course you might say something like "so you're attending this training course next week. I sent you the outline to have a look at. What do you think you might find useful about this course?" You might also provide your own objectives that you would like to see the person getting from it so.. "This is an area that I'd like you to have a look at..."

Following the programme you then have another discussion where you might ask questions such as "So what new things did you learn?", "What are you looking to do differently?", "What improvement project are you going to be working on?", "How can I help and support you?" and you would then set up brief opportunities to catch up with the person to check on progress as well as see how you could support them as they work on the areas identified.

These very simple things are very effective and a powerful way to demonstrate that there is an expectation that training needs to lead to change and improvement and of course provides practical help to the delegate.

In terms of content - both the Section Leaders and Section Manager versions lead on the different but complimentary skills of leading and managing, what these are and where the focus lies. We then feature Assertive behaviour as being the most effective behaviour for managers and leaders and explore the communication skills needed in order to interact with others in an assertive as opposed to aggressive or passive way. One of the areas Section Managers asked for us to focus on was that their Section Leaders take more ownership of their team's performance and so how to be *a leader who leads* has been included in the Section Leaders version focusing on taking ownership of team performance, getting control of processes, ongoing measuring, identifying goals and implementing change.

For Section Leaders we provide a brief overview of a simple improvement process and for Section Managers we spend most of the second day working through this same process which will enable them to lead an improvement project involving their their team following their two day course hence the coaching and final workshop element of the programme.

This development programme provides an exciting opportunity to move training from learning theoretical knowledge that never gets chance to be applied to the beginning of a number of improvement projects that can deliver reduction in waste or increases in efficiency, productivity,

quality etc. It can deliver this real return on investment in terms of £ notes if the attendees are supported in their efforts so having those conversations is very important.

I recommend downloading and reading the project overview. If you want more information I have provided a link to the Support Page that Section Managers have access to following their course so you can watch a video and look at slides which provides a review and reminders for delegates following the course.

My contact details are provided on this site so please don't hesitate to contact me if you would like to ask me any questions.

Thank you for listening.