**Case 6: Delivery of Bespoke Management Development Program**

**A five module program with a set up day and back to work day delivered to a team of six managers in multi-location SME.**

Having met the Director of a five location SME by chance, a wide ranging discussion around business ownership eventually led me to create and deliver a series of seven training days to his managers.

Intitially I met each manager for a 30 minute One to One at their offices and talked through the purpose of the training. These meetings formed the basis of a brief summary report to the Directors ensuring that we were all clear about the expected outcomes of the program from the outset.

The first day, Prepare to Learn , allowed each member of the group to openly express their own view of themselves and the purpose and merit of training. It also allowed us to set personal objectives , establish a team working dynamic and draw out some day to day workplace issues. Some of these were later “cleared out” as delegates developed a better understanding of each others’ responsibilities and the challenges they all faced.

In the next five days, delivered every four weeks, we worked through the modules on communication, managing yourself, managing teams, managing performance and managing customers. At each stage the feedback from delegates was positive and the Directors continued to report improving performance from their managers.

In the final session, the Back to Work day, each delegate summarised their key learning points and outlined their own future aspirations to build on what they had learnt. The Directors attended the last part of this day as certificates were handed out and the outcomes discussed.

*During the delivery of this program of training I was further engaged to deliver a “lighter” version of the same program to the supervisors and potential managers within the business.*

*I am currently (Oct 2017) working with the Managers and Directors to implement a bespoke Performance Management System to continue to build on the developing management team.*

*Throughout the delivery of this work we have seen a continuing and significant change in the managers’ team ethic, ownership and drive. Discussions are ongoing with the Directors around further work. The Managing Customers course has driven a review of and changes to the company’s policy on customer service.*

*If you think we can help you move your business forward please contact us.*

*AP 2017*