

LEADERS OF THE FUTURE

MANAGEMENT & LEADERSHIP SKILLS TRAINING

Fundamental Management
and Leadership Development



enrich
you[®]

FOR ANYONE IN A
MANAGEMENT OR
LEADERSHIP ROLE
TO RUN THEIR TEAM,
FUNCTION AND BUSINESS
UNIT WITH INCREASED
COMMERCIAL WISDOM,
SKILL AND INTEGRITY

Introduction

In the profession of management and leadership, everyone needs to deliver their function from a mindset of 'sustainable into the long-term' and from being 'on top of role'. Our series of programmes have been designed to provide a stairway of learning and development for every stage of a professional management and leadership career path.

Delivered onsite, offsite or virtually, our certificated programmes have been designed with business in mind; to enable high levels of team and functional performance by developing the skills, attitudes and behaviours of 'management excellence' at every level.

Uniquely, our programmes are not based in deep academia and intellectual theory, but in a tried and tested methodology of practical, vocational and hands-on management practices that can be applied 'in-role' from day one; and that also bring sustainable thinking and high-performance as a guaranteed outcome of the learning experience.

The Enrichyou difference...

- ✓ The efficacy of all our programmes and interventions.
- ✓ Our integrity to get the very best for you.
- ✓ True value-add created by 'learning with commercial and sustainable intent'.
- ✓ The quality of our business coach-trainers.
- ✓ The holistic nature of our approach to business learning and development.

An enviable track record...

- ✓ 100% of client requested outcomes achieved.
- ✓ £350+ Million of client recorded value-add.
- ✓ 1000s of managers transformed into leaders and equipped with career-long business skills.
- ✓ 100s of directors and leaders developed to deliver sustainable economic value.
- ✓ Businesses of all sizes transformed towards a systemic culture of integrity and long-term business sustainability.



Menu of Programmes

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“THIS ISN'T WHAT
THEY TEACH YOU
AT BUSINESS
SCHOOL.”

FUNDAMENTAL MANAGEMENT & LEADERSHIP SKILLS

I-DAY SKILLS DEVELOPMENT WORKSHOPS

I-DAY FLAGSHIP PROGRAMMES

Foundation skills for all levels of management

PRIMARY SKILLS

ORGANISATIONAL SKILLS

MAKING A DIFFERENCE

PEOPLE SERIES

Mastery In People & Coaching Skills

- High Engagement
- High Empowerment
- High Enablement
- High Expectations

Team & Functional Leadership

- Team Dynamics
- Team Purpose
- Team Outcomes
- Team Unity

Communication Skills

- Authentic Self
- Matching Others
- Presentation Skills
- Compelling Proposals

MANAGEMENT SERIES

Management Excellence

- Entity Management
- On Top Of Role Outcomes
- Continuous Improvement
- Evidence of Best

Process Management / Functional Management

- Process Mapping
- Lean Process
- Process Improvement
- Service Level Agreements

Project Management

- Terms of Reference
- Project Definition
- Project Planning
- Project Management

LEADERSHIP SERIES

Visionary Leadership

- Innovation & Creation
- Prototyping & Testing
- Making a Business Case
- Influencing Stakeholders

Transformation & Change

- Root Cause Analysis
- Fundamental Solution
- Involving Others
- Stakeholder Buy-in

Influencing Skills

- Spin Selling
- Negotiating
- The Wisdom Model
- Organisation-wide Influence

DIRECTOR/ BOARD SERIES

Role Of A Director

- Responsibilities
- The Right Approach
- Sustainable Business
- Economic Sustainability

Role Of The Board

- Independent Judgement
- Board Dynamics
- Systemic Wisdom
- Principles & Evidence

Business Sustainability

- Raison D'etre
- Business Model
- Business Strategy
- Business Planning

What are the one-day workshops?

These twelve certificated one-day workshops offer a convenient and speedy way to unlock fundamental management and leadership skills, capacities and capabilities on a budget – or in situations where critical skills training is required to fill gaps in learning and development within a team or function.

One-day programmes provide high-impact development at the point where each individual is ready to learn, or where an organisation needs an individual, group or team to take a step up in performance and demonstrate new skills.

“THIS HAS TURNED MY APPROACH TO MANAGEMENT AROUND COMPLETELY!”

Ops Manager in a UK manufacturing business

Who are one-day workshops for?

These one-day workshops are aimed at those who need to acquire the professional skills for the management or leadership environment they are called to take responsibility for. As the person's role evolves, so they can come back to add additional skills one at a time, as required.

There are four major areas in professional management and leadership development:

- ✓ **People Management...** managing individuals, in teams and across all stakeholders.
- ✓ **Function/Process Management...** with expertise that delivers quality outcomes for customers.
- ✓ **Leading Improvement...** for change, transformation and creating a better business future.
- ✓ **Directing The Future...** being the architect of business integrity, form, function and future long-term sustainable performance in the people and commercial trading outcomes.

Note: Full programme content available on request

Investment

IN-COMPANY DELIVERY

Your Premises/Venue

Each 1-Day Programme

Group learning

£333 + vat per person (min 6 people)

Each additional delegate

Prices on application (max 12 people)

REMOTE/VIRTUAL DELIVERY

Online

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.



VOCATIONAL SKILLS DEVELOPMENT

3-DAY* ROLE-FORMATION PROGRAMMES

*usually taken over 3-4 months

3-DAY FLAGSHIP PROGRAMME

Certificate In Accountable Leadership & Management

DAY ONE

DAY TWO

DAY THREE

CERTIFICATE IN ACCOUNTABLE LEADERSHIP & MANAGEMENT

Leading With Integrity

- Management Of Self
- Managing Role & Function
- People & Performance
- Customer Excellence

People In Partnership

- Dynamic Groups & Teams
- Systemic Thinking
- Partnership Working
- Stakeholder Management

Management Effectiveness

- Entity Management
- Performance Process
- Improvement Process
- Future Visioning

MANAGERS WITH RESPONSIBILITY FOR PEOPLE

Mastery in People & Coaching Skills

- High Engagement
- High Empowerment
- High Enablement
- High Expectations

Team & Functional Leadership

- Team Dynamics
- Team Purpose
- Team Outcomes
- Team Unity

Communication Skills

- Authentic Self
- Matching Others
- Presentation Skills
- Compelling Proposals

MANAGERS WITH RESPONSIBILITY FOR PROCESS/ FUNCTION

Management Excellence

- Entity Management
- On Top Of Role Outcomes
- Continuous Improvement
- Evidence of Best

Process Management / Functional Management

- Process Mapping
- Lean Process
- Process Improvement
- Service Level Agreements

Project Management

- Terms of Reference
- Project Definition
- Project Planning
- Project Management

SENIOR MANAGERS & CHANGE AGENTS

Visionary Leadership

- Innovation & Creation
- Prototyping & Testing
- Making a Business Case
- Influencing Stakeholders

Transformation & Change

- Root Cause Analysis
- Fundamental Solution
- Involving Others
- Stakeholder Buy-in

Influencing Skills

- Spin Selling
- Negotiating
- The Wisdom Model
- Organisation-wide Influence

What are the three-day programmes?

Three-day programmes are designed to quickly 'role form' professional managers and leaders with fundamental skills, capacities and capabilities to manage their team or function.

Typically delivered as three individual days over a three-month period (but also available as three consecutive days), these certificated programmes will quickly orientate any manager or leader who is 'going-up a level' in their career, or finding themselves in a situation which requires an assured alignment to the professional skills needed to succeed.

Ask us about creating tailor-made programmes from the table of individual days available.

Who are three-day programme for?

These three-day programmes are aimed at managers and leaders who need to go up to the next level or layer of professionalism. They are for those who need to orientate their role in the right way and want to learn the skills and attitudes required to succeed in the here and now; and be able to fully adapt to the responsibilities and accountabilities required of their function.

- ✓ **Flagship Programme...** being on top of role and fully accountable as a manager and leader to assure excellence and customer aligned outcomes.
- ✓ **People Management...** managing individuals, in teams and across all stakeholders.
- ✓ **Function/Process Management...** with expertise that delivers quality outcomes for customers.
- ✓ **Leading Improvement...** for change, transformation and creating a better business future.

Note: Full programme content available on request

Investment

IN-COMPANY DELIVERY

Your Premises/Venue

Each 3-day Programme

Group learning

£995 + vat per person (min 6 people)

Each additional delegate

Prices on application (max 12 people)

REMOTE/VIRTUAL DELIVERY

Online

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.



FRONT-LINE MANAGER PROGRAMME

9-DAY* ROLE-LEVEL DEVELOPMENT

*usually taken over 9-12 months



The front-line manager (FLM) programme trains people with the remit and responsibility to approach their role from the aspiration of excellence. From this position, an FLM usually has a remit to successfully manage a team of people in service of a portfolio of clients, or in support of the wider business – in which playing their part is mission-critical to the whole. There are things all FLMs must do; principles to understand, priorities to be aware of and professional skills and practices to master. This 9-day role development programme is designed to instil and assure career-long skills and bring clear commercial understanding to a manager's role.

What this programme will enable you to do

- ✓ To master the role of FLM in a rounded leadership way.
- ✓ To adopt an attitude of sustainable excellence and best-practice at every level.
- ✓ To learn how to deliver 'on top of role' performance in yourself and others.
- ✓ To become accountable as a manager within the business leadership population.
- ✓ To align valid self-interests to authority and company objectives.
- ✓ To be formed with a foundation of management and leadership skills.
- ✓ To communicate confidently with colleagues and across all stakeholders.

Modular Structure of the Programme

	PHASE ONE	PHASE TWO	PHASE THREE
TASK	The Purpose & Management Of Time	Commercial Budgets & KPIs	Commercial Decision Making
PEOPLE	One-to-one Verbal Communication	Motivation, Performance & Reward	Leading Teams & Groups
COMMUNICATION	Effective Influencing	360 Degree Communication	Improving Poor Performance

Who should attend?

This programme is ideal for anyone who needs 'forming' for a front-line management role, or who has been in the role for a while but whose performance is inconsistent. It can be run cross-functionally so that silo thinking is not maintained and organisation-wide experiences are shared – although a functional specific audience can also be attended to.

“THE BEST COURSE I HAVE EVER ATTENDED. NOW I AM SEEING HUGE IMPROVEMENT IN MY TEAMS' PERFORMANCE AND I HAVE THE SATISFACTION OF KNOWING I HELPED TO MAKE IT HAPPEN.”

FLM in a large engineering company

Investment

IN-COMPANY DELIVERY

Your Premises/Venue

9-day Programme

Group learning

£2,995 + vat per person (min 6 people)

Each additional delegate

Prices on application (max 12 people)

REMOTE/VIRTUAL DELIVERY

Online

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.

What is covered?

The programme is run with an introductory overview and three major seams that mirror the core archetypes in a person or leader:

- ✓ Management of task.
- ✓ Management of people.
- ✓ Management of communication.

Summary Core Skills Development

- Sustainable business principles for FLMs.
- What does excellence look like?
- What does professional look like?
- Where do your responsibilities begin and end?
- Draw the system for which you are accountable as a leader.
- Defining your remit and responsibilities.
- Goal setting, aiming for and hitting objectives, task planning.
- Budgets and resource measurement.
- Defining improvement and standards of excellence.
- Delegation and time management.
- Managing and minimising use of resources.
- Verbal contracts vs. Written contracts.
- Managing expectations.
- Performance management, poor performance and grievance.
- Development principles and motivation.
- Teaching skills.
- Managing people differences.
- Team and group dynamics.
- Feedback and appraisals.
- Team briefing.
- Colleague communication.
- Line-manager communication.
- Meeting skills.
- Conflict management.
- Presentation skills.
- Business projects.

MIDDLE/PROCESS MANAGER PROGRAMME

9-DAY* ROLE-LEVEL DEVELOPMENT

*usually taken over 9-12 months



What this programme will enable you to do

Continuing to be responsible and accountable for a larger system whilst still having time to develop and grow in experience and responsibility, is a transition that all successful managers must learn to make during their career. This programme enables each person to see the bigger picture, work collaboratively with people, manage a broader range of issues and operate at a strategic level – while efficiently making sure the important details remain attended to. The middle/process manager programme covers all the essential issues around the practice of managing teams, along with the broader remit and the vital area of initiating and managing change.

- ✓ Acquire rounded management skills for any functional discipline.
- ✓ Become equipped with the mindsets of management excellence.
- ✓ Master the ability to add value through change projects.
- ✓ Unlock new standards and levels of performance that are second to none.
- ✓ Confidence and judgement to prioritise the important issues.
- ✓ How to design and develop your role to suit the needs of the business and the people in it.
- ✓ Learn to continually adapt your role and to set up a flux of change.
- ✓ Learn to trust your judgement to make things happen successfully and at scale.

Modular Structure of the Programme

	PHASE ONE	PHASE TWO	PHASE THREE
PROCESS 'AS IS'	Process-change Leadership	Process Mapping	Enhancing The Process
LEADERSHIP OF CHANGE 'TO BE'	Innovation & Entrepreneurship	Project Definition & Planning	Project Management
ORGANISATION- WIDE COMMUNICATION	Embedding & Influencing	Project Presentation	Stakeholder Management

Who should attend?

This programme is ideally suited to anyone who has the responsibility of managing and leading other managers, so is ideal for shift managers, department heads, area/regional managers, product managers and so on. In the virtual and global world, process and matrix management presents its own challenges, so managers in these situations are also very much encouraged to attend.

“I AM ACTUALLY READY FOR THE ROLE AND TO CONFIDENTLY DO THE JOB AS A PROFESSIONAL MANAGER.”

Middle Manager in a global logistics business

Investment

IN-COMPANY DELIVERY **Your Premises/Venue**

9-day Programme

Group learning

£2,995 + vat per person (min 6 people)

Each additional delegate

Prices on application (max 12 people)

REMOTE/VIRTUAL DELIVERY **Online**

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.

Terms & conditions may apply – see page 22 for details

What is covered?

The programme is run with three major seams that mirror the core archetypes in a person or leader at this level:

- ✓ Process Management Skills.
- ✓ Leadership of Sustainable Change.
- ✓ Organisation-wide Stakeholder Communication.

Summary Core Skills Development

- Seeing and holding 'the big picture'.
- Being the expert in your own functional field.
- Having the gravitas to influence the system.
- Able to define the current business state.
- Able to define the best future business state.
- Benchmark against a method like world-class, lean or sustainable.
- Become a leader of continuous improvement.
- Able to process-map and think systemically.
- Able to operate root cause and fundamental solution methodologies.
- Able to set-up and measure performance in the right place and in the right way.
- Create a development plan to coach and know your people.
- Have a meeting structure in place which maintains function/business 'intention'.
- Able to manage upwards to obtain resources.
- Able to manage internal stakeholder relationships so that the system is working with all parts involved.
- Able to set-up Service Level Agreement processes from supplier to customer.
- Understand the principles of lean and value creation.
- Able to innovate by starting a project from first idea to a prototype.
- Able to think through change and produce a plan forwards.
- Able to communicate 'as a leader' so as to be believable, credible and real.
- Find the confidence to be the leader and the confidence that comes with having the skills at this level.

SENIOR MANAGER PROGRAMME

12-MONTH ROLE-LEVEL DEVELOPMENT



What this programme will enable you to do

This programme is designed to enable senior managers the required approach to succeed in their role with flying colours. It will also add structure and challenge for anyone in a senior management role who wants to be the best of their profession. Each person will demonstrate to themselves and their organisation that they can lead a function to the standard of sustainable excellence. Only from this place can the onward passage to board/director-level happen. Stepping up to a senior management position brings with it new challenges and this programme addresses each of them – from maximising personal and functional performance to maintaining wellbeing across the organisation. It also enables each delegate to work through a series of skills and techniques for building the right level of vision and sustainable strategies for long-term commercial success.

- ✓ Construct a market position and industry role as a 'leader in your field'.
- ✓ Structure an entity for its strategic and commercially sustainable future.
- ✓ Effectively manage a trading business on a rolling 6-12 month basis.
- ✓ Select and present a strategic path for each entity, along with key change-projects.
- ✓ Work as part of a collaborative senior management and leadership team.
- ✓ Build a top industry team through good recruitment and professional development.
- ✓ Become a powerful senior-level communicator with board-level gravitas.

Modular Structure of the Programme

	PHASE ONE	PHASE TWO	PHASE THREE
SENIOR LEADERSHIP	Leading a Business Function	Creating a Business Case	Constructing Business Plans & Reports
BUSINESS MANAGEMENT	Interpreting Financial Data	Decision Making Processes	Managing & Coaching For Performance
STAKEHOLDER MANAGEMENT	Understanding The Systemic View	Delivering Systemic Team Leadership	Being The Leader In Your Field

Who should attend?

This programme has been designed for senior managers and leaders from all functional disciplines and business units – whether they are new to post, or with experience behind them which requires renewed professional standards. It is perfect for those who require the skills to make more of a contribution to the organisation, by learning to shape the agenda within a commercial/economic framework. It is for senior managers who want to help shape the future of the business as a whole entity, and who may have to report at board-level.

“I WAS NEVER TRAINED AT THIS LEVEL IN MY PREVIOUS EMPLOYMENT. IF I HAD, THE COMPANY WOULD HAVE GOT ITS MONEY BACK WITHIN WEEKS!”

Senior Manager in the fresh produce industry

Investment

IN-COMPANY DELIVERY **Your Premises/Venue**

9-day Programme

Group learning
£4,495 + vat per person (min 4 people)

Each additional delegate
Prices on application (max 8 people)

I-to-I development
£8,995 + vat per person

REMOTE/VIRTUAL DELIVERY **Online**

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.

What is covered?

The programme is run with three major seams that mirror the core archetypes in a person or leader at this level:

- ✓ Business Management Skills.
- ✓ Sustainable Business Leadership.
- ✓ Stakeholder & Matrix Management.

Summary Core Skills Development

- Understanding and benchmarking your company against industry best.
- Ability to read and understand company accounts.
- Able to make profit-based decisions based on trading data.
- Able to construct a business strategy paper.
- Able to construct a business plan.
- Able to make a business case with clear decision making requirements.
- Able to make decisions within the senior management team that become board recommendations.
- Able to design the business organisation to follow purpose and need.
- Able to operate across autonomous business units, matrix, line or process organisations as needed.
- Able to manage a change project or programme with medium to long term impact.
- Able to manage performance through roles and accountabilities.
- Able to manage Board expectations, as individuals and collectively.
- Able to present and pitch 'at Board Level'.
- Able to argue assertively in a non-personal way.
- Able to persuade and influence without conflict to arrive at mutual agreement.
- Able to make a 'state of the nation' speech with the required level of gravitas.
- Able to practice management by 'walking around'.
- Able to build levels of organisational trust, respect and high fulfilment.
- Able to communicate powerfully.
- Able to recruit and develop talent in the business.

DIRECTOR/ BOARD-LEVEL DEVELOPMENT

12-MONTH ROLE-LEVEL DEVELOPMENT



What this programme will enable you to do

Directors are ultimately accountable for the activities and impact of the whole organisation. Understanding the mindsets and approach to a director's role is fundamental when stepping up into this level of responsibility. Whilst our short-course programmes can provide an injection of high efficacy development, the best way to grow into a role is to be formed properly at or near the start of your tenure – or at the point where the organisation has grown beyond your scope of experience. The Sustainable Business Leadership Programme is personally tailored to the needs of each individual and the business size/phase that each director is responsible for.

- ✓ Define your Sustainable Business Strategy for the next era.
- ✓ Structure the business form to match its strategic future.
- ✓ Set up a rolling business planning process to manage the business journey.
- ✓ Create market-leading products and services that sustain both purpose and cash-flow.
- ✓ Set-up industry leading, recognised and 'go-to' expertise
- ✓ Understand the highest levels of human resourcefulness and fulfilment at work to be able to create an agile, professional and evolving workforce.
- ✓ Set-up a distributed system of accountable leadership, in which individual leaders have the right level of autonomy to make decisions on behalf of and as part of the whole.

Modular Structure of the Programme

	BEING	RELATIONSHIP	DOING
BUSINESS	Business DNA	Business Form	Business Mission
CUSTOMER	Innovation & Entrepreneurship	Organisation-wide Leadership	Supply-chain Excellence
PEOPLE	People Management	Collaborative Working	Accountable Leadership

Who should attend?

This programme is for new-to-role or soon-to-be directors, as well as experienced business owners and senior-leaders who want to formalise their knowledge and skills for the era ahead. It is perfect for those who want to create value and run their business sustainably into the long-term. It is delivered in a tailored way for individual directors and/or boards and accommodates both legal responsibilities and commercial trading responsibilities.

“MY DEVELOPMENT HAS TAKEN US TO WORLD-CLASS LEVELS OF PERFORMANCE.”

MD of a European manufacturing business

Investment

IN-COMPANY DELIVERY **Your Premises/Venue**

9-day Programme

1-to-1 development

£11,995 + vat per person (face-to-face)

£ 5,995 + vat per person (virtual)

Group learning

Prices on application

REMOTE/VIRTUAL DELIVERY **Online**

Each programme is constructed using a number of individual 90-minute sessions, which can be delivered virtually over multiple days or weeks via Zoom/Teams/Skype. Ask for details.

Terms & conditions may apply – see page 22 for details

What is covered?

The programme is run with three major seams that mirror the core archetypes in a person or leader at this level:

- ✓ Directing a sustainable business.
- ✓ Managing an industry leading trading brand.
- ✓ Creating a business-wide leadership culture.

Summary Core Skills Development

Director of a sustainable business

- How to define the business DNA.
- How to shape a sustainable business model.
- How to create a sustainable business vision and strategy.
- How to choose legal structures to evolve collaborative commercial relationships.
- How to design in 'Sustainable Profit Margin'.
- How to structure and manage businesses that can be handed on from generation to generation of leadership.
- Legal & statutory requirements of directors.

Managing an industry leading trading brand

- Managing product & service innovation.
- Protecting your trade and trading cycles.
- Attracting the best talent into the business.
- Running quality management systems that work for the customer and the people.
- Organisation-wide performance.
- Market penetration as an industry leader.

Creating a business-wide leadership culture

- Understanding the difference between management skills & leadership culture.
- Unleashing the power of the whole business.

PERFORMANCE COACHING & DEVELOPMENT

TAILORED PROFESSIONAL DEVELOPMENT PROGRAMMES



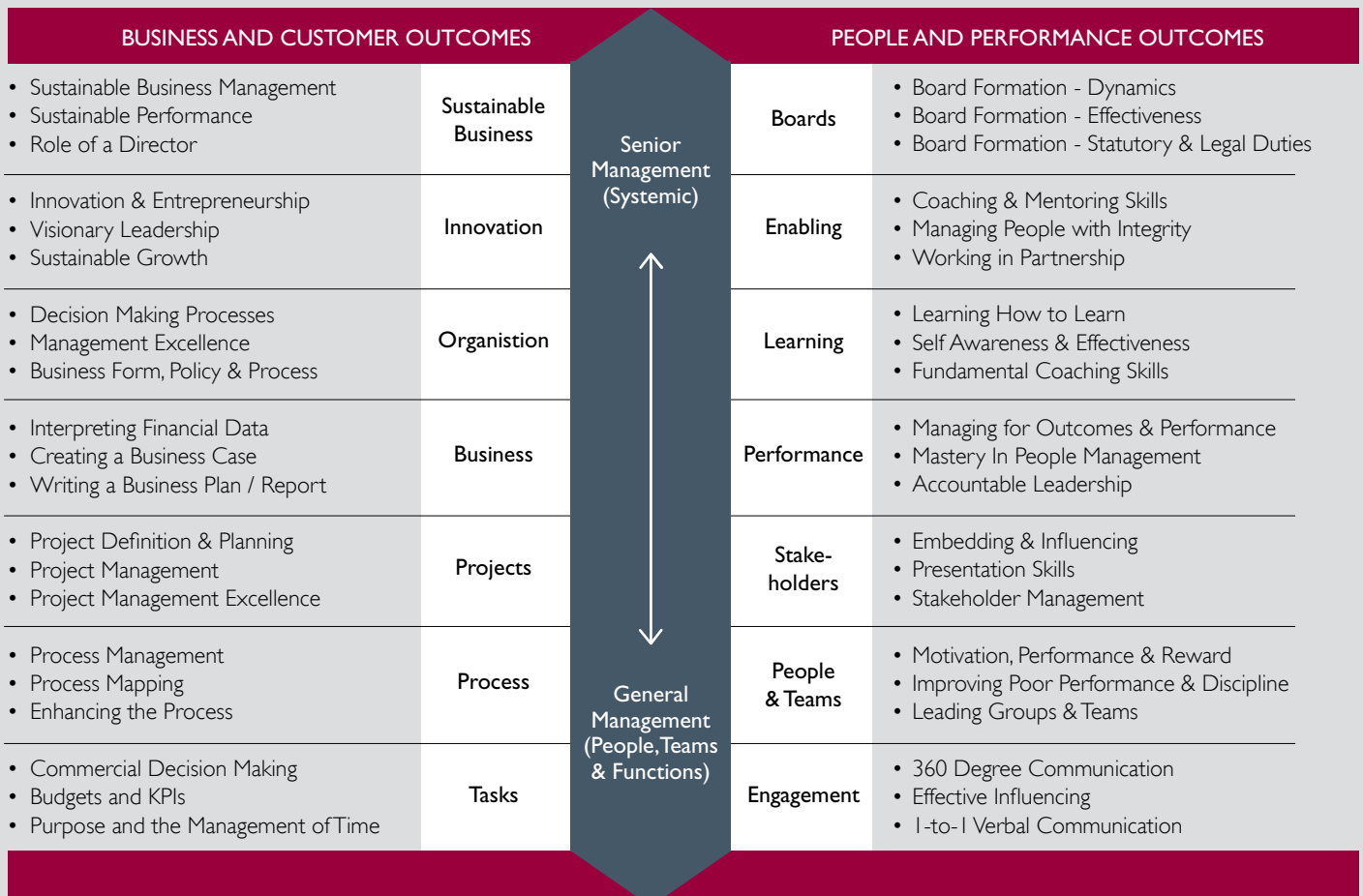
Something's missing

For some situations, the style of learning and development needs to be intention or purpose-led. Unlike formal training and development, 'performance coaching' has little initial structure or fixed syllabus. However, the experience between a professional coach-trainer and the individual self-directed learner can result in an unsurpassed depth and pace of outcome. Performance coaching is open to all levels of professional management and with any level of intent

...be it personal, professional or career-based. The coach-trainer brings the core materials with them and then adds tools, concepts and principles at the right time and at the right level appropriate to need.

This level of development can be the most powerful of all improvement programmes and can be applied as part of developing both team and individual performance.

On-top-of-role development



Who should attend?

Often something is not quite working perfectly or a big challenge or change has come about. Coaching-based development journeys are for all levels of management professional from Front Line to Director, where the development process needs tailoring to the specific gaps and needs of the person in the context of their own experience and future intentions.

“BEING COACHED HAS HELPED ME PROSPER AS A LEADER... I NOW KNOW HOW TO KEEP MY SANITY WHILE BEING ABLE TO PRIORITISE AND FOCUS ON THE THINGS THAT REALLY MATTER.”

Senior Manager in retail logistics

Investment

INITIAL BRIEF & EXPLORATION

Free of charge

(phone/virtual meeting with delegate and/or sponsor to explore needs and options)

I-TO-I TAILORED COACHING

Minimum 3 sessions

Prices from

£245 per 1.5hrs (phone/virtual)

£695 per half-day (face-to-face)

£995 per full-day (face-to-face)

BLENDED/ROLLING COACHING & DEVELOPMENT

Typically 3 to 12 months

A selection of virtual and face-to-face sessions in the appropriate style and convenient format to suit the person or group of people involved

£ Prices on application

What is covered?

Development Journeys are run with three core elements or entities in mind:

- ✓ **The Person** / Wholeness & Wellbeing
- ✓ **The Role** / Accountabilities & Responsibilities
- ✓ **The Mission & Objectives** / Sustainability and integrity of outcomes.

Summary Core Skills Development

The Person

- Managing self & work-life balance.
- Managing stakeholder relationships.
- Managing career-path & fulfilment.

Being on Top of Role

- Clarity on accountabilities.
- Alignment of authorities.
- Delivering performance of responsibilities.

Sustainable Mission & Objectives

- Manifesting outcomes aligned to purpose and intention.
- Business Sustainability.
- Assuring quality customer outcomes.
- Leadership of people and organisation.

TRANSFORMATIONAL COACHING & CHANGE

PRIORITY-LED TRANSFORMATION OF TEAMS, FUNCTIONS AND BUSINESS UNITS



Transformational Coaching & Change is needed when there is urgency in the underperformance of a business unit, team or business function. In any organisation, individual entities make up part of the overall system, so when one part is negatively affecting the whole, it is important to act decisively. The root cause is usually some kind of 'under-resourced', 'under-developed', or 'un-rounded' level of management capability and dysfunction between the entity leader and their team, function or business unit. The precise intervention needed can only be determined by getting alongside the individuals involved and firstly working out how superficial or deep the problems are before recommending an intervention or course of action.

What will these interventions enable your business to achieve?

- ✓ The outcome of a Transformational Coaching & Change intervention is about fixing or restoring the ability of a business unit, team or function to sustain itself at the right level within the organisation or economic system.
- ✓ There is always an 'arc of transformation' before performance can be restored, which involves identifying the root cause(s) of the dysfunction, before closing the gaps through a process of coaching, skills development and learning.

Transformational Coaching & Change Framework

	TEAMS	FUNCTIONS	BUSINESS UNITS
CONSULTANCY & ASSESSMENT	Team Leader and then team members 1-to-1 Coaching	Head Of Function plus key members Initial Coaching Series	Senior Team Gateway-day plus coaching sessions
PROGRAMME DESIGN	Design frequency, style and intensity of intervention agreed	Design frequency, style and intensity of intervention agreed	Design frequency, style and intensity of intervention agreed
CHANGE & DEVELOPMENT DELIVERY	Typically a 3-12 month change & development process	Typically a 6-24 month change & development process	Typically a 6-36 month change & development process
COMPLETION & REVIEW MILESTONES	Observe performance, unity and stability of purpose. Review/sign-off	Observe performance, unity and stability of purpose. Review/sign-off	Observe performance, unity and stability of purpose. Review/sign-off

Who should attend?

This level of development is usually sponsored at board-level through HR. The change intervention itself will be attended by the relevant team leaders or heads of functions/business units, along with their key reports from the entity that is dysfunctional, underperforming or causing significant challenge or risk within the business system.

“WE HAD TRIED EVERYTHING ELSE AND THEN ENRICHYOU CAME ALONG!”

CEO of a UK building supplies company

Investment

CONSULTANCY & ASSESSMENT

A formal assessment and transformation plan for the team, function or business unit

Typically £2k-£5k + vat

DESIGN, DELIVERY & REVIEW

A fully-costed monthly/quarterly investment based on a set of agreed business outcomes and balanced against the opportunity cost of avoiding failure and/or achieving new commercial success

£ Prices on application

Terms & conditions may apply – see page 22 for details

What is covered?

The exact content is unique and tailored to each situation, but generally the transformed entity must end up operating aligned to purpose, aligned to the stakeholders in their business system and aligned with unity and high-performance in a sustainable way. The specific character, competence and capability of individuals, teams and functions will manifest along the way.

Joined-up process

Our relationship with the sponsor or business decision-maker is always one of openness and mutual trust in the context of 'next steps', with clearly defined outcomes and milestones in the process of transformation back to performance.

Summary of desired outcomes

1. The business entity and people are resourced and fit for purpose
2. The team members are individually engaged, aligned to the future of the organisation and capable of sustaining the required levels of performance.
3. Lessons learned from ending up in a 'stuck and compromised' place have been integrated into a renewed capacity to sustain individual, team and functional performance into the long-term
4. A specific set of skills relative to role and future performance have been developed, trained and evidenced.
5. The primary dimensions of competence, relationships and ongoing sustainable performance are all operating within cultural norms.

Case Study

I-Day Flagship Programmes

The L&D Manager of a large corporate consultancy needed to transform people management skills across the whole business. The one-day Mastery In People & Coaching Skills Programme was attended by 48 managers to inject a common approach and plug the missing cultural competence through all individuals. The foundations of good people management are now in place from which to build performance from.

Case Study

3-Day Role-formation Programmes

The MD of a family-owned business needed to get his managers to lead. A reactive, dependency culture had developed where managers were not taking the initiative expected of professional leadership. The 3-Day Accountable Leadership programme was attended by all managers and directors across the company. By forming the whole management team to step-up and act from role accountability as part of the whole management team was 'transformational'. The levels of conflict reduced and the timely outcomes of agreed business standards and priorities started to become normal business behaviour.

Testimonials

"We have achieved measurable and significant shareholder value. . . we are doing things we've not done before. . . we've built our self-belief, confidence and satisfaction. . ."

"It's changed my view of what I do. . . I've taken the bull by the horns. . . I've raised my profile. . . I've built my influence to network. . . I've less stress. . . I can see the bigger picture. . . I delegate more. . ."

"The VCs who invested in the company said my skills are wasted on the small role I have been doing and would I now take the helm of a larger company in their portfolio. Life is getting better and better."



“The best training programme I have ever attended”

“I feel confident that I can carry out my role”

“I now know that I can become the very best in management”

“The relationship with my boss has been transformed”

“I’m not scared of accountants or budgets now; I am able to think commercially”

Case Study

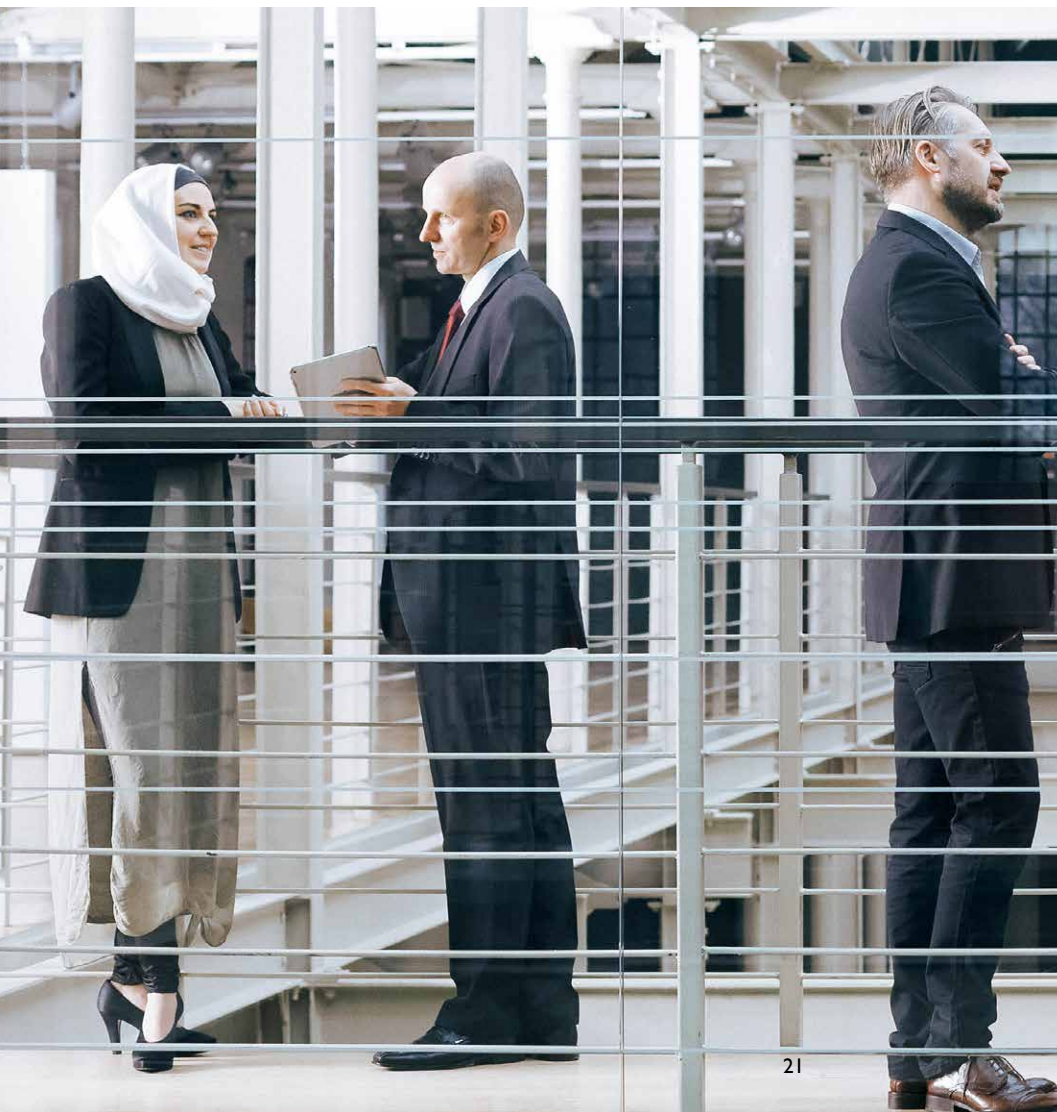
9-Day Career-level Development Programmes

The middle management population of a large well-known corporate business needed to be formed individually and as a layer of management, along with a cultural overlay of process management and lean enterprise principles. The programme was run over successive years with 12 delegates on each. Delegates arrived at a place of confidence in their ability to lead at the right level and in the right way. Learning outcomes were measured at 8, 9 & 10/10 and new business projects totalled over £10M of identified annual profit improvement.

Case Study

Transformational Coaching & Change

The commercial function of an employee-owned business was being led by a Commercial Director who was high-capacity, but who was constantly moving the goalposts and micro-managing across his team. Consequently, team members had stopped thinking for themselves and were leaving out of frustration. During a 12-month transformational coaching and change programme, the director recognised the affect of his behaviour on his managers and accepted our help in developing a professionally trained and competent team – enabling the managers to lead in operational issues and allowing him to take up a strategic directing role.



Decision Makers

Perfect for...

- Affordability and value for money.
- Managing annual training budgets.
- Flexibility in approach to training, development and performance.
- First steps of cultural change and development.

Please ask about our range of alternative programmes, styles and approaches if your current situation requires urgency, tailoring or a continuous development focus.

Delegates

Perfect for...

- Managers and leaders aiming to become their professional best.
- Individual managers and leaders at career-development junctures.
- Groups of cross-functional managers or leaders at the same or similar development points.

Standard Terms & Conditions

All programmes are invoiced in advance 'on order' for the stage or agreed phase of the programme, with payment being due within thirty days of invoice and/or thirty days before first delivery date (whichever is the former). Any additional ad-hoc consultancy is invoiced on order, with payment terms as above.

Regional travel expenses are absorbed into our standard charges. Additional travel expenses and overnight accommodation (where applicable) are not included in standard charges and will be agreed in advance with the client.

Responsibility for venue choices and costs remain with the client.

VAT is added to all invoices at the standard rate.

All Enrichyou programmes include the provision of materials and workbooks for the pre-agreed number of delegates attending.

Materials and content provided by Enrichyou remain the intellectual property of Enrichyou with all the implicit legal rights. Each delegate is free to use the materials provided for their own personal use subject to the copyright restrictions detailed within each document.

Cancellation Fees

100% - less than 15 calendar days ahead of due start date

50% - less than 31 calendar days ahead of due start date

25% - less than 61 calendar days ahead of due start date

Postponement Fees

50% - less than 7 calendar days ahead of due start date

25% - less than 15 calendar days ahead of due start date

10% - less than 31 calendar days ahead of due start date

Cancellation and postponement fees will apply to the stage/phase of programme affected. Any non-transferable travel and accommodation costs will be charged in full.

SUMMARY

High-performing managers, teams and functions can only exist by adopting an attitude and culture of management excellence in people, processes and commercial understanding. Our 1-day, 3-day and 9-day career-level development programmes are designed to bring cost-effective skills training and professional development to anyone entering or progressing through a career in management and leadership.

Through a stairway of learning, fundamental values of professional integrity, practical leadership and sustainable performance are built in to every programme and are designed to provide vocational, real-world skills that delegates will continue to use throughout the whole of their management career.

Importantly, each programme provides essential skills, knowledge and commercial know-how that managers and leaders can apply to their role the very next day – ensuring an immediate return on investment at every stage of development.

What to Do next

Contact us today for an initial, no-obligation discussion about your individual or organisation-wide management training needs and discover how we can help develop role performance and career-long skills and competencies at every level.

Telephone:

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Email:

enquiries@enrichyou.co.uk

Online:

www.enrichyou.co.uk



Clients include...



AGA RANGEMaster

HILLARYS



ASTON MARTIN



**For other development services
please visit our website
www.enrichyou.co.uk or email
enquiries@enrichyou.co.uk**

- Director-level development
- Board formation programmes
- Organisational-wide leadership
and culture development
- Team transformation and
development programmes
- Performance management
- Professional and Career-level
development



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