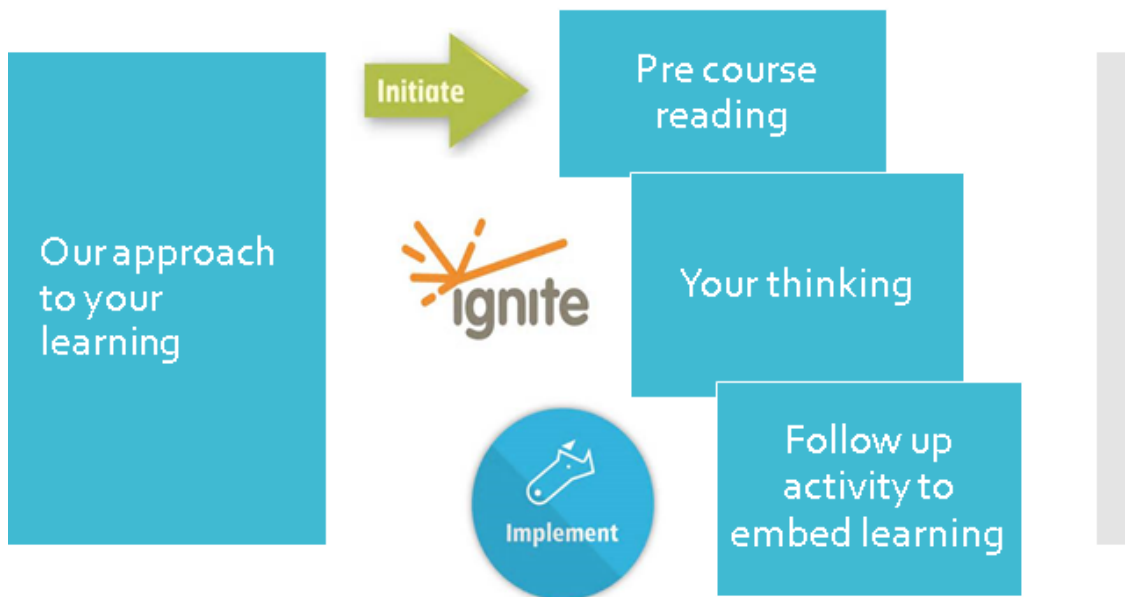




Tier One Leadership Academy

Accredited by the ASAP



Session	Agenda	Duration	Date
<p>Session 1: Leading an Organisation</p> <p>Objectives:</p> <p>1. To be able to develop and assess the importance of a strategic plan that focusses both you and your business and your teams</p> <p>2. To be able to communicate your strategy to ensure alignment of goals throughout your organisation</p> <p>3. To evaluate the value of networking for your business and to develop a plan that suits your style.</p>	<ul style="list-style-type: none"> • Mission Statement • Vision statement • Values • SWOT analysis • Long term strategic objectives: Wildly Important Goals • Short term goals • Action plans • Scorecard • Financial assessment • Developing your network: who and how 	1 day	Tuesday 16 th May

Delivery style:

Our aim is to deliver programmes that are interactive and relevant to the context that participants operate in. In order to achieve this, we use the following approaches:

Role-Plays – Will provide the opportunity for participants to apply and demonstrate their skills.

Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Leading an organisation
 Purpose:
 To understand the importance of a strategy and how it connects to your leadership

Ian Bannister and Janice Ward

- You will focus on:**
- Gaining a clear understanding of the leaders role in the development of an effective strategy
 - Understand the importance of a clear purpose provided by vision, mission and values
 - Evaluating the relationship between internal and external environments to formulate your strategic options
 - Communicating your strategy throughout your organisation
- We will cover:**
- Vision, mission and values
 - Tools to help develop your strategic options
 - Short and medium term action planning
 - The importance of numbers and metrics
 - How to achieve stakeholder buy in



Session	Agenda	Duration	Date
<p>Session 2: Leadership Essentials</p> <p>Objectives:</p> <ol style="list-style-type: none"> To develop self-awareness and the characteristics of an emotionally intelligent leader. To be able to build high performing teams by developing trusting relationships. To be able to adapt communication style to enable people to embrace change. 	<ul style="list-style-type: none"> Developing self-awareness: Myers Briggs Personality Profiling Emotional Intelligence Building trusting relationships for the foundation of great teams: Five Dysfunctions of a team The behaviours that demonstrate and build trust in relationships Listening louder Engaging people during to embrace change 	1 day	Tuesday 13th June

Delivery style:

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Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.



- You will focus on:**
- Developing your self-awareness and the characteristics of an emotionally intelligent leader
 - Building high performance team through trusting relationships
 - Adapting your communication styles to embrace change
- We will cover:**
- Personality profiling
 - Emotional intelligence
 - What are the foundations of great teams
 - Behaviours that develop trusting relationships
 - Listening louder
 - People engagement through change





Session	Agenda	Duration	Date
Session 3: Managing Performance Objectives: <ol style="list-style-type: none"> To be able to manage performance within the guidelines of the law To be confident to carry out Informal and formal performance conversations To evaluate how to handle conflict and challenging conversations 	<ul style="list-style-type: none"> Refresh knowledge on employment law Structure for informal performance conversations Formal performance conversations Your approach to conflict: Thomas Kilmann conflict questionnaire 	1 day	Thursday 6 th July

Delivery style:

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Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Managing performance
 Purpose:
 To understand the importance of having the right conversations at the right time

Andy Knox and Janice Ward

- You will focus on:**
- Managing performance within the law
- We will cover:**
- Employment law
 - The structure and purpose of a performance conversation
 - Managing Conflict
 - Mediation



Session	Agenda	Duration	Date
<p>Session 4: Personal Organisation and The 7 Habits of Highly Effective People</p> <p>Objective:</p> <ol style="list-style-type: none"> To develop and hone your leadership style and effectiveness by aligning the way you work with the strategic plan of your business To develop an understanding and pragmatic approach to the 7 habits of highly effective people 	<ul style="list-style-type: none"> Personal vision Goals Prioritisation Procrastination Actively working with the 7 habits 	1 day	Wednesday 13 th September

Delivery style:

Our aim is to deliver programmes that are interactive and relevant to the context that participants operate in. In order to achieve this, we use the following approaches:

Role-Plays – Will provide the opportunity for participants to apply and demonstrate their skills.

Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Leader as a coach
 Purpose:
 To learn the value and impact of having a coaching style of leadership
 Janice Ward and Sally Bogle

- You will focus on:**
- Developing a coaching leadership style that empowers and motivates your workforce
- We will cover:**
- Coaching models and principles
 - Empathic listening
 - Techniques to enhance your coaching style
 - Coachable moments



Session	Agenda	Duration	Date
<p>Session 5: Coaching as a Leader</p> <p>Objective:</p> <p>1. To develop a coaching style of leadership that empowers and motivates</p>	<ul style="list-style-type: none"> • Leadership style • Skills for coaching • Empathic listening • Coaching Models and principles of coaching • Coaching questions • Techniques that can help the coach • The concept of 'being stuck' and how to overcome this • Coachable moments 	1 day	Wednesday 11 th October

Delivery style:

Our aim is to deliver programmes that are interactive and relevant to the context that participants operate in. In order to achieve this, we use the following approaches:

Role-Plays – Will provide the opportunity for participants to apply and demonstrate their skills.

Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Creating and developing a people culture

Purpose:
To grow and develop a resilient team for the future

Janice Ward and Sally Bogle

- You will focus on:
- Developing a team for the future by robust succession planning
 - Managing workplace stress and resilience
 - Promoting well being throughout your organisation
- We will cover:
- Succession planning: The 'how to'
 - Managing stress and the law
 - Building resilience and mental toughness
 - Promoting well being



Session	Agenda	Duration	Date
<p>Session 6: Creating and Developing a People Culture</p> <p>Objectives:</p> <p>1. To be able develop a team for the future through robust succession planning</p> <p>2. To be able to manage workplace stress and build resilience and mental toughness within your teams</p> <p>3. To promote wellbeing throughout your organisation</p>	<ul style="list-style-type: none"> • Developing your teams • Learning styles and the impact of this on development activities • Succession planning: Challenges and the 'how to' • Legislation that relates to the management of stress • Resilience and mental toughness • Wellbeing: mindfulness 	1 day	Wednesday 8 th November

Delivery style:

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Role-Plays – Will provide the opportunity for participants to apply and demonstrate their skills.

Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

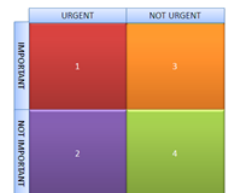
Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Personal Organisation and the 7 Habits of Highly Effective People
 Purpose:
 To explore techniques and tools to assist in the development of your effectiveness that matches your leadership style

Janice Ward and Tina Deen

You will focus on:

- Developing and honing your leadership style and effectiveness by aligning the way you work with the strategic plan of your business
 - Developing a pragmatic approach to the 7 habits of highly effective people
- We will cover:**
- Creating a personal vision
 - Using this vision to set goals and building them into your weekly planning to ensure success
 - How to actively work with the 7 habits of highly effective people





Session	Agenda	Duration	Date
Session 7: Customer Centric Strategies and Leading from the front Objectives: To understand the value of a customer and its relationship with the strategy of the business.	<ul style="list-style-type: none"> Aligning your business through the customers eyes Developing strategies as a leader to meet the expectations of your customers 	1 Day	Wednesday 6 th December

Delivery style:

Our aim is to deliver programmes that are interactive and relevant to the context that participants operate in. In order to achieve this, we use the following approaches:

Role-Plays – Will provide the opportunity for participants to apply and demonstrate their skills.

Tutor Input – Brief lecture style inputs to build on underpinning knowledge and to create discussion within the group.

Case Studies – Used to illustrate key points, encourage debate and bring to life theoretical models.

Customer centric strategies and leading from the front
 Purpose:
 To understand the value of customers and its relationship with the strategy of the business
 Daren Gordon, Ashley Green and Janice Ward

- You will focus on:**
- Aligning your business through the customers eyes
 - Developing strategies as a leader to meet the expectations of your customers
- We will cover:**
- Customer relationship strategy
 - Insight: a deeper understanding of your customers
 - Creating a Culture that builds strong customer relationships





What our clients say about us.....



Stephen Hanton: CEO Commercial:

I have worked with Janice both as her direct manager and as a user of her customised training programmes. In both, and all, Janice has been excellent for my operating businesses.

As a Consultant delivering training programmes I have used Janice at the three businesses that I have run (Hyde Park Residence, a 5* Serviced Apartment block on Park Lane, London), BridgeSteet (a US based Serviced Apartment company operating +1500 units in the UK) and more recently, SACO, a rapid growth Serviced Apartment business owned by Oaktree Capital Management.

I have worked with Janice to deliver Junior and Senior management training on core management competencies. Janice is currently running our Aspire Management Development Programme, a bespoke modular programme developing skills and team spirit of 12 managers. We are now on our second programme and the feedback has been excellent, with many specific cases of learning turned into practice.

We are now also using Janice for team coaching sessions with select managers and on very specific, one-to-one coaching at Executive level.

Janice is experienced, qualified, energetic, engaging, considered, practical and adaptable.



On behalf of my team I wish to thank you all for your great management dedication and performance during our event.

The first impression and feedback I received from the whole team was very positive!

I wish to have this "team event" process continued and I plan to have a dedicated evaluation session in our next department meeting in September.

It will be very useful to have your report, and view as "experienced outsider" I will indeed appreciate that.

Kind regards

Amnon

Amnon Ginati, Prof. Head of Integrated & Telecommunications related Applications Department
Directorate of Telecommunications & Integrated Applications, European Space Agency



Microsoft®



Our Interns are all safe and sound and in their respective destinations before they attend their 1st MACH event – Winter School in February 😊

I would like to THANK YOU for the partnership, professionalism and dedication towards this program. I must add that you have gone out of your way and beyond timelines to help support us and all our interns professionally and personally. You took time out for our new additions and brought them up to speed with the entire batch on all occasions. Our interns have definitely gained a lot and will continue to be in touch as you have greatly inspired them.

Regards

Pooja Shemar and The MEA Internship Team

The heart of
student living



First Level Leadership gives aspiring managers or very new managers the foundation that they need to be an effective first manager or supervisor. Forward create an environment that provides the right balance of challenge and support for a delegate to feel safe to step out of their comfort zone with the confidence to try working in different ways.” Penny Cooke, Group Learning and Development Manager



trusted to deliver™

Janice uses her professionalism, experience and insight to tailor and deliver development and coaching solutions for groups and individuals at all levels within organisations. She ensures that people enabling people learn and apply pragmatic behavioural solutions for their own benefit and that of their business.

Anne Lewis, Learning and Development Specialist