

Tailored

DEVELOPMENT

DELIVERED BY GARY CHURTON

“I MANAGE”

HOD Development 2013/14

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Welcome!

I am delighted to have been invited to design and deliver your management development programme for 2013/14.

The following information is designed to give you an overview of your development journey and includes:

- Information about me, your facilitator
- Format and overview of the whole programme
- Overview of each module

About your facilitator

With a background in hospitality management, I have HOD experience as well as holding regional management roles with Forte Posthouse, Forte Heritage and Six Continents

For the past 14 years I have specialised in management and leadership development. I now work closely with senior managers in the public, private and not for profit sector to drive their professional development.

I established Tailored Development four years ago and continue to uphold my original aim of helping talented professionals to become outstanding managers, authentic leaders and service professionals!

The way that I work is important to me, ensuring a brain friendly approach to both the design and delivery of my training events. I prefer to work in a flexible and informal way and avoid PowerPoint wherever I can! Instead I use thought provoking activities and discussion to bring your learning to life.

Tailored Development will always reflect my values of: Integrity, Respect, Fairness, Equality, Openness and Personal Growth.

I am very much looking forward to working with you. And if you have any questions about your learning journey, or any other aspect of my work, please get in touch.

Wishing you every success!

Gary Churton

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About your Learning Journey

Your learning journey is made up of one module every three months for the next year! Plus shorter “catch up” sessions in-between modules, these are designed to keep your learning alive ensuring that you achieve your personal learning goals.

Following each module you will have the opportunity to practice and apply what you learn in the workplace.

Inter-module support

You will be supported throughout your learning journey and beyond! In-between each module I will be holding “catch up” sessions in each hotel to answer any questions that you may have and discuss any specific challenges you would like to apply your learning to.

You will also have access to the “Tailored Lounge” which is a dedicated online members lounge where you will find electronic copies of all your handouts (you will receive printed copies too) and additional reference material for each of the modules you attend. Access to the “Tailored Lounge” is for LIFE and will prove to be a valuable resource for the latest thinking, practical management tools and support!

Objectives for your learning journey

By the end of this learning journey you will have or will be able to:

- Create positive and high performing cultures within your business / department
- Grow engaged teams
- Use coaching skills to bring out the best of those around you
- Be seen as a congruent, impactful and trustworthy manager who people want to work with
- Drive your department through ownership and proactive leadership
- Think and work creatively to achieve your goals
- Apply the skills you learn to ANY management and leadership role now and in the future
- Manage challenging situations with skill and integrity
- Have a clear vision for yourself and your teams
- Networked with others managers within the cluster
- Built a sound reputation within the business

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Module 1 – DATE

Strength Based Leadership (SBL)

Strength Based Leadership is an approach that focuses on identifying the appropriate personal and business strengths and FULLY utilising them! The aim is that these strengths will significantly outweigh any weaknesses and greatly enhance performance.

This approach has long been used in sports coaching to achieve exceptional performance, and now leaders within the corporate arena are starting to employ this approach and experience true engagement and real business improvement.

This module will demonstrate techniques that you can easily apply to your department to create a high performing and engaged culture.

Module Objectives

By the end of this module you will have or will be able to:

- Understand the benefit of Strengths Based Leadership to your department and know where and how to apply this approach
- Identify the right strengths at the right time to achieve your outcomes
- Demonstrate how to apply this approach to your business
- Know which weaknesses MUST be rectified and which simply need to be managed
- Create a culture where team members are acknowledged in order to create an engaged and healthy work environment.
- Create a positive feedback culture to inspire people to continuously strive to achieve even better.

Following this module you will be invited to practice and implement what you learn with your colleagues and your teams



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Module 2 – DATE

Enhancing your ‘Coaching In The Moment’

Coaching as a management skill is possibly the most powerful and important skill any manager can develop. Hence the investment from IHG on “Coaching in the moment”

During this module you can expect to build your repertoire of coaching skills that will unlock the potential of those around you. This module will equip you with the coaching skills and frameworks to implement in the workplace straight away.

Module Objectives

By the end of the workshop you will have or will be able to:

- Shared how you have implemented your learning from module one and the difference this has made
- Understand “Coaching in the Moment” and how it is different to other forms coaching, such as sports and life coaching.
- Use the six principles of coaching and demonstrate how they relate to your role
- Apply a coaching management and leadership style in everyday situations in the workplace
- Have practiced the four foundation skills of coaching
- Ask challenging coaching questions to unlock skills and release potential
- Develop a culture of creative thinking in the workplace

Following this module you will be invited to practice and implement what you learn with your colleagues and your teams



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Module 3 – DATE

Managing Molehills

Every manager has to deal with conflict, challenging conversations and a whole range of different people with different needs and viewpoints.

Despite this being a key part of every manager's role, most managers would say it is their least preferred or most difficult part of their job. Some managers may even ignore the early warning signs of conflict, allowing "molehills" to quickly grow into "mountains"!

Yet with the right tools, tips and pointers these situations can be managed much earlier with greater ease and more success.

Module Objectives

By the end of module 3 you will have or will be able to:

- Shared how you have implemented your learning from module two and the difference this has made
- Recognise and deal with the early warning signs of conflict, poor performance and challenging behaviour
- Understand your natural response to conflict situations and examine how this can be used or managed to achieve better results
- Learn specific techniques to help you to deal skillfully and quickly with challenging conversations
- Examine how the skills you have developed in module one and two can be adapted to help you to manage "molehills"
- Understand what is meant by and be able to:
 - Confront redefinitions
 - Challenge Discounts (and Grandiosity)

Following this module you will be invited to practice and implement what you learn with your colleagues and your teams



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Module 4 – DATE

Authority, Presence and Impact!

Having confidence in your ability and position to manage is vital to your personal, team and departmental success.

“If you are not on your own side, don’t expect others to be!” Is a phrase well worth remembering! People often feel reassured by a manager who is willing and able to think creatively, have faith in their ideas and drive their ideas forward.

This module will focus on how you as a manager can be potent, creative and proactive in your role.

Module Objectives

By the end of module 4 you will have or will be able to:

- Shared how you have implemented your learning from module three and the difference this has made
- Examined a range of creative thinking techniques
- Explored how your beliefs can both help and hinder your personal performance
- Manage your manager
- Understand your approach to taking *risks*
- Identified the strategies to operate with Authority, Presence and Impact
- Understand your identity as a manager
- Use Action Learning as a way of generating creativity

Following this module you will be invited to practice and implement what you learn with your colleagues and your teams



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