



## Advanced Management Skills

“Take Your Game To The Next Level”

1 Day Workshop



MTD Training  
<http://www.m-t-d.co.uk>  
Telephone: 0800 849 6732





## About Us



MTD, the management training specialists, has been working with a wide variety of clients (both large and small) in the UK and internationally for several years.

We specialise in providing:

- In-house, tailor made management training courses (1-5 days duration)
- Open courses (Delivered throughout the UK at various locations)
- Management & leadership development programmes (From 5 days to 2 years)
- Corporate and executive coaching (With senior or middle managers)

We provide a wide range of management training courses and programmes that will enable your new and experienced managers to maximise their potential by gaining or refining their management and leadership skills. Our team of highly skilled and experienced trainers and consultants have all had distinguished careers in senior management roles and bring with them a wealth of practical experience to each course.

At MTD Training we will design and deliver a solution that suits your specific needs addressing the issues and requirements from your training brief that best fits your culture, learning style and ways of working. Our programmes are delivered when and where you need them! We believe that training should be fun, highly interactive and provide "real world" practical techniques and methods that you can use back in the office – and that's exactly what we provide.



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**Telephone:** 0800 849 6732



## MTD Have Worked With...

Credibility and trust are two important factors when selecting an external training partner as you will want to know that you are in safe hands. From multi-nationals through to the small business, no matter what your industry, size or complexity is, we have delivered training to over 20,000 delegates and over 800 enterprises that include:

- 118 118 Directory Enquiries
- AAH Pharmaceuticals
- ABN Amro Bank
- ACS International Schools
- Advanced Access Ltd
- Advantech AMT Ltd
- Aggreko UK Ltd
- Alblemarle Of London
- Allianz Cornhill
- Allport Ltd
- Amara Spa Ltd
- Apex Hotels Ltd
- Arab Bank plc
- Argos Business Solutions
- AR Group
- ASG Essex Ltd
- Aspire Business Solutions
- Avon & Somerset Police
- Balfour
- Bank Of Scotland Merchant Services
- Barclays plc
- Benfield Group Ltd
- Bennett & Co
- Berg Toys
- Blue Banana
- BMW
- Birds Eye Walls
- Bradford and Bingley
- Brinks Security
- British Board Of Film Classification
- British Gas
- British Telecom
- Business Link South Yorkshire
- Cambridge City Council
- Camrex Chugoku Ltd
- Capital One Bank
- Capita TVL
- CGL Rail
- Charterhouse Group International
- Circus Star
- CISCO Systems
- Claire's Accessories
- Close Invoice Finance
- Coca Cola
- Comet
- Comtel Communications AS
- Creativevents
- Cybex International
- Dade Behring Ltd
- DAL Group
- Danone Foods
- Datacraft Design Ltd
- Dechra Pharmaceuticals
- Demco Communications Ltd
- Department of Work and Pensions
- Derbyshire Police
- DidBOX Ltd
- Dimar Ltd
- District Council – Malvern Hills
- District Council – Epping Forest
- Dolphin Dynamics Ltd
- Domestic & General
- Dynalite Europe Ltd
- EARS Plc
- Emmetts
- EMS Ltd
- Equalities Associates Ltd
- F Hoffmann La Roche
- Faber Maunsell
- Faccenda
- Fastlink
- FHP Ltd
- First Group
- First Software Solutions Ltd
- Ford Motor Company
- Formjet PLC
- Fusion Workshop Ltd
- Friends Provident International
- Friends Reunited
- Gap HR Services
- Garage Conversion Company
- G Costa
- Geest
- Geller Business Machines
- Genesys
- Gilbert and Mellish
- Godiva Bearings
- Gold Hill Housing Association
- Guardian Homecare Services (Leeds) Ltd
- Halfords
- Heath Lambert Insurance
- Hereward Financial Services Ltd
- Hilti (GB) Ltd
- Honda UK
- HoundDog Technology Ltd
- Hygrade
- Ideal Standard Ltd
- IDEX Corporation
- Inter Health Care Services
- Interfleet Technology Ltd
- Intervet UK Ltd
- ISG Interior Exterior
- ISP Corporation
- Ironport
- ITW Alpine
- Jag Communications
- Jaguar UK
- John Lewis Group
- Johnson and Johnson
- JP Morgan Chase
- Kawasaki Motors UK
- Kirkham Young Ltd
- Kodak Ltd
- Kyowa Hakko
- Leisureforce
- Levitronix LLC
- Lookers PLC
- Lloyds TSB
- Lorien plc
- Mainline Communications
- Maritz
- Marks & Spencer
- Medical Access Ltd
- MM UK Ltd
- MOD – Joint Services And Command College
- Monarch Airlines
- Moy Park
- National Probation Service
- NEC Europe
- Nestle
- NHS Counter Fraud & Security Management Service
- NTP Meridian
- NTP Transmit
- One Stop Data Ltd
- Opportunity Housing Trust
- Panasonic
- PD Hook
- Peugeot
- Pfizer
- PFP Group
- Phillips plc
- Pilkingtons
- Porcelanosa
- Portman Building Society
- Quintessentially
- Remtec Search & Selection Ltd
- Renault Motor Company
- Rhino Asphalt Solutions Ltd
- RMS Ltd
- Rock Insurance
- Roland
- Royal College of GP's
- Scooter World Ltd
- Serono (Switzerland)
- Signet Armormite
- Solardome Industries Ltd
- Starbucks
- Stellant Ltd
- Symingtons Ltd
- Symrise
- Telesoft Technologies
- Tempus Software Ltd
- Terex Halco
- The Coach Holiday
- The Holiday Place
- ThyssenKrupp Services
- Tiles & Baths Direct Ltd
- Toys R Us
- Trainline
- Transport Innovation
- Triplet Publications Ltd
- Tribal Group
- Tropicana
- Twinings Tea
- Unilever
- VCM Events
- Venture Finance PLC
- Waitrose
- Xilinx



## 21st Century Management & Leadership

To be a successful manager and leader in the 21st Century requires a different set of skills than in previous times.

Never before have the demands been greater.

Being good at "The process" is not good enough! Today, the modern manager needs to be creative, inspiring, motivating and have great interpersonal and people skills.

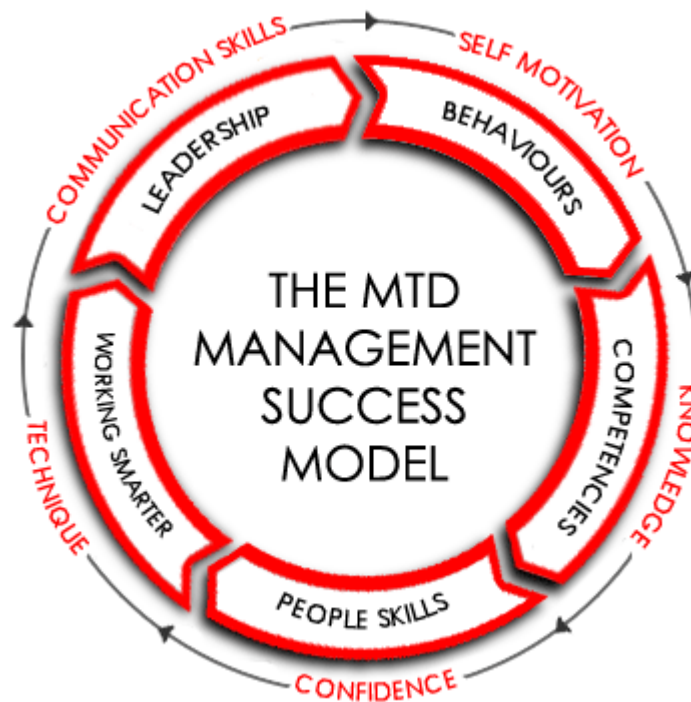
MTD have experience in working with companies to provide just that; we specialise in helping the manager to acquire the skills, behaviours and competencies to be able to drive performance through their teams in a motivating and empowering way.

Our experience has confirmed that, as management techniques have advanced rapidly, training and development of staff has had to change radically to match these advancements.

MTD have developed a unique offering in the market place – the ability to support the manager in the short, medium and long-term development of their own skills and attitudes by a mixture of workshop environments and continuous support by email.

Our proposal is based on the assumption that human beings learn best by doing, rather than just seeing and hearing.

From attending this programme and experiencing our new, fresh and innovative approach to management training, each manager will go away with a tool kit of effective management and leadership skills that will enable them to improve their own performance and get them into good habits.





## 1-Day Advanced Management Skills

### Learn The Skills, Behaviours And Strategies That Will Take Your Managerial And Leadership Skills To The Next Level

#### Course Overview

Our "Advanced Management Skills" workshop will provide you with the skill-sets and characteristics to become better than you had ever perceived you could be.

Being a 'great' manager cannot guarantee success these days – only by being the best of the best will you make an impact on your department, your company and your industry?

After this one-day workshop, you will go back to the workplace with a toolbox full of advanced management skills that you can use to build your success in managing yourself and others.

#### Who Will Benefit From The Course?

This course will benefit anyone who would like to inspire themselves and their teams to higher performance, in particular:

- Supervisors
- Team Leaders
- Sales Managers
- HR Professionals
- Project Managers
- Change Managers
- Experienced Managers
- Anyone who has attended our Essential Management Skills course

#### With The Help Of This Course Delegates Will Be Able To:

- Know their own style and how it impacts on others
- Create a Personal Skill-Set that will set them apart
- Apply their Emotional Intelligence
- Communicate elegantly and effectively
- Build a motivated and inspired team of people
- Develop a plan to create ongoing success
- Manage their own boss more effectively
- Manage others who they have no line manager responsibility over



## Course Agenda

### Introduction & Objectives

#### *Self-Skills*

##### **What Makes The Difference Between 'Good' and 'Excellent'?**

You may have been a manager for some time, but what makes you stand out from the rest? Find out your current personal style and what it means to you and your team

##### **The Personal Skills That Allow You To Excel**

What skills do managers and leaders require to be the best in 2010 and beyond? Our research has shown the skills the future leader will need to take themselves and their businesses forward

##### **Improving Your Emotional Intelligence**

A key skill that's needed by today's manager, and one that's vastly under-rated! Take a test to see how you measure up in the emotional intelligence stakes. Analyse why this is such an important skill to develop for the advanced manager

#### Lunch

#### *Interpersonal-Skills*

##### **Advanced Communication & Influencing Skills**

Learn how to be a master communicator! Learn why it's not enough to just put your message across...it's just as important to understand the other person's point of view. The advanced manager has the skills and techniques to influence and persuade elegantly and with passion! You'll understand what makes others tick, how they process information, what their motivations and preferences are and then, armed with this knowledge, you'll know how to get the best out of them.

##### **Getting The Best From Your Team**

Use all the skills you have picked up today and from your experience to create and design the best team possible. Analyse motivational techniques, set development plans and develop your team's strengths with our unique 'future-pacing' blueprint. You will never look at management the same way again!

##### **Managing Up & Managing Sideways**

There's no manual that provides you with the skills and know-how on how to manage your own boss! Until now of course. This session deals with management approaches and strategies so you'll know how to manage your own boss, learn how to say no and push back in the right way, how to manage their expectations and how to have a productive working relationship. You'll also cover strategies on how to manage those people who you have no direct responsibility over.

#### Close



## Your Course Leader



**Mark Williams**

Feedback on our trainer from our last Advanced Management skills course  
(Based on Feedback from 13 delegates)

<b>Area</b>	<b>Average</b>
Knowledge Of The Subjects	9.77
Presentation Skills	9.23
Helpfulness Of The Trainer	9.69



## Embedding The Learning

### 1. Ongoing Coaching, Support And Guidance From Your Trainer



All throughout the programme and for 6 months thereafter you/your managers can email or telephone their trainer at anytime for help or guidance.

You/they might want an ad-hoc telephone coaching session or might be implementing some techniques that they have covered on one of the modules and want some tips on how to implement it for their specific situation.

Whatever the reason, our trainers are available whenever you need us.

Learning is just the start of the process! We will be with you every step of the way while your managers implement what they have learned.

### 2. Weekly Leadership & Management Tips Through Email

To help embed the learning, each week your managers will receive some tips through email that will help them.

The topics will cover such things as:

- Coaching
- Delegation
- Time Management
- Change Management
- Problem Solving
- etc



**Course Fee:**

£349 + vat

**Course Duration**

1 Day Workshop

**Start/Finish Times:**

Start 09:30

Finish 16:30 - 17:00

**Included Within The Registration Fee:**

- Course Manual
- Course Materials
- Course Certificate
- Breakfast Bars/Croissants
- Buffet Lunch
- Servings Of Tea and Coffee Throughout The Day
- Unlimited email and telephone support from your trainer after the course

**Next Step & Booking Information**

**Questions/ Queries**

Call us – 0800 849 6732

Email us – [enquiries@m-t-d.co.uk](mailto:enquiries@m-t-d.co.uk)

**Booking**

If you would like to book a place on this course you can call us on **0800 849 6732**, complete our online booking form or download our booking form (word format) and e-mail it back to us.

Details of locations, dates and availability for each course are at

<http://www.m-t-d.co.uk/opencourses.htm>

You will find the booking forms on the respective pages.

**Once you have booked...**

We will send you a confirmation letter, invoice and joining instructions.

You can pay by BACS, Cheque or Credit Card

Our payment terms are 30 days from date of invoice.



## Read about what our delegates have to say...

"Thanks for the course, it was great. Rest assured, I wouldn't have any problems recommending the course to my fellow managers. I found it extremely useful and thought provoking and thought Mark was a great facilitator and tutor"

**Garry Cochrane - Account Manager - Fine Ltd**

"There was no switch off spells as the course was excellent. The presentation style was both friendly and humorous. I now have a method of structuring my management style and have a great understanding that different people need to be motivated in different ways"

**Bakhtiar Hanan - Head Of Buying - Videogames - Toys R Us**

"The sections on coaching and managing conflict were excellent. The module enabled me to learn how to develop my team members and also work on my weaknesses as a leader. The course met my needs completely"

**Julie Parris - Team Leader - Pfizer Ltd**

"I found the whole course to be very interesting indeed. I can now approach my staff with confidence in a way that will work! The course was very useful and Mark (the trainer) was informative, open and approachable"

**Simon Harper - Head of Design - Maritz Ltd**

"The course was really helpful. I had never done any coaching before but I can certainly see the benefits of it. The trainer used effective ways to communicate with the group and was easy to talk to. Thanks!"

**Sarah Jones - Sales Office Supervisor - Roland UK Ltd**

"Mark made the course specific to the group's individual issues which was just great. It gave me a lot of food for thought with how to motivate and utilise my staff more effectively"

**Birgit Schalow - Helpdesk Supervisor - NEC Europe**

"10 out of 10" The course was just excellent! Mark created a great learning environment"

**Jon Hulbert - IT Systems Delivery Manager - Maritz Ltd**

"This course was very beneficial indeed. I thought every aspect of the course was excellent. Mark was very knowledgeable about the subjects and he had excellent communication and presentation skills. Thanks again!"

**Richard Stannard - Submissions Team Leader - Pfizer Ltd**

"A great course, the content around motivation and building high performing teams left me with a set of skills that I can actually use in the office! I also loved the working and the communication of the group as a whole"

**Lee Hewitt - Retail Sales Manager - Johnson & Johnson**

"I really got a lot out of the course. I particularly liked finding out and understanding why people behave the way they do, peoples learning styles and also finding out my own traits. Mark was a very effective, knowledgeable and interesting communicator"

**Ronnie Huda - Product Specialist - Roland UK Ltd**

"I have now got some tools to help me with giving feedback to my staff. This course was helpful. Mark had a good all round knowledge of the subject and was very experienced with the reasoning. He gave great examples which made everything meaningful to the real world"

**Kevin Tetley - Technical Manager - C Pastas Ltd**



"It was great to find out my own current managerial style through the assessment we completed and what that meant to the way I lead my team. I enjoyed the entire course very much"

**Carol Clare - Accounts & Budgeting Manager**

- Thomas's London Day Schools - "The course gave me an essential insight into all the aspects of managing and leading people. I will use all of the techniques! Mark was a great man. He was doing his job with passion and he was born to do it! I also found the venue and facilities to be really amazing. Everything was taken care of - it was elegant, clean and the service was great. I would recommend this course to everyone"

**Katarzyna Gregula - Manager Shift Assistant - Sonoco**

"I will definitely be able to take this information back which will help me in various situations. Mark was clear, precise and was entertaining. He made the course very enjoyable. It was a very good venue and the facilities were excellent with the food being great. I also stayed at the hotel and the service was excellent"

**June Higgins - Office Administrator - Fluidpower SPX**

"The course was very useful and will suggest that others at work would benefit from being on this course as well. Mark was approachable, listened and made everyone at ease"

**Elaine O'Brien - Regional Manager - Benchmark Retail Services**

"It was very helpful and will give me the right direction. Mark was a very interesting person and looked like he was a mind reader!"

**Subhash Kotecha - Regional Sales Manager - Veetee Rice**

"The course will be of great benefit and use to me. I learned a lot from it. The facilitation was very good. "10 out of 10 all-round"

**Laura Peacock - Senior Team Leader - Ask Alix**

"The Essential Management Skills course was just great. It was very beneficial and Mark was knowledgeable, friendly and the course very enjoyable. Well done Mark :-)"

**Debs Saunders - Senior Team Leader - Ask Alix**

"The course has helped me on the decisions as to which role to fulfill within my company. Mark was very enthusiastic about the course and his knowledge and ability to communicate the course made the two days enjoyable and beneficial"

**Andy Sumner - Head Of Projects - Toomeys Ltd**

"It was a useful course. It helped to reinforce some ideas that were gathering dust and some new ideas to help be successful. Mark was very knowledgeable and easy to approach. Overall, the venue was excellent"

**Harsad Chikhliya - General Manager - BVM Medical**

"Mark was excellent. He had fantastic energy and enthusiasm. The course overall was very useful and supplied practical solutions and theories to take away with you as well as increasing personal awareness"

**Nicola Breeze - Marketing & Communications Manager**