

# kmpnews

Learning  
to benefit  
your  
business

SKILLS FOR MANAGERS

Building and leading successful teams



Ten years at senior management level in a major publishing plc, have given kmp partners Karen and Martin Price a strong belief in the importance of teambuilding and leadership. As managing director of four different businesses during his career, Martin developed his own leadership skills in a demanding and highly

competitive commercial environment. Karen took control of management training for the whole division after a successful career as a finance director. She was responsible for designing training and managing the delivery of programmes to develop more than 300 managers.



## Focus on people marks out best business leaders

kmp programmes use a variety of topics and both indoor and outdoor courses to focus delegates on practical ways to improve their leadership and teambuilding abilities. "In my own business experience, I have found that it is often poor quality of leadership and management which is the hidden factor in staff turnover," said kmp partner, Martin Price. Leading business author John Adair recognises this tendency and uses his Three Circles Leadership model to provide effective leadership in the three key areas - Task, Team and Individual. It is this emphasis on leading people - rather than simply driving the task - which underpins all the leadership and teambuilding programmes

offered by kmp. The influential Sunday Times survey of The Best 100 Companies to Work For recently discovered that middle managers were the least satisfied of all sections in the top 100 companies. Those at the top and bottom of organisations were much happier. Middle managers feel they are under pressure from

above and from below. They have more responsibility than team members but less control than senior managers. The important factor here is that dissatisfied managers are unlikely to be good leaders. And those managers who feel under pressure are likely to pass this pressure onto their teams.

## Courses that help make good leaders

- Leadership and Teambuilding
- \*
- Creative Leadership
- \*
- Introduction to Management
- \*
- Performance Management
- \*
- Motivation and Delegation
- \*
- Managing Time and Stress
- \*
- Managing Change



Find out what we can do for you at [kmptraining.co.uk](http://kmptraining.co.uk)

# People skills which make

## Leadership and Teambuilding

This programme explores the nature of effective teams and team leadership. It takes place indoors and involves the use of specially designed modular equipment which we will supply. The focus here is on what makes an effective team and practical steps managers can take to achieve this aim.

### Programme

- Practical exercises examining how a team operates, the role of the leader and other team members
- Characteristics of effective teams
- The theory of team roles
- How teams develop and how leaders should manage this development
- Developing the right leadership style
- Effective delegation and empowerment
- Achieving results under pressure
- Group work and discussion on delegates' team issues

**Duration: Two days**

**Delegates: Maximum 10**

## Creative Leadership

An outdoor programme which builds team and leadership skills in an unfamiliar environment.

Indoor and outdoor team tasks provide delegates with an opportunity to develop the skills and the programme includes a major project.

The course requires no more than average levels of personal fitness and we will give delegates detailed advice on clothing.

### Programme

- Dealing with team issues
- Using team roles to support the task
- Project planning and management
- Flexibility in planning and execution of tasks
- Situational leadership and motivational skills
- Managing task and other key factors
- Dealing with change and resolving conflicts
- Time management
- Reconciling team and individual objectives
- Delegation and empowerment

**Duration: Three days**

**Delegates: Maximum 10**

## Introduction to Management

This three-day programme has been designed specifically for aspiring managers and incorporates their own issues in the business with the practical skills needed. It aims to give a full understanding of a manager's responsibilities and the confidence to lead teams effectively in times of change.

### Programme:

- Motivation and delegation
- Accountability
- Empowerment
- Coaching
- Managing change
- Assertiveness
- Delivering and receiving praise and criticism
- Handling conflict
- Leadership versus management
- Leadership models and styles
- Team roles
- The stages of team development
- Practical exercises

**Duration: Three days**

**Delegates: Maximum 12**

*For courses tailored to your company's needs*

# a successful business

## Performance Management

A one day programme designed to help managers understand and implement successfully the company's disciplinary process for performance management.

### Programme:

- Disciplinary jargon
- Definition of performance management
- Benefits of performance management
- Using company procedures
- Role of HR
- Absence management
- The discipline interview
- Typical situations
- Setting standards and objectives
- Delivering criticism effectively
- Role play scenarios
- Discussion and group work

**Duration: One day**

**Delegates: Maximum 12**

## Motivation and Delegation

Managers find this programme invaluable in gaining new insights into what motivates their teams. Linked with the steps to effective delegation, the programme provides practical ways of improving leadership which can be implemented immediately.

### Programme

- Importance of motivation
- Theories of motivation
- Creating motivation
- Motivating your team
- How to delegate effectively
- Delegation, not dumping
- Steps to effective delegation
- Action plan for delegation
- The need for empowerment
- Qualities of empowered managers
- Organisational culture

**Duration: One day**

**Delegates: Maximum 12**

## Managing Time and Stress

This programme looks at the links between time and stress management problems and concentrates on practical solutions to both problems.

### Programme

- Questionnaire completed by delegates
- Time management matrix - prioritising
- Tips for effective time management
- Timeline and its importance
- Dealing with procrastination
- Effective delegation review
- How we generate stress
- Positive and negative triggers
- Changing our state
- Uptime and downtime
- Thinking in negatives
- Belief driven behaviour
- Looking after your health

**Duration: Two days**

**Delegates: Maximum 12**

## Managing Change

Delegates look at issues involved in change management in organisations and in managing their own and others' responses to change. This module is constructed so that managers have maximum opportunity to

consider change issues in their business.

### Programme

- The forces for change
- Personal impact of change
- Dealing with beliefs around change
- Levels of participation

- Management styles
- Analysing the change
- Prospects for change
- Communicating the change
- Facing up to the issues
- Working through specific current and future changes at work

**Duration: One day**

**Delegates: Maximum 12**

**Call 01723 865433 or complete the inquiry form**

## THREE VIEWS OF THE KMP LEARNING EXPERIENCE

# Flexible, high standard programme



"I worked with Karen and Martin last year when they provided us with the experiential module for our 'Developing Leadership Capabilities' Programme. I found them easy to work with, approachable and very flexible in their approach.

"Their knowledge and experience of working with groups, on leadership programmes shone through, and this enabled us to dove-tail this module in with our remaining four modules. It complimented and added to our delegates' knowledge of management and leadership.

"The course was a mix of classroom and experiential learning which was both practical and fun. Our delegates learned about their specific style of leadership and were tested mentally and physically in a safe and

### MEDIA DISTRIBUTION

Colette Welby, Learning and Development Consultant  
Frontline Ltd

supportive environment.

"They were all working outside their comfort zone on various parts of the three day programme and were given time to reflect and transfer this knowledge and skill back to their roles.

"I had absolute confidence in Karen and Martin's safe running of this outdoor training and the course delivered what was promised.

"We are working with Karen and Martin again this year and look forward to the same high standard programme of learning to meet our business needs."

## Helping make the difference

"What do you say about trainers like kmp who, from scratch, were (quietly) able to articulate what training the College required and deliver that to a quarter of the staff?

"No easy task, for this College which after a long, settled period with low staff turnover and long-established management now needed to prepare for change and to move its people on.

"Well, see how they 'got under the College's skin', learned its language (and its funny ways) and helped us look at ourselves more

### EDUCATION

Paul Machon, Vice-Principal  
Wyggeston and QE I  
Sixth Form College, Leicester

clearly.

"We also recognise the new, shared language provided for those who were trained; a group now making the difference that was required and, most valuable of all, realising talent unexpectedly.

"Well, you'd say they **worked**."



## 'I can always rely on kmp'

"In my role as HR Manager, to Emap Shared Service Centre and IT, I have used kmp to deliver a comprehensive 'soft skills' programme for the past two years.

"One of our priorities was ensuring new managers had the basic skills to enable them to manage their team; Karen and Martin delivered a programme of courses covering the core areas, which, as well as giving them the necessary tools, meant they were more confident in their new role.

"Another of our priorities is managing performance, which many people struggle with. We used kmp to help

### CENTRAL FINANCE

April McKnight, HR Manager  
Emap Shared Service Centre

our managers be more comfortable with this process.

"Feedback for Karen and Martin's courses is always positive and many people have told me how much they enjoy the training.

"I can always rely on kmp to deliver what we need. I have on occasion asked them to target specific concerns, during one of their courses, and they have always been happy to oblige."