

# DEVELOPMENT PROGRAMMES

FOR CURRENT AND FUTURE MANAGERS OF  
SYSTEMS, PEOPLE, PROCESSES OR TEAMS

# UNLEASH YOUR POTENTIAL

EXPLORE NEW APPROACHES, INSIGHTS  
AND TAKE PART IN AN OUTSTANDING  
PROFESSIONAL JOURNEY



Black Country  
Chamber of  
Commerce

[blackcountrytraining.co.uk](http://blackcountrytraining.co.uk)

In order for the region to remain competitive and thrive we need great and dynamic managers. Often, I hear that those who find themselves in management positions or elevated to leadership roles in businesses feel that they've missed out on essential training which allows them to be effective and deliver success for themselves and their business.

Over the last five years, the Black Country Chamber of Commerce has been working with Lotus Flower Consulting in order to help those individuals who want to challenge themselves, develop new insights, explore different approaches and share an invaluable development experience.

During this period, we have helped over 150 businesses whose managers have taken this learning back into their business and applied it to how they navigate the challenges, embrace the opportunities and help their teams and businesses to grow.

This level of training is an invaluable investment in professional development which adds a real impact to individual businesses and, with a waiting list for attendees for each programme, remains a popular standard by which regional businesses expect their managers to be operating at.



**Corin Crane, CEO**  
Black Country Chamber of Commerce

## About our programme Trainer



Wendyanne Shapiro leads Lotus Flower Consulting and has been designing and delivering these Masterclasses for the Black Country since 2015 – providing a challenging yet supportive learning environment, where like-minded individuals can take time 'out' of the business to develop themselves. The sessions combine theory and content from schools of business with practical and experiential activities.

Specialising in organisational design, leadership and management development, Lotus Flower Consulting work with small and medium sized businesses operating in varied industries and sectors as a trusted partner and have clients across the globe.

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I've been delighted to work with so many groups over the years. Each of the programme's cohorts create a whole new dynamic, with new thinking and new challenges. It's this that keeps the material and its relevance current and fresh. The measure of success has been witnessing individual growth on this learning journey and has been captured by some incredible results both personally and professionally. We want to share 'the best kept secret' for Management in the West Midlands and this should be considered a mandatory development programme for all businesses, no matter what size.

**Wendyanne Shapiro**  
Lotus Flower Consulting

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## Unleash your potential

Over the last few years, the Black Country Chamber has welcomed **1000s** of delegates from over **150** organisations who have taken on the Management Development Programme.



# MANAGEMENT DEVELOPMENT PROGRAMME



The programme is designed to build a comprehensive toolkit which can be used by participants who are either in a management role currently or are aiming to be in a management position in the future.

Providing insights, techniques and tools; the programme gives participants the time and space to challenge their own ways of working, improve overall performance and develop approaches which add value to their business.

## PROGRAMME CONTENT

The programme can be completed as a 12-month learning journey to create a holistic and immersive development experience.

As a new option to the programme, each module can also be taken individually in order to focus on the learner's specific development needs.

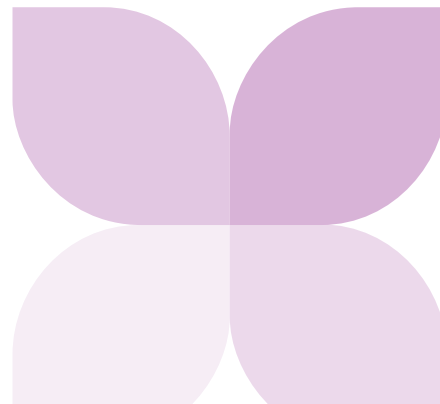
We recommended taking the full course to gain the full benefits of the Programme.

## IDEAL FOR

The Programme has been developed based upon an analysis of business needs and what is needed for managers to deliver success to those businesses.

**This programme is the perfect development companion for:**

- New managers or those about to become managers
- Managers of systems or process
- Managers of people and teams
- Experienced managers who want to develop core competencies
- Experienced managers who want to tap into new thinking and approaches
- Managers delivering change management within their business
- Managers seeking new ways to drive efficiency and performance



Each module  
can be taken  
individually

| Module title  | Module learning outcomes  | Date taking place*             |
|---|---|--------------------------------|
| <b>What is a Manager?<br/>Introduction to<br/>management and the<br/>manager's role</b> | <ul style="list-style-type: none"> <li>• Share experiences on current management and discuss &amp; identify the qualities, skills and/or attributes of a 'Good' Manager</li> <li>• Reflect on your own approach, review management models and review and evaluate the effectiveness of your approach over time</li> <li>• Reflect on resilience levels and consider coping strategies</li> </ul>                      | <b>Date</b><br>3rd March 2022  |
| <b>Using your time<br/>effectively and efficiently</b>                                  | <ul style="list-style-type: none"> <li>• Recognise and identify personal motivation to manage your time and focus</li> <li>• View time management analysis methods and techniques such as planning, prioritising, prime-time, delegating etc.</li> <li>• Develop an action plan to apply and develop learning</li> </ul>  | <b>Date</b><br>5th April 2022  |
| <b>Communication and<br/>delivery of the right<br/>messages at the right<br/>times</b>  | <ul style="list-style-type: none"> <li>• Learn about communication components and review common causes of breakdown in the workplace</li> <li>• Learn how a cycle will help to build understanding and resolve problems quickly</li> <li>• Experience a range of techniques and tools to enable you to communicate assertively</li> </ul>   | <b>Date</b><br>5th May 2022    |
| <b>Styles and dynamics<br/>which create a good<br/>team</b>                             | <ul style="list-style-type: none"> <li>• Define motivation, how it can be affected and complete a motivational outcomes questionnaire to identify your top 3 drivers</li> <li>• Understand team dynamics, develop strategies for conflict and examine how the Four Skills States affects performance</li> <li>• Review a typical Employee Life Cycle and discuss environments which can enhance motivation</li> </ul> | <b>Date</b><br>7th June 2022   |
| <b>Getting the most from<br/>meetings</b>   | <ul style="list-style-type: none"> <li>• Analysis the effectiveness of your own meetings and understand the entire process of meetings to ensure it is productive and value driven</li> <li>• Define roles played in effective meetings and evaluate your conflict style</li> <li>• Take part in activities using techniques and tools to help manage group dynamics</li> </ul>                                       | <b>Date</b><br>5th July 2022   |
| <b>Delivering a great<br/>presentation which gets<br/>the right results</b>             | <ul style="list-style-type: none"> <li>• Develop a toolkit of skills and techniques to make a lasting impact when presenting ideas and information</li> <li>• Gain tips and techniques to help plan, prepare and deliver compelling presentations</li> <li>• Learn and test out practical strategies to deal with nerves in a positive way</li> </ul>   | <b>Date</b><br>4th August 2022 |





## MANAGEMENT DEVELOPMENT PROGRAMME CONTINUED...

|   |   |                                   |
|---|---|-----------------------------------|
| <b>Building commercial awareness and acumen</b>                           | <ul style="list-style-type: none"> <li>• Learn to describe business and personal perspectives on Commercial Awareness and understand key terms</li> <li>• Explore tools and frameworks to analyse your business</li> <li>• Engage in a new business venture activity, including planning and presenting</li> <li>• Identify and commit to a personal 'development' plan for the next 6 months</li> </ul>  | <b>Date</b><br>6th September 2022 |
| <b>Preparation and successful management of change</b>                    | <ul style="list-style-type: none"> <li>• Discuss and share change in business and consider the agility of your organisation</li> <li>• Understand the seven stages of change and discuss the impact it can have in the workplace</li> <li>• Develop strategies, evaluate change management models and identify opportunities to innovate and apply a 'thinking' approach for implementation</li> </ul>  | <b>Date</b><br>4th October 2022   |
| <b>Stakeholder and relationship mapping and management</b>                | <ul style="list-style-type: none"> <li>• Define and learn key techniques to identify stakeholders and their priority places</li> <li>• Engage in activity to understand stakeholder drivers and perspective</li> <li>• Consider how to develop a stakeholder engagement strategy in line with organisation objectives</li> </ul>   | <b>Date</b><br>3rd November 2022  |
| <b>How to run and deliver a project well</b>                              | <ul style="list-style-type: none"> <li>• Clarify the purpose and principles of project management and review roles and responsibilities</li> <li>• Build a project business case and identify key stakeholders and critical relationships</li> <li>• Demonstrate effective project planning and identify best practice</li> </ul>   | <b>Date</b><br>6th December 2022  |
| <b>Getting the best from your team and helping them to perform better</b> | <ul style="list-style-type: none"> <li>• Share your experience of Performance Management and understand how performance measures are a key requirement for organisations</li> <li>• Identify issues which affect performance and methods for help and support</li> <li>• Understand the difference between a disciplinary and a grievance and learn to use a variety of models to give positive and developmental feedback</li> </ul>   | <b>Date</b><br>10th January 2023  |
| <b>Coach and develop your teams and people</b>                            | <ul style="list-style-type: none"> <li>• Consider development aims for the next 6 months which include reflection on this Programme's learning outcomes</li> <li>• Discuss coaching, the value it can bring, the coaching cycle and the core skills required for coaching and self-evaluation</li> <li>• Experience a real-life 'coaching' conversation and revisit programme workshops via a group storyboard</li> </ul>  | <b>Date</b><br>16th February 2023 |

*\*Dates are set but may change due to various circumstances*

**DATE:**

**Starts 3rd March 2022 and runs through to 16th February 2023**

Full day with breaks (9am – 5pm)

*This programme will run as in-person workshops where appropriate and in line with the Government's COVID-19 guidelines.*

**COST:**

Take the full 12 month programme or pick and choose a module of your choice

**Full 12 Month Programme**

£1,595.00 +VAT

Members of Black Country Chamber

£1,995.00 +VAT

Non-members

**Per Module**

£250 +VAT

Members of Black Country Chamber

£295 +VAT

Non-members

**INVEST IN YOUR FUTURE**

Taking the full course means you experience the full benefits of the programme and continued learning. We also have easy finance options to help you split the investment. Contact our team to find out how we can help you.

**TESTIMONIAL**

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We had appointed two new partners and felt that they would benefit from training to develop their leadership skills. After reviewing the Chamber offering, and having direct conversations with the friendly team, plus clients who had also put staff through the course, we decided that this was the route we wanted to go down.

Personally, I have noticed a change in how the new partners manage their teams and how much more confident they are in making decisions.

I feel the courses offered by the Chamber are comprehensive whilst being affordable and can equip employees with the skills to improve both their own performance and that of the firm as a whole.

**Wendy Davies** | Partner  
CK Chartered Accountants

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**TESTIMONIAL**

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I have a greater appreciation of team dynamics and how to best allocate tasks to match the skill sets held within the teams. The course has instilled greater levels of self-confidence and made me much more commercially aware.

In addition, the business I work for has benefitted from the fresh ideas and best practice I have discovered.

I would thoroughly recommend this programme because it is enlightening, practical and relevant to any industry or working environment.

Jon Moore

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**Visit our website to book now or give us a call to discuss further – our team will be happy to help**

To book or for more information  
visit [blackcountrytraining.co.uk](https://blackcountrytraining.co.uk)  
or call 0330 024 0820

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