



Training Course Profile

Business Manager 5-Day Programme



M1Skillnet.ie



The Business Manager (5 Day programme)

- Where** Hybrid, a combination of Online and Face-to-Face
- Aimed At** SME Business Owners, Managers and Leaders
- Duration** 10 x ½ day Modules
- Session Dates** 6x Half (1/2) day sessions will be online
Full one (2) day sessions will in person
- Trainer** Dervilla O'Brien combines coaching and training expertise with over 25 years corporate experience as a senior manager with Irish Biscuits, Tayto and Golden Pages, and a key negotiator with staff, customers, prospective buyers and owners. Cofounding HealthBridge Technology in 2015, Dervilla understands the pressures and challenges of running a successful and growing business. She is an Associate Faculty member in the Irish Management Institute.

Programme Objectives

This programme aims to deliver some of the key skills business management and leadership. This programme is targeted at Business Owners and Senior Management level and has a particular focus on:

- High Performance Leadership
- Sustainable growth
- Dynamic Business Strategy
- Peer Group Management Support

The programme will be CPD accredited with Irish Institute for Training and Development (IITD).

The Demand for this program is high and participation will be including an application and selection process.

Programme Content

This programme is built around flexibility with initial planning being a series of 6 x half-day modules plus 2 full day Face-to-Face. This will be confirmed with programme participants during design stage.

The 10 modules across this intensive 5- day programme will be:

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|-----------------------------|-------------------------------|
| Leading Self | Elements of Business Strategy |
| Leading Others | Personal Effectiveness |
| Demystifying Sustainability | Leadership & Innovation |
| Sustainable Business Models | Walk in my Customers' Shoes |
| Leading Through Uncertainty | Performance Management |

More detail each of the Ten (10) Half Day modules follows:

Leading Self

Self-awareness, leading vs. managing, leading remotely, leading a team in a hybrid environment

Learn how mind-set and limiting beliefs impact Your own behaviour, and your impact on other people.
Identify 'Can't' and 'Won't' (helpless and defensive) behaviours in yourself and others.
Identify the triggers that keep you in unproductive or negative positions.
Identify the tools to deal with helplessness and defensiveness -taking action with confidence.
Leading Remotely: identify issues, opportunities and challenges while managing remote workers.
Identify tools and develop skills to help you, the team and the business under difficult circumstances.

Leading Others

Communication, motivating and managing productivity in a remote and hybrid environment.
Understand different levels of leadership (including Delegation) and assess my current level of leadership with specific people/groups.
Learn about leadership styles & when to use them
The difference between influencing, persuasion and negotiation
The 6 Laws of Influencing and the Influencing model

Personal Effectiveness

Prioritisation and controlling controllable time
Understand the difference between working smart and being overworked. Self-assess levels of stress. Learn some techniques for dealing with stress in immediate situations and develop longer term strategies.
Learn the importance of Prioritisation. Understand when they are firefighting, reactive, and strategic.
Learn to prioritise for greater effectiveness.
Review SMART Goals, and possibly create new ones.

Demystifying Sustainability

Go beyond the jargon. Have a clear understanding of what sustainability means at a macro (global) level, and how this filters down to your specific business.
Learn about different metrics that can provide clarity and a business case for sustainability.

Sustainable Business Models

Find out and understand how sustainability activity can impact your business competitiveness. See how to translate sustainability goals into meaningful actions that support your vision for their business.

Elements of Business Strategy

Introduction to Porter's key strategy development models as used by businesses globally.
See in practice how strategy models can help to guide your business' planning and direction.
Have the tools to apply this approach in your own business and start using them.

Leading Through Uncertainty

When times are Volatile, Uncertain, Complex or Ambiguous, we can use the VUCA model as a support to help lead in an uncertain environment and resolve conflict on the journey.
Understand how the VUCA concept originated, what it means and why it is so relevant in our world today.
Have a better knowledge of how to react (and plan) in uncertain and fast changing times.
Experience VUCA in practice.

Leadership & Innovation

You will have had an overview on the principles of innovation; identified inhibitors: undertaken exercises to raise awareness of the importance of mindset and leadership in overcoming the blockers.

You will have developed and committed to specific actions to implement an innovation culture within your own organisations.

The Coaching Leader

Understand the advantages of a coaching style of leadership

Learn the characteristics of a good coach and develop some core skills.

Understand the GROW model.

Take the theory and apply it to my own situation: Dealing with old issues and dealing with new issues. How to have difficult conversations when we may not even be in the same room.

Performance Management

Understand how to set expectations and performance goals.

Understand the difference between Formal Appraisals and Continuous Feedback.

Understand the need for Measuring Performance against appropriate KPIs – both Qualitative & Quantitative

Be better positioned to lead a more successful team and benefit from playing to the strengths of individual members

To book your place, or for more information, contact Stephen McDonnell on (083) 0278518 or stephen@m1skillnet.ie