IPI Academy

M.f MANAGEMENT *forum*

Presented by
Management Forum

The Leadership and Management Summer School

15-19 July 2024

This highly interactive 4-day leadership summer school is designed to give aspiring leaders the opportunity to enhance existing skills, explore current trends and thinking, and ensure sustainability and growth by adopting a compassionate approach to leadership.

Format:
Live online

CPD:
24 hours for your records

Certificate of completion

Overview and who should attend:

This highly interactive 5-day leadership Summer School is designed to give aspiring leaders the opportunity to enhance existing skills, explore current trends and thinking, and ensure sustainability and growth by adopting a compassionate approach to leadership.

The programme will appeal to all current and aspiring leaders/managers in all organisations regardless of hierarchy or industry, as well as people who are united around the belief that *"I can do better when it comes to influencing others at work".*

Module 1 – Compassionate Leadership and Successful, Sustainable Organisational Growth

Compassionate leadership increases staff engagement and satisfaction, and results in improved financial performance. Compassionate leaders provide clear goals and good team leadership within a psychologically safe environment, which leads to lower levels of stress. In organisations where there is an absence of compassionate leadership, staff report high levels of work overload, less influence over decision-making and there are poorer outcomes.

This module will discuss what compassionate leadership is and how this differs from other forms of leadership. It will explain the direct link between compassionate leadership and successful, sustainable organisational growth.

Core objectives:

- **Learn** and explore ways to engage and motivate your staff with high levels of wellbeing, which in turn will result in high-quality productivity and improved financial performance.
- **Develop** compassionate leadership approaches which will facilitate crucial conversations about inclusion, addressing inequities and discrimination in the workplace.
- **Support** your teams with clear goals and good team leadership, which will dramatically lower levels of stress.
- **Establish** rigorous performance management of individuals, teams, organisations and systems through authentic compassionate leadership

Module 2 – The Role of Wellbeing in Individual and Organisational Growth

An individual's wellbeing and the 'culture of wellbeing' in the organisation cannot be nurtured through light touch tokenistic gestures but through establishing a culture of active listening that extends from a position of wanting to understand how genuine support can be effectively provided. This includes not only listening to others but also to our own mental health and wellbeing needs.

This module will discuss definitions of wellbeing, acknowledging that it has many different components. It will detail what each of these are and the need to understand the symbiotic significance. Drawing on neurological evidence we will examine the signs of declining wellbeing, and explain the related negative outcomes to the individual and the workplace.

Detailing why this is key to both personal and professional success, and individual and organisational growth, we will address ways in which this deterioration can be prevented and consider, with examples, how overall wellness can be improved.

Core objectives:

- **Identify** staff learning and development needs in relation to mental health and wellbeing, and provide access to appropriate training.
- **Build** prevention and mental health and wellbeing promotion in day-to-day work, within the workplace.
- **Work collaboratively** with colleagues and other teams, to raise awareness of mental health and wellbeing and reduce the stigma associated with mental illness.
- **Provide and promote** healthier lifestyle choices within the workplace that will reduce absenteeism, enhance wellbeing and increase productivity.
- **Establish** and embed a psychologically safe environment and promote mental health in the workplace.

Module 3 – Establishing and Nurturing Emotionally Intelligent Teams and Workplaces

Emotional Intelligence is key to both personal and professional success, leading to effective communications, facilitating healthy, productive relationships with others, enabling individuals to have a more fulfilled and successful life. This, in turn, leads to increased productivity and greater organisational growth.

This module will discuss what an emotionally intelligent team is, and how this differs from a team that is just functioning (and definitely underperforming or dysfunctional). It will outline how establishing and nurturing an emotionally intelligent team will enhance the effectiveness of the team, and therefore the organisation as a whole.

Core objectives:

- **Establish** an emotionally intelligent team that will increase productivity
- **Empathetically listen** and nurture a workforce is a potent force for change.
- **Create** an environment that demonstrates that positive behaviour will lead to positive behaviour and builds a momentum of development and growth.
- **Grow** a resilient team within a positive emotionally intelligent workplace.
- **Establish** a psychologically safe environment where employees are emotionally strong and reduces stress and presenteeism in the workplace.
- **Connect** your formed emotionally Intelligent team to the a larger purpose off the organisation - creating a culture that encourages and nurtures contributions from the whole team in a non-threatening, supportive environment will establish a proactive, productive workforce.

Module 4 – Placing People at the Centre of the Triangulation of Policy, Process & Practice

Too often organisations' policies don't genuinely relate to their everyday practice. This results in there being no link between what is written in the policies and what is actually happening in the workplace on a day-to-day basis.

Policies need to be living, working documents whilst processes are the essential vein between policies and practice, ensuring that the key components referred to in the policies are evident in practice.

This module will provide a clear understanding of the independent yet interdependent nature of Policy, Process and Practice, focusing on the importance of putting people at the centre of this triangulation.

Core objectives:

- **Identify** the core working policies that are needed in your organisation
- **Ensure** policies are 'live', current, working documents
- **Regularly review** policies to guarantee they genuinely relate this to everday practice
- **Link** what is written in the policies to what is actually happening in the workplace on a day to day basis
- **Establish** the importance of processes as the essential vein between policies and practice
- **Create** clear and accessible processes that provide the benchmark for best practice
- **Outline** what's meant to be done, how it's meant to be done, when it's meant to be done, where it's meant to be done, who's is responsible and who needs to be involved, and ultimately, why it is being done
- **Effectively communicate** process flow charts to employees, and establish a system of regular observations to ensure that they are following the process flow chart.
- **Involve** employees in the review of each process flow chart
- **Encourage** employees to contribute to the ongoing update and development of the process flow charts and the introduction of new flow charts

Module 5 – Managing the Intergenerational Workplace

This module will look at what Leaders and Managers can do to manage a blended workforce spanning four generations, that vary in their work ethics, ideas about work-life balance and long-term career goals. Practical tips will be discussed on managing intergenerational issues and how to prepare a strategy for increasing levels of inclusivity and respect with your own teams and individual team members.

Core objectives:

- **Understand** the definition of the four working generations currently found within the workplace (Baby Boomers, Gen X, Millennials, Gen Z)
- **Explore** a range of practical tips to help manage intergenerational teams
- **Develop** a strategy to take back to your business to increase the level of inclusivity and respect needed for teams and departments as well as individual staff members

Module 6 – Clean Communication

At a time when there is so much turmoil in the world, it is vital we all improve our communication skills.

'Clean Communication' is defined as 'taking responsibility for the impact of what you say'.

It is a way of communicating that ensures you get your point across in an assertive way, whilst at the same time maintaining absolute respect for your dialogue partner. In many ways it is like learning a new language, but a language you can use across the whole world.

Core objectives:

- **Learn** the meaning of clean communication
- **Explore** the benefits of clean communication to your work and personal life
- **Acquire** hints and tips on how to communicate in a 'clean' manner?
- **Enhance** your ability to build rapport and enhance your influence over yourself and others

Programme

Day 1

Module 1 – Compassionate Leadership and Successful, Sustainable Organisational Growth

Session 1: What is compassionate leadership?
- Identifying the core components of compassionate leadership
- Establishing effective working relationships
- Utilising efficient communication
- Implementing essential behaviours

Session 2: How does compassionate leadership differ from other forms of leadership?
- Empathising with colleagues / employees
- Effective support, response and enablement
- Finding shared solutions to problems within an inclusive, safe workplace environment

Session 3: The direct link between compassionate leadership and successful, sustainable organisational growth
- Why compassionate leadership matters
- Engaging and motivating colleagues / employees resulting in high-quality performance
- Creating genuine inclusion - addressing inequities and discrimination in the workplace
- Rigorous performance management - setting clear performance goals and targets
- Identifying the organisation's greatest asset
- Optimising recruitment and retention

Session 4: How can compassionate leadership be achieved in practice?
- Prioritising engagement, motivation and inspiration
- Focusing on interests, passions, and growth aspirations
- Providing an appropriate programme of ongoing training and development
- Whole team implementation, monitoring and review
- Resilient individuals and resilient organisations

Day 2

Module 2 – The Role of Wellbeing in Individual and Organisational Growth

Session 1: What is Wellbeing?
- A neurological explanation for organisational performance and levels of productivity

Why is Wellbeing important?
- What does an organisation without a culture of wellbeing perform, in contrast to a workplace that has an embedded culture of wellbeing
- Beyond stress in the workplace; explaining psych presenteeism and emotional exhaustion

Session 2: Increasing the level of wellbeing in your organisation
- Effectively identifying organisational and individual learning and development needs, and providing relevant, accessible learning and training opportunities

Session 3: Reducing absenteeism, enhance well-being and increase productivity
- Engaging individuals and teams
- Establishing genuine collaborative work practice across the organisation

Session 4: Identifying what a psychologically safe environment is, why it is fundamental to wellbeing and how it can be established
- The benefits of providing a workplace culture of openness and transparency, and shared responsibility, ownership and pride of performance and productivity

Day 3

Module 3 – Establishing and Nurturing Emotionally Intelligent Teams and Workplaces

Session 1: What is emotional intelligence?
- Identifying and regulating emotions
- Effective communication in practice not just theory
- The role of empathy in establishing and facilitating healthy, productive relationships
- The symbiotic link between psychological and physical health

Session 2: Why is emotional intelligence fundamental in the workplace?
- Understanding, expressing and managing emotions
- How emotions and behaviours can be influenced
- Enablement leading to increased productivity and growth
- The role of empathetic listening
- Increased interactions leading to increased outcomes

Session 3: The essential need for effective leadership to ensure that emotional intelligence is genuinely established and embedded
- What does an organisation without effective emotionally intelligent leadership look like
- The impact of an increasingly stressful in the workplace
- Establishing effective leadership strategies

Session 4: Emotionally intelligent teams
- Key components of an emotionally intelligent team
- What makes an emotionally intelligent team effective?
- What is the positive impact of having an emotionally intelligent team in your workplace?
- Achieving an effective emotionally intelligent team

Programme

Day 4

Module 4 – Placing People at the Centre of the Triangulation of Policy, Process & Practice

Session 1: How effective are your policies?

- What constitutes an effective policy?
- Analysing organisational need and prioritising policies
- Identifying and understanding the key components of the identified policy

Session 2: What is a productive process and why are processes integral to high quality practice?

- Establishing clear process flow charts and ensuring compliance
- Identifying the what, how, when, where, who and why of each process flow point
- The role of monitoring and reviewing process implementation to ensure policy is reflected in practice

Session 3: The essential role of people in putting process detailed policies into practice

- Engaging and involving people
- Continuously improving through identifying agreed goals
- Providing a benchmark for best practice
- Effective observations and monitoring
- Achieving and embedding shared organisational ownership
- Increased performance and productivity
- Successful recruitment and retention

Day 5

Module 5 – Managing the Intergenerational Workplace

Session 1: The four working generations - a definition

- Baby Boomers
- Gen X
- Millenials
- Gen Z

Session 2: Creating a culture of inclusion

Managing differences

- Work ethic
- Work-life balance
- Career planning
- Achieving generational give and take

Module 6 – Clean Communication

Session 1: What is 'Clean Communication'?

- A brief history and definition

Session 2: When is a fact not a fact?

- Fact vs opinion
- Mind reading

Session 3: The Power of pronouns

- 'I' messages and how to use them

Session 4: Clean questioning strategies

- How to uncover somebody else's meaning

Session 5: Metaphors and how to use them

- How to convey your meaning in a language they will understand.

Session 6: Superfast rapport building

- How to get the other person (even a stranger) to accept what you say

Session 7: Using Clean communication to motivate others and yourself

Presenters

Geoff Marsh

Geoff Marsh is the Managing Director of Dansam Ltd, a training company that began in September 1999. As a trainer and presenter, Geoff has been involved with conferences, seminars and roadshows for organisations such as Air Miles, Regus, Robert Bosch Ltd, Wessex Water, Sun Microsystems, Scottish & Newcastle Breweries, London Underground, Forte Hotels, The Engineering and Physical Sciences Research Councils (EPSRC), The Zoological Society of London, Interserve Project Services Ltd. He has published several books including 'A Sixty Minute Guide To Powerful Presentations'.

Claire Mould

With over thirty years' experience of working in and with the public, corporate, and charitable sectors, Claire has expertise in providing strategic, analytical, emotionally intelligent solutions that engender, inform, facilitate and embed growth through compassionate leadership.

Extending from post-doctoral studies on neurology, specifically the link between emotional intelligence and cognitive intelligence, Claire has written, presented, and worked at a national, European, and international level and has published several research papers and books.

In her previous time as a CEO of various charities, she has practical experience in the art of compassionate leadership and has developed a real passion for helping individuals and organisations to optimise their growth potential.

In addition to her work as a facilitator, delivering sessions and presenting, Claire also works as an independent consultant providing emotionally intelligent strategic solutions, embedding compassionate leadership and maximising growth.

In her spare time, Claire runs for mental health and wellbeing, including running marathons and ultra marathons.

Course date

15-19 July 2024	**Live online**	GBP **1,749** ~~2,249~~
	09:00-17:00 **UK (London)** (UTC+01)	EUR **2,519** ~~3,219~~
	Course code 13869	USD **2,899** ~~3,679~~
		Until 10 Jun

How to book

🌐 **Online:**
ipi.academy/2666

Alternatively contact us to book, or if you have any queries:

✉ **Email:**
info@ipi.academy

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Discounts

● Booking more than one delegate on any one date qualifies for a **15% discount** on the second and subsequent places.

● Most events qualify for an **early booking discount** prior to 6 weeks before the course date. Be sure to check on our website, where the latest discounts will be shown.

Further information

Fee
The fee includes all meals and refreshments for the duration of the course (for venue-based courses) and a complete set of course materials (provided electronically). If you have any particular requirements, please advise customer services when booking.

Please note
IPI Academy (and our training partners) reserve the right to change the content and timing of the programme, the speakers, the date and venue due to reasons beyond their control. In the unlikely event that the course is cancelled, we will refund the registration fee and disclaim any further liability.

Terms and conditions
The rest of the our terms, the event cancellation policy and the terms and conditions are on our website, please visit ipi.academy/content/terms-and-conditions

Run this programme in-house for your whole team

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With over 600 trainers, all practitioners and experts across a huge range of fields, we can provide the training you need, where you need it, when you need it, and at a price which suits your budget. Our approach to tailored learning and development consists of designing and delivering the appropriate solution for each client.

For your FREE consultation and to find out more about how we can work with you to solve your training needs, please contact our training advisers:

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IPI Academy

IPI Academy is a training initiative of Falconbury and Management Forum; leading providers of industry training for over 30 years, based in the UK.

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