

## MANAGEMENT DEVELOPMENT WORKSHOPS

NDK Group management development programmes are tailored to our clients' requirements. We recommend short, punchy workshop sessions to keep managers engaged with optimum interest and maximum memory recall.

We provide an initial 'learning styles' session to kick things off and then introduce ½ day workshop sessions to match your business requirements. NDK Group management programmes are mapped against the The National Occupational Standards for Management and Leadership.

Assertive Behaviour – communicate confidence	Leadership skill – an introduction for new leaders
Change - coping with change	Meetings – effective meetings management
Change – managing the Drivers & Resistors	Mentoring at work
Coaching Skills for managers	Negotiating skills
Communicating with Elegance	NLP – intro to Neuro Linguistic Programming
Continue & Begin™ - learn the secrets of this high impact, fast application coaching tool	Personal Safety - the essentials
Customer Service – managing service excellence	Presentation Skills – the basics
Dealing with Difficult People	Presentation Skills - advanced techniques
Decision-making & creative solutions	Process Mapping and Value Stream Mapping for non-technical managers
Disability-With A Life (DWAL)	Quality Management – choosing the right path
Discipline & Grievance in the workplace	Selling Skills - an introduction
Diversity & Equality awareness training	Selling Skills - advanced
Drivers & Resistors to business improvement	Smart Thinking™ for business people
EFQM – an introduction to the Excellence Model	Stress - managing work based stress
Finance for non-financial managers (all sectors)	Team Focus – team building skills for managers
Health and Safety – the essentials for managers	Time Management & Delegation
Goal Mapping – practical application of the Goal Mapping technique	Training the Trainer
	Writing - business writing made easy

NDK Group management development events are tailored exclusively to your organisation. This means we ensure the content and emphasis is pitched at just the right level for your colleagues. Contact us for a preliminary discussion and we will create a programme to fit perfectly with your development ambitions.

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