



LONDON
STRATEGY
CENTRE

Developing people and organisations
in strategy, innovation and leadership

Welcome to

LONDON STRATEGY CENTRE

[#ExecutiveOpenProgrammes](#)

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Executive Open Programmes!

Our Executive Programmes Portfolio is designed to help professionals achieve their full potential and caters to the needs of executives who want to sharpen their skills, broaden their knowledge, and network with other like-minded professionals.

Our programmes cover a wide range of topics, from leadership and strategy to innovation and digital transformation. We provide you with the latest insights, tools, and techniques to help you develop your expertise in these areas, enabling you to drive change and achieve your goals.

Our faculty members are world-class experts who bring a wealth of knowledge and experience to each programme. They are passionate about sharing their expertise with others and are committed to helping you achieve your full potential.

Our programmes are not only geared towards developing human capital, but they also aim to equip professionals with the skills and knowledge necessary to operate confidently in highly regulated environments. Such environments demand a new level of corporate accountability, and executives need to be prepared to navigate this landscape effectively. By participating in these programs, executives can learn to adapt to evolving regulations, anticipate changes, and make informed decisions that not only benefit their organisation but also align with ethical and legal standards. Ultimately, these programs prepare executives to lead their organisations with integrity, agility, and a clear sense of purpose.

Short Courses

Leadership	Business Strategy	Leadership Personal Development	Functional Strategy	Innovation
Building your Leadership Style	Strategy Formulation for Senior Leaders	Effective Communication	Key Account Management	Entrepreneurship
Developing High Performance Teams	Strategic Thinking in a VUCA world	Influencing Skills	Sales Strategy Programme	Understanding International Markets
Developing Individuals and Teams	Strategy in a Digital Landscape	Emotional Intelligence	Stakeholder and Client Management	Operational Excellence and Innovation
Performance Management	Strategy Execution	Difficult Conversations	Operations Management	Scale-up Plus Programme
Change Management	Cultural Transformation	Effective Listening	Project Management	Business Growth Programme
Women as Leaders	Operations Strategy	Presenting with Impact	Quality Management (Lean Six Sigma)	Design Thinking Process
Coaching Skills		Managing Crisis	Procurement Management	Innovation Design Thinking for Business Transformation
Leadership in Disruptive Times		Stress Management and Resilience	Process Improvement	Innovation Management
		Executive Presence	Risk Management	
		Negotiation Skills	Supply Chain Management	
		Delivering Powerful Presentations	Train the Trainer	
		Communicate to Influence	Sustainability Foundations	
			Customer Centricity	



Building your Leadership Style

Every person will have their own leadership style; some like to delegate to their teams whilst others may want to micro-manage. Some leaders are more people focused, others more task focused. Some leaders are visionaries whilst others may be more focused on the job in hand. The Leadership programme is designed to provide individuals with the knowledge and skills necessary to become effective leaders in a range of settings. The programme covers a range of topics related to leadership, including leadership styles, communication, motivation, team building, and strategic planning. Some of the key topics covered in the programme include:

- Understanding leadership styles
- Developing effective communication skills
- Motivating individuals and teams
- Building and leading effective teams
- Strategic planning and decision-making

Who Should Attend:

Middle managers who:

- Are increasingly taking on greater leadership responsibilities within their career or organisation,
- Need to enhance their leadership impact and capabilities to take the next step in their career,
- Are looking to refine their leadership approach to maximise performance across their team and create a positive performance culture,
- Are ambitious and want to become exceptional leaders.

Learning Outcomes:

- **Understand leadership styles:** Participants will be able to understand the different leadership styles and approaches, including the strengths and weaknesses of each style and how to apply them in different situations.
- **Develop effective communication skills:** Participants will be able to develop effective communication skills, including active listening, speaking clearly and confidently, and adapting communication style to different audiences.
- **Motivate individuals and teams:** Participants will be able to motivate individuals and teams, including understanding the factors that motivate people, developing strategies to increase motivation, and creating a positive and supportive work environment.
- **Build and lead effective teams:** Participants will be able to build and lead effective teams, including understanding team dynamics, developing effective team communication, and building trust and collaboration.
- **Strategic planning and decision-making:** Participants will be able to develop and implement strategic plans, including understanding the process of strategic planning, making informed decisions, and effectively communicating and implementing strategies.



Effective Communication Skills



This programme is designed to help individuals develop and enhance their communication skills in a range of contexts, including personal, professional, and academic settings. The programme covers a range of topics related to communication, including verbal and nonverbal communication, active listening, conflict resolution, and public speaking. Some of the key topics covered in the programme include:

- Understanding the communication process
- Verbal and nonverbal communication
- Active listening and questioning techniques.
- Conflict resolution and negotiation skills
- Effective public speaking and presentation skills

Who Should Attend:

Middle and senior managers.

Learning Outcomes:

- **Understand the communication process:** Participants will be able to understand the elements of the communication process, including sender, receiver, message, channel, feedback, and noise. They will also be able to identify barriers to effective communication and develop strategies to overcome them.
- **Verbal and nonverbal communication:** participants will be able to develop effective verbal and nonverbal communication skills, including understanding the impact of tone, body language, and facial expressions on communication.
- **Active listening and questioning techniques:** Participants will be able to develop effective active listening and questioning techniques, including understanding the importance of empathy, asking open-ended questions, and paraphrasing to demonstrate understanding.
- **Conflict resolution and negotiation skills:** participants will be able to develop effective conflict resolution and negotiation skills, including understanding the causes of conflict, developing strategies for resolving conflict, and negotiating effectively to achieve mutually beneficial outcomes.
- **Effective public speaking and presentation skills:** participants will be able to develop effective public speaking and presentation skills, including understanding the audience, developing a clear and concise message, and using visual aids and other techniques to enhance presentations.



Communicate to Influence

The course will explore how participants can flex and change their communication style to influence others. We all have preferred ways of communicating but our preferred style may not suit people we interact with. By changing our own behaviour, we can communicate in a manner which will have a greater impact on others and thus we will be able to influence them.

This course aims to give participants an awareness of how we communicate and highlight different styles of communication. The course will improve your interpersonal skills and increase your ability to communicate effectively.

Who Should Attend:

Middle and senior managers.

Learning Outcomes:

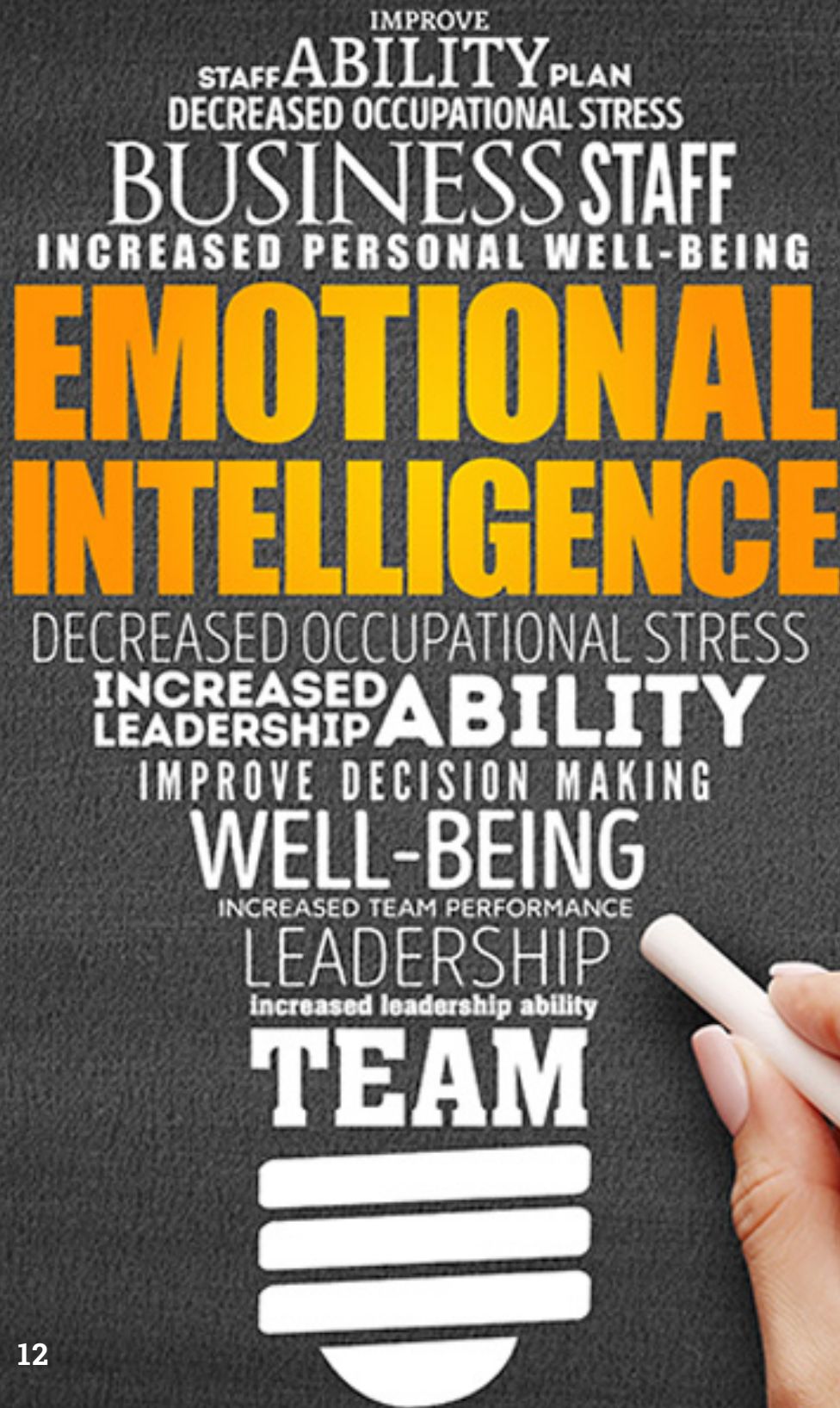
At the end of this course, participants will be able to:

Understand their own preferred communication style.

Understand different communication styles.

Practice flexing their influencing style to improve interactions with others.





Emotional Intelligence

The programme is designed to help individuals improve their emotional intelligence (EI) skills. EI refers to the ability to recognize, understand and manage our own emotions as well as those of others. An EI program typically focuses on teaching individuals how to regulate their emotions, empathize with others, and communicate effectively.

Who Should Attend:

Middle and senior managers.

Learning Outcomes:

- **Increased self-awareness:** Participants will learn to recognize and understand their own emotions, as well as how these emotions impact their thoughts and behavior.
- **Improved self-regulation:** Participants will learn strategies for managing their emotions and responding to challenging situations in a more effective and constructive manner.
- **Enhanced empathy:** Participants will learn to understand and appreciate the perspectives of others, and to respond with empathy and compassion.
- **Improved communication skills:** Participants will learn to communicate their emotions and needs effectively, as well as to listen actively to others and respond in a supportive and constructive manner.
- **Enhanced relationships:** Participants will learn to build stronger and more positive relationships with others, based on mutual trust, respect, and understanding.
- **Increased resilience:** Participants will learn to bounce back from setbacks and challenges, and to maintain a positive outlook in the face of adversity.

Understanding International Markets

Increasingly, firms of any size, from small entrepreneurial organisations to large companies, are encouraged from inception to explore business opportunities beyond their local markets. Doing business internationally is back on the agenda as it offers significant opportunities for businesses, particularly in these uncertain times. However, whether businesses want to start with simple exporting or invest in a joint venture, identifying and selecting international markets for entry requires considering a number of factors and planning accordingly. It is also important to consider implications of digital transformation and rise of global value chains on internationalisation activities of businesses. The increasing globalization also highlights the importance of people from different cultural backgrounds being able to work together to explore and exploit business opportunities.

Who Should Attend:

This programme applies to entrepreneurs and small to medium sized businesses just as it does to large multi-national corporations. The focus in this course will be on planning an entrepreneurial venture whose activities encompass international markets and that is able to capitalize on resources from anywhere in the world. This specialised course will equip participants with the critical and applied understanding of international markets, their importance, and actions needed to plan international market selection and entry in a strategic and effective way.

Learning Outcomes:

- Explore the concept of internationalisation and opportunities provided for businesses beyond local markets.
- Gain an understanding of different concepts and theories, including that of international entrepreneurship.
- Practice the identification of opportunities for international market entry.
- Analyse cultural, political, and legal issues at play when entering international markets.
- Develop skills such as teamwork, decision-making, comparative analysis, desk research, logical thinking, and presentation.



Customer Centricity

This programme provides the knowledge and models to provide customer excellence (both internal and external customers) ensuring as an organisation we embed TCF outcomes. This session covers elements from other Personal Development sessions and provides a taster of the other development sessions. The workshop covers the following: Save cycle, service excellence, self-awareness, 4 levels of learning, customer types, interacting with customers, rapport, communication, questioning skills, listening skills, positive language and handling objections.

Who Should Attend:

All staff at all levels of competency.

Learning Outcomes:

- Correctly explain the four elements of the save cycle and illustrate how they all link into delivering effective service excellence.
- Identify the impact that service excellence has on the business, the customer and yourself.
- Identify why different people within different generations may have different attitudes and ways of doing things.
- Define what rapport is, how to recognise it and how to use it to create customer excellence.
- Demonstrate the importance of first impressions and the impact the first seconds of a call can have on the outcome.
- Explain how communication is broken down into three factors and the importance attached to these factors.
- Identify the six key elements of the voice, highlight what opinions customers might form based purely on how we sound.
- Demonstrate the potential differing reactions brought about by positive, neutral and negative words and phrases.
- Develop your questioning skills so that you are able to ask the right questions in order to discover the customers need.
- Demonstrate how active listening contributes to delivering effective service excellence and the impact it can have on the business and the customer.



Delivering Powerful Presentations

Powerful presentation skills have been always rated as one of the most important soft skills for a successful working life. Well-developed presentation skills empower you to communicate clearly and effectively in a variety of contexts and settings.

This workshop aims to develop and enhance your ability to design and deliver impactful presentations targeting various audience styles. It will also sharpen your interaction skills with the customers handle their objections and sound more confident, competent and competitive.

Who Should Attend:

All those who wish to improve their presentation skills to a noticeable level using a strictly hands-on approach. The workshop-type course is particularly helpful for people who must deliver sales, business development or periodic presentations to senior management.

Learning Outcomes:

- Identify the main reasons of boring and ineffective presentations and how to overcome them.
- Prepare for a presentation using a systematic approach.
- Build a presentation using the triple S rule.
- Understand the importance of body language and apply the best practices to deliver a killer presentation.
- Understand the main causes of Public Speaking Anxiety (PSA) and identify effective strategies to manage them prior to presenting.
- Make use of the most widely available visual aids to support their presentations and make it visually appealing.





Developing High Performance

This programme will allow you to explore how leading people using a coaching style, delegates will begin to realise how they can empower others without feeling as though they are losing control, provide a positive stimulus for people to feel more motivated, set the right tone for a high- performance environment and challenge the performance of all employees, not just those who are under-performing.

Who Should Attend:

Managers and team leaders.

Learning Outcomes:

Understand the role as a developer of others.

Appreciate the value of coaching in relation to your preferred coaching.

Style

Identify the skills and qualities of a high performing coach.

Understand and apply the coaching for performance model and process.

Demonstrate the skills and behaviours required to be an effective coach.



Difficult Conversations

This programme is suitable for Managers and experienced Team Leaders who want to be able to confidently and proactively hold a 'difficult' conversation, thereby developing your ability to exert a positive influence, and enhancing accountability and ownership of issues and concerns. This workshop is highly participative and includes group discussions, activities and practical sessions with feedback.

Who Should Attend:

All staff at all levels of competency.

Learning Outcomes:

- Talk candidly about broken promises and the difference between what was expected and what was delivered. (We start off with good intentions. You need to be able to talk about these things openly)
- Stand your ground on touchy, confrontations and complex issues. (Hold your position whilst being flexible. Stand your ground, even with delicate, touchy and complex areas)
- Seek resolution and create trusting, long term relationships. (Building trust through openness. Being open/honest/straight forward with each other).

Effective Listening

This module will provide participants with the skills and knowledge to improve their ability to listen to others and to improve their effectiveness to remember more of a conversation. It explores internal and external barriers to listening and how to overcome these. It also explores the 4 listening styles allowing them to identify their style and the customer styles.

Who Should Attend:

All staff at all levels of competency.

Learning Outcomes:

- List the 4 learning styles.
- Identify barriers that get in the way.
- Demonstrate the use of advanced listening skills.



Key Account Management Programme

Every person will have their own leadership style; some like to delegate to their teams whilst others may want to micro-manage. Some leaders are more people focused, others more task focused. Some leaders are visionaries whilst others may be more focused on the job in hand. The Leadership programme is designed to provide individuals with the knowledge and skills necessary to become effective leaders in a range of settings. The programme covers a range of topics related to leadership, including leadership styles, communication, motivation, team building, and strategic planning. Some of the key topics covered in the programme include:

Who Should Attend:

Those responsible for managing face-to-face relationships with customers that have a significant impact on achieving the organisation's business objectives. The course is also valuable for managers and directors intending to implement a key account management strategy within their organisation.

Learning Outcomes:

- Recognising which customers are key accounts.
- Understand the scope of the key account management role.
- Recognise the stages of a key account relationship.
- Develop a strategic key account plan.
- Identify the potential in their customers.
- Use professional business analysis tools.

- Develop internal teams to meet the needs of key accounts.
- Identify and develop DMUs.
- Utilise internal resources in a virtual team environment.
- The impact of KAM on internal communication and customer records
- Develop a customer development strategy plan.





Presenting with Impact

Management is the art of getting things done. A presentation is a fast and potentially effective method of getting things done through other people. This workshop explores the skills required to deliver a presentation confidently in a manner that will engage the audience and communicate the key message clearly. The event is highly participative and requires the delegates to consolidate the learning by delivering a short presentation as part of the programme.

Who Should Attend:

Managers and line managers.

Learning Outcomes:

- Demonstrate an understanding of what makes a presentation effective and how to make a positive impact on our audience.
- Prepare and structure a presentation to communicate clearly and gain maximum effect.
- Demonstrate an awareness of the differing needs and levels of understanding of the audience.
- Select the appropriate visual aids and utilise them effectively.
- Deliver a presentation to colleagues demonstrating the skills discussed in the workshop.



Sales Strategy Programme

The Sales Strategy programme is designed to help individuals develop and enhance their skills in sales strategy development and execution. The programme covers a range of topics related to sales strategy, including market analysis, customer segmentation, sales planning, sales process management, and sales performance management. Some of the key topics covered in the programme include:

- Understanding the sales process and sales cycle
- Developing sales strategies and plans
- Analysing the market and identifying customer segments
- Creating value propositions and messaging
- Managing the sales process and performance

- **Developing sales strategies and plans:** Participants will be able to develop effective sales strategies and plans, including understanding the sales funnel, setting sales goals and objectives, developing sales forecasts, and creating sales budgets.
- **Analysing the market and identifying customer segments:** Participants will be able to analyse the market and identify customer segments, including understanding customer needs and wants, developing buyer personas, and segmenting the market based on customer characteristics.
- **Creating value propositions and messaging:** Participants will be able to create effective value propositions and messaging, including understanding the unique selling proposition, developing customer-centric messaging, and creating differentiation strategies.
- **Managing the sales process and performance:** Participants will be able to manage the sales process and performance, including implementing sales process management strategies, identifying and managing key performance indicators, and coaching and developing sales teams.

Who Should Attend:

The Sales Strategy programme is for any individual who needs to become more effective in developing and executing sales strategies in a range of contexts.

Learning Outcomes:

The learning outcomes of the Sales Strategy programme include:

- **Understanding the sales process and sales cycle:** Participants will be able to understand the elements of the sales process and sales cycle, including identifying prospects, qualifying leads, presenting solutions, handling objections, and closing sales.



Strategic Thinking in VUCA World

In a world where everything is constantly changing and there are a lot of disruptions, Strategic thinking is a key element for long-term business success. It involves defining a company objectives and strategy, creating plans to achieve these objectives, aligning business activities to support the objectives, and allocating the proper resources to achieve the objectives. A successful strategic process engages everyone in the ongoing strategy of an organisation, rather than just leaving it to individuals.

In this programme delegates will be provided with the appropriate frameworks, methods and tools that will assist them in analysing their own business challenges, developing their business strategy, and outperforming their competitors.

Who Should Attend:

This course is targeted to all line managers, team leaders and supervisors who are looking to grow their business by developing a holistic view of their industry and improving their competitive advantage.



Learning Outcomes:

- Acquire the skills to study and analyze the industry in which the business operates.
- Understand the competitive environment and identify possible threats and opportunities affecting the business.
- Recognize the strengths and weaknesses within the organisation and define a competitive edge.
- Identify various kinds of possible strategies within the organisation and select the best direction.
- Learn how to develop an action plan and define check points during implementation.
- Create an agile mind-set for employees to cope and adjust for possible changes.



Stress Management and Resilience Skills

Research done by the American Psychological Association (APA) reveals that 77 percent of adults regularly experience physical symptoms caused by stress. In fact, Stress is considered as one of the biggest challenges facing the workforce nowadays. Not only can these symptoms be seriously unpleasant, but they can also profoundly impact our health, our relationships, and our work.

The good news is that we can manage stress. In this workshop, we'll look at what stress is, common causes of it, and some techniques you can use to manage the symptoms of stress.

Who Should Attend:

This course is suitable for all those who wish to their stress management capabilities. The workshop-type course is particularly helpful for people who are prone to daily stress, and they want to cope with this situation by acquiring various coping techniques.

Learning Outcomes:

- Understand Stress, its types, Effects, and different phases.
- Learn about the skills, strategies, and techniques to cope with stress.
- Learn about the VIA character strengths and how they can be used to build resilience.
- Master time management skills and how to work more efficiently.
- Develop assertiveness skills and apply them resent information within agreed time limits.



Strategy in a Digital Landscape

Digitization is revolutionizing markets and redefining the rules of competition; it is transforming the way business is being performed today. Although the long-term impact of the digital revolution promises a bright future, the process is far from being linear and many businesses are at risk of falling behind. This situation poses a challenge for executives who need to carefully plan their strategic response to digital disruption. The question then is: If competitive advantage requires crafting a winning strategy, why do we spend so little time strategizing and all the time talking about the technology?

This programme rebalances these priorities and enables the participants to develop robust and meaningful technology-centred strategies. This programme is not about why you should digitally transform, it is about how you should transform and become more strategic. New practices and technologies continue to upend traditional business models, and this programme is designed to help executives understand this rapidly changing environment and make strategic choices. This programme offers tools and concepts that will help the participants to develop a strategic response which can turn digital threats into opportunities. It will enable participants to leverage digital opportunities to create competitive advantage and improve performance.

Who Should Attend:

Executives who are responsible for defining and implementing the strategic direction of an organisation, impacted by digital disruption or want to gain competitive advantage and transform their organisation.

Learning Outcomes:

- Describe the key questions and associated challenges to be addressed in formulating an organisation's digital strategy.
- Manage the strategy process and rethink strategy in the face of different challenges posed by digital disruption.
- Identify trends that have the potential to redefine competition and leverage digital opportunities to develop competitive advantage.
- Discover the meaning of value and how value analysis can help evaluate potential disruptions.
- Understand the concept of value creation and how it relates to customers' Willingness-to-Pay (WTP) in B2C and B2B contexts.
- Critically apply a range of tools and techniques for crafting strategic choice in the context of digital disruption.



Developing Individuals and Teams

Developing individuals and teams is highly crucial to the way organisations plan and carry out their work. An effective team can help an organisation achieve incredible performance which will ultimately translate into a sustainable competitive edge.

However, developing individuals and teams might be often narrowed down to assigning a training or a team building activity, whereas it has a much broader perspective. Developing high performance teams depend to a large extent on having a strong leadership, clear goals, selfless teamwork, innovation through constant learning and a winning culture.

Who Should Attend:

In this module, we aim to introduce the various team development tools that will help to improve teamwork and ultimately harness organisational performance.

Learning Outcomes:

- Establish a clear understanding of the key principles underlying leadership of individuals and teams.
- Learn about the various tools commonly used to Identify the current competencies of individuals and teams.
- Critically apply a range of tools usually used to develop the competencies of individuals and teams.
- Realize the importance of giving feedback to improve performance and the various tools used in that context.



Innovation Management

Innovation is a way to assure market differentiation that leads to organisational sustainability and growth. It is a workplace culture that assure happier, engaged and satisfied employees with higher retention rate. However, innovation as a term and practice is often misunderstood in most work culture dynamics where it is often placed as a term that is exclusively revolved around outputs related to new products. As a result, organisations often fail to create a workplace that contributes to innovation creating a roadway to risking sustainability and growth in a worldly dynamic known to be moving in a very fast pace.

Organisations around the world are adopting Innovation Management with tools that are relevant to the business needs, this is only because innovation does not have a one-size-fits-all solution.

Who Should Attend:

On successful completion of this module participants should be able to:

In this module, we aim to introduce innovation management to any staff that is interested in innovation and needs to understand innovation drivers, tools, phases and techniques.

Learning Outcomes:

- Establish a clear definition for innovation, innovation culture and innovation management and the different types of innovation.
- Clarify the difference between ideation and innovation as a process and a framework.
- Recognize that innovation is a key to competitive advantage as well as employee satisfaction, and therefore, organisation should encourage innovation through the different tools and techniques.
- Present an integrated view of the innovation skills, tools and techniques needed to successfully create a workplace with innovation mindset and practice.
- Follow a systematic process for defining a problem and integrate a preferred problem-solving style within their teams and workplace.

Stakeholder and Client Management

Stakeholder management is concerned with developing and maintaining good relationships with the people/parties having most impact on the work. Each category of stakeholders, from employees to investors, customers, the suppliers, and the media, is identified and analysed. Crafting a communication approach with each one in the right way is a must to keep stakeholders engaged and "on board."

Customer management is considered as part of stakeholder management. In such a highly competitive business environment, developing a customer-centric mindset has become the ABC of every business sustainability and growth. Customer management is concerned with defining the customer needs and expectations, analysing the customer journey, identifying the moments of truth, and trying to create the WOW factor at each touchpoint.

Who Should Attend:

Any staff involved in stakeholder and customer management.

Learning Outcomes:

On successful completion of this module delegates should be able to:

- Establish a clear understanding of stakeholders and their needs, and planning the proper relationship by conducting stakeholders' analysis.
- Understand the essence of customer service excellence and differentiate between internal and external customers.
- Learn how to analyse the concept of 'Moments of Truth' in relation to the service cycle and follow a systematic process to enhance the customer overall experience.
- Appreciate the importance of customer feedback and learn about policies and procedures to deal with customer complaints.



Operation Management

Operation Management is a field of management that is focused on designing, implementing, and controlling the processes that transform inputs into outputs. It is a critical function for any organisation, as it helps to ensure that resources are used efficiently and effectively to achieve organisational goals.

Who Should Attend:

The Operations Management programme is designed to provide participants who need a comprehensive understanding of the principles and practices of operations management, as well as the tools and techniques that are used to manage operations in different types of organisations. Some of the key topics covered in the programme include:

Operations strategy

Process design and analysis

Quality management

Capacity planning

Supply chain management

Inventory management

Lean management

Project management



Learning Outcomes:

- **Understanding of operations management concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of operations management, including the various tools and techniques used in the field.
- **Analytical skills:** Participants will be able to analyse operations processes and identify opportunities for improvement, using both qualitative and quantitative techniques.
- **Strategic thinking:** Participants will be able to develop and implement effective operations strategies that align with the goals of the organisation.
- **Communication and teamwork:** Participants will be able to communicate effectively with stakeholders at all levels of the organisation and work collaboratively in teams to achieve common goals.
- **Continuous improvement:** Participants will be able to identify opportunities for continuous improvement in operations processes and implement changes to improve efficiency and effectiveness.

Strategy Execution

The Strategy Implementation programme is designed to equip participants with the knowledge and skills required to implement strategic plans effectively. The programme covers a range of topics related to strategy execution, including organisational structure, culture, leadership, and change management. Some of the key topics covered in the programme include:

- Strategic planning and execution
- Organisational design and structure
- Leadership and culture
- Change management.
- Performance management
- Risk management
- Innovation and creativity
- Project management

Who Should Attend:

Any staff involved in strategy implementation.

Learning Outcomes:

- **Understanding of strategy implementation concepts:** Participants will be able to demonstrate a deep understanding of the principles and practices of strategy implementation, including the tools and techniques used in the field.

- **Analytical skills:** Participants will be able to analyse organisational structures and processes to identify opportunities for improvement and develop effective strategies for implementation.
- **Leadership and teamwork:** Participants will be able to lead and manage teams effectively, develop and implement change management strategies, and foster a culture of innovation and creativity.
- **Communication and stakeholder management:** Participants will be able to communicate effectively with stakeholders at all levels of the organisation and manage relationships with external partners and customers.
- **Continuous improvement:** Participants will be able to identify opportunities for continuous improvement in strategy implementation processes and implement changes to improve efficiency.



| Performance Management

The Performance Management programme is designed to provide participants with a comprehensive understanding of the principles and practices of performance management. The programme covers a range of topics related to managing employee performance, including setting performance goals, providing feedback, measuring performance, and implementing performance improvement plans. Some of the key topics covered in the programme include:

- Performance management frameworks and models
- Goal setting and alignment
- Performance measurement and evaluation
- Providing feedback and coaching
- Performance improvement planning
- Performance appraisal and reward systems
- Employee engagement and motivation
- Legal and ethical issues in performance management

Who Should Attend:

Any participant that requires the skills and knowledge necessary to help improve employee performance, increase engagement and motivation, and achieve their strategic goals.

Learning Outcomes:

- **Understanding of performance management concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of performance management, including the various tools and techniques used in the field.
- **Analytical skills:** Participants will be able to analyse employee performance and identify opportunities for improvement, using both qualitative and quantitative techniques.
- **Communication and coaching skills:** Participants will be able to communicate effectively with employees and provide constructive feedback and coaching to help them improve their performance.
- **Leadership and teamwork:** Participants will be able to lead and manage teams effectively, develop and implement performance improvement plans, and foster a culture of continuous improvement.
- **Legal and ethical awareness:** Participants will be able to understand the legal and ethical issues related to performance management and apply best practices to ensure fairness and compliance.



Project Management

Programme

The Project Management programme is designed to provide participants with a comprehensive understanding of the principles and practices of project management. The programme covers a range of topics related to planning, executing, monitoring, and controlling projects, including project scope, time management, cost management, quality management, risk management, and stakeholder management. Some of the key topics covered in the programme include:

Project management frameworks and methodologies

Project planning and scheduling

Project budgeting and cost management

Project quality management and assurance

Project risk management and mitigation

Project stakeholder management

Project communication and reporting

Project team leadership and management

Who Should Attend:

Any staff that requires the skills and knowledge necessary to plan and manage projects effectively, meet project objectives, and deliver value to stakeholders.

Learning Outcomes:

- **Understanding of project management concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of project management, including the various tools and techniques used in the field.
- **Analytical skills:** Participants will be able to analyse project requirements and constraints, identify project risks, and develop effective project plans.
- **Communication and teamwork:** Participants will be able to communicate effectively with stakeholders at all levels of the organisation and work collaboratively in teams to achieve project goals.
- **Leadership and decision-making skills:** Participants will be able to lead and manage project teams effectively, make informed decisions, and adapt to changing project requirements.
- **Continuous improvement:** Participants will be able to identify opportunities for continuous improvement in project management processes and implement changes to improve project efficiency and effectiveness.



Change Management Programme

The Change Management programme is designed to provide participants with a comprehensive understanding of the principles and practices of change management. The programme covers a range of topics related to managing organisational change, including change management frameworks and methodologies, change communication, stakeholder management, and change implementation. Some of the key topics covered in the programme include:

- Change management frameworks and models.
- Change communication and stakeholder management.
- Change impact assessment and readiness.
- Change implementation planning and execution.
- Resistance management
- Organisational culture and change
- Leadership and change management.
- Continuous improvement and sustainability



Who Should Attend:

Any staff that requires the skills and knowledge necessary to manage organisational change effectively, build and maintain stakeholder relationships, and achieve sustainable change outcomes.

Learning Outcomes:

- **Understanding of change management concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of change management, including the various tools and techniques used in the field.
- **Analytical skills:** Participants will be able to analyse organisational change requirements, assess change readiness, and develop effective change management plans.
- **Communication and stakeholder management:** Participants will be able to communicate effectively with stakeholders at all levels of the organisation and manage relationships with external partners and customers.
- **Leadership and teamwork:** Participants will be able to lead and manage teams effectively, develop and implement change management strategies, and foster a culture of continuous improvement.
- **Ethical and legal awareness:** Participants will be able to understand the ethical and legal issues related to change management and apply best practices to ensure fairness and compliance.



Quality Management (or Lean Six Sigma or Process improvements)

This programme aims to introduce managers to the practical and theoretical aspects of quality management and six sigma. The focus on quality management and six sigma is to ensure that service operations have the capability to consistently meet customer requirements.

This module provides several case studies and applications which have revealed significant contribution of quality to reducing costs and meeting customer requirements. Special attention will be given to how improve process and decision making and how to integrate Six Sigma data-driven problem-solving approaches used in the DMAIC methodology.



Who Should Attend:

Whatever type of organisation you work in (Bank, Pharmacy, Hospital, University, Industry, Insurance) most people recognise that reputation for quality is the key to achieving sustained competitive advantage (Oakland, Porter, 2004).

Learning Outcomes:

- Understand the role of quality management in the organisation's strategic vision to achieve customer focus and continuous improvement.
- Appreciate the complexity of managing the processes for the design and delivery of services and products.
- Experiment and use simple but effective key tools and techniques for process analysis and improvements.
- Examine quality specifications and costs.
- Understand the principles and use of the Lean six sigma DMAIC methodology.
- Provide guidelines and systematic approach for how to integrate Six Sigma data-driven problem-solving approaches used in the DMAIC.



Entrepreneurship Programme

The Entrepreneurship programme is designed to provide participants with a comprehensive understanding of the principles and practices of entrepreneurship. The programme covers a range of topics related to starting and growing a successful business, including opportunity identification, business planning, financial management, marketing, and innovation. Some of the key topics covered in the programme include:

Opportunity identification and evaluation

Business planning and feasibility analysis

Financial management and accounting

Marketing and sales management

Innovation and creativity

Risk management and entrepreneurship

Entrepreneurial leadership and management

Who Should Attend:

The Entrepreneurship programme is designed to prepare participants for careers as entrepreneurs, business owners, and managers in small and medium-sized enterprises.



Learning Outcomes:

- **Understanding of entrepreneurship concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of entrepreneurship, including the various tools and techniques used in the field.
- **Business acumen:** Participants will be able to analyse business opportunities, evaluate market demand, and develop effective business plans.
- **Financial literacy:** Participants will be able to understand financial statements, analyse financial data, and make informed financial decisions.
- **Marketing and sales skills:** Participants will be able to develop and implement marketing and sales strategies to reach target markets and generate revenue.
- **Innovation and creativity:** Participants will be able to generate innovative ideas, create value for customers, and differentiate their products and services in the marketplace.
- **Leadership and management:** Participants will be able to lead and manage teams effectively, delegate responsibilities, and make informed decisions to achieve business objectives.





Risk Management

The Risk Management programme is designed to provide participants with a comprehensive understanding of the principles and practices of risk management. The programme covers a range of topics related to identifying, assessing, and managing risks in organisations, including risk analysis, risk evaluation, risk mitigation strategies, and risk communication. Some of the key topics covered in the programme include:

- Risk identification and assessment
- Risk analysis and evaluation
- Risk mitigation strategies and techniques
- Risk monitoring and control

- Risk communication and reporting
- Regulatory and legal frameworks for risk management

Who Should Attend:

Any staff that requires the skills and knowledge necessary to identify and assess risks, develop effective risk management strategies, and communicate risk information to stakeholders, resulting in reduced risk exposure and improved organisational performance.

Learning Outcomes:

- **Understanding of risk management concepts:** Participants will be able to demonstrate a thorough understanding of the principles and practices of risk management, including the various tools and techniques used in the field.
- **Risk assessment and analysis skills:** Participants will be able to identify and assess risks, analyse the likelihood and impact of potential risks, and develop effective risk management strategies.
- **Risk mitigation and control skills:** Participants will be able to develop and implement risk mitigation strategies and control measures to minimize the impact of identified risks.
- **Communication and reporting skills:** Participants will be able to communicate risk information effectively to stakeholders, report on risk management activities, and develop effective risk communication plans.
- **Legal and regulatory awareness:** Participants will be able to understand the legal and regulatory frameworks for risk management, including compliance requirements and risk reporting obligations.



Cultural Transformation



The Cultural Transformation programme is designed to provide participants with a comprehensive understanding of how to create and manage cultural change within organisations. The programme covers a range of topics related to organisational culture, including culture assessment, culture change management, culture transformation, and leadership development. Some of the key topics covered in the programme include:

- Understanding organisational culture
- Assessing the current culture
- Creating a culture change strategy
- Developing a leadership development plan
- Managing cultural transformation
- Measuring the impact of cultural transformation

Who Should Attend:

Any staff that requires the skills and knowledge necessary to assess organisational culture, develop effective culture change strategies, and manage the process of cultural transformation to improve organisational performance and achieve strategic goals.

Learning Outcomes:

- **Understanding of organisational culture:** Participants will be able to demonstrate a thorough understanding of the importance of organisational culture and its impact on organisational performance.
- **Culture assessment skills:** Participants will be able to assess the current culture of an organisation, including identifying strengths and weaknesses, and understanding the cultural values and norms that drive behaviour.
- **Creating a culture change strategy:** Participants will be able to develop a culture change strategy that is aligned with the organisation's vision and goals.
- **Leadership development skills:** Participants will be able to develop a leadership development plan that fosters the necessary skills and competencies to manage cultural change within the organisation.
- **Managing cultural transformation:** Participants will be able to manage the process of cultural transformation within the organisation, including communicating the vision for change, engaging stakeholders, and building a culture of trust and collaboration.
- **Measuring the impact of cultural transformation:** Participants will be able to measure the impact of cultural transformation on organisational performance, including identifying key performance indicators and developing a framework for monitoring and evaluating the effectiveness of cultural change initiatives.

Process Improvement Programme

The Process Improvement programme is designed to provide participants with the skills and knowledge necessary to improve business processes within organisations. The programme covers a range of topics related to process improvement, including process analysis, process redesign, process management, and continuous improvement. Some of the key topics covered in the programme include:

Understanding business processes

Process analysis techniques

Process redesign methodologies

Process management strategies

Continuous improvement frameworks

Tools and techniques for process improvement



Learning Outcomes:

- **Understanding of business processes:** Participants will be able to demonstrate a thorough understanding of the importance of business processes and their impact on organisational performance.
- **Process analysis skills:** Participants will be able to analyse business processes using a range of techniques, including process mapping, flowcharting, and value stream analysis.
- **Process redesign skills:** Participants will be able to redesign business processes using methodologies such as Lean Six Sigma, Business Process Reengineering, and Total Quality Management.
- **Process management skills:** Participants will be able to manage business processes using a range of strategies, including process governance, process ownership, and process performance measurement.
- **Continuous improvement skills:** Participants will be able to develop and implement continuous improvement frameworks, including Plan-Do-Check-Act (PDCA) and Six Sigma DMAIC methodology, to drive process improvement and achieve strategic goals.
- **Tools and techniques for process improvement:** Participants will be able to use a range of tools and techniques to support process improvement initiatives, including process flow analysis, statistical process control, and root cause analysis.

Who Should Attend:

Any staff member that requires the skills and knowledge necessary to analyse, redesign, and manage business processes to improve organisational performance and achieve strategic objectives.

Managing Crisis

The Managing Crisis programme is designed to provide participants with the skills and knowledge necessary to effectively manage crisis situations within organisations. The programme covers a range of topics related to crisis management, including crisis planning, crisis response, crisis communication, and crisis recovery. Some of the key topics covered in the programme include:

- Understanding crisis management
- Crisis planning and preparation
- Crisis response and decision-making
- Crisis communication strategies
- Crisis recovery and evaluation
- Ethical considerations in crisis management



Who Should Attend:

Any staff that requires the skills and knowledge necessary to effectively manage crisis situations within organisations, minimize the negative impact of crises, and safeguard organisational reputation.

Learning Outcomes:

- **Understanding of crisis management:** Participants will be able to demonstrate a thorough understanding of the importance of crisis management and its impact on organisational performance and reputation.
- **Crisis planning and preparation skills:** Participants will be able to develop effective crisis management plans and procedures, including risk assessment, crisis identification, and crisis response protocols.
- **Crisis response and decision-making skills:** Participants will be able to respond to crisis situations with appropriate decision-making processes, including crisis communication strategies, crisis team management, and stakeholder engagement.
- **Crisis communication skills:** Participants will be able to develop and implement effective crisis communication strategies, including crisis messaging, media relations, and social media management.
- **Crisis recovery and evaluation skills:** Participants will be able to lead the recovery efforts following a crisis, including evaluating the effectiveness of the response, identifying areas for improvement, and implementing changes for future crises.
- **Ethical considerations in crisis management:** Participants will be able to identify and address ethical considerations in crisis management, including issues related to transparency, accountability, and responsibility.



Women as Leaders

The Women in Leadership programme is designed to provide female participants with the skills and knowledge necessary to succeed in leadership positions within organisations. The programme covers a range of topics related to women in leadership, including leadership styles, communication strategies, negotiation techniques, and career advancement. Some of the key topics covered in the programme include:

- Understanding gender and leadership
- Leadership styles and traits
- Communication strategies for women leaders
- Negotiation techniques for women leaders
- Career advancement for women in leadership
- Leadership development and coaching

Who Should Attend:

Female participants will have the skills and knowledge necessary to overcome gender-related barriers to leadership, develop effective leadership strategies, and achieve career success.

Learning Outcomes:

- **Understanding of gender and leadership:** Participants will be able to demonstrate a thorough understanding of the challenges and opportunities faced by women in leadership positions, including the impact of gender biases and stereotypes.
- **Leadership styles and traits:** Participants will be able to identify their own leadership style and traits, as well as those of others, and apply this knowledge to develop effective leadership strategies.
- **Communication strategies for women leaders:** Participants will be able to develop and implement effective communication strategies, including assertiveness and active listening, to overcome gender-related barriers and promote effective communication.
- **Negotiation techniques for women leaders:** Participants will be able to develop and apply effective negotiation techniques, including collaborative and integrative strategies, to overcome gender-related challenges in negotiations.
- **Career advancement for women in leadership:** Participants will be able to identify and navigate career advancement opportunities and challenges, including issues related to gender, bias, and work-life balance.
- **Leadership development and coaching:** Participants will be able to develop and implement leadership development plans and seek out coaching and mentoring opportunities to enhance their leadership skills and achieve career goals.



Executive Presence Programme

The Executive Presence programme is designed to provide participants with the skills and knowledge necessary to develop a strong and effective executive presence. The programme covers a range of topics related to executive presence, including communication skills, leadership skills, personal branding, and professional image. Some of the key topics covered in the programme include

Understanding executive presence

Communication skills for executive presence

Leadership skills for executive presence

Personal branding for executive presence

Professional image for executive presence



Who Should Attend:

Any staff that needs to develop a strong and effective executive presence, communicate and lead with confidence, and build a successful career as a leader.

Learning Outcomes:

- **Understanding of executive presence:** Participants will be able to demonstrate a thorough understanding of the concept of executive presence, including its impact on leadership effectiveness and career success.
- **Communication skills for executive presence:** Participants will be able to develop and implement effective communication strategies, including public speaking, nonverbal communication, and listening skills, to enhance their executive presence.
- **Leadership skills for executive presence:** Participants will be able to develop and apply effective leadership skills, including visioning, strategic thinking, and decision-making, to enhance their executive presence.
- **Personal branding for executive presence:** Participants will be able to develop and implement a personal branding strategy, including defining their unique value proposition, identifying their strengths and weaknesses, and promoting their personal brand.
- **Professional image for executive presence:** Participants will be able to develop and maintain a professional image, including dressing for success, grooming, and etiquette, to enhance their executive presence.

| Train the trainer Programme

The Train the Trainer programme is designed to equip individuals with the skills and knowledge necessary to design and deliver effective training programmes. The programme covers a range of topics related to training, including instructional design, training delivery, assessment and evaluation, and learning technologies. Some of the key topics covered in the programme include:

- Understanding adult learning principles
- Designing effective training programmes
- Delivering engaging training sessions
- Assessing and evaluating training effectiveness
- Incorporating learning technologies into training



Who Should Attend:

Any trainer that requires the skills and knowledge necessary to design, deliver, and evaluate training programmes that enhance learning and improve performance.

Learning Outcomes:

- **Understanding of adult learning principles:** Participants will be able to demonstrate a thorough understanding of the principles of adult learning, including how adults learn, their learning preferences, and how to design training programmes that meet their needs.
- **Designing effective training programmes:** Participants will be able to design effective training programmes, including setting learning objectives, selecting appropriate instructional methods, designing instructional materials, and developing assessments.
- **Delivering engaging training sessions:** Participants will be able to deliver engaging training sessions, including selecting appropriate delivery methods, creating a positive learning environment, facilitating learning activities, and managing the training process.
- **Assessing and evaluating training effectiveness:** Participants will be able to assess and evaluate the effectiveness of training programmes, including measuring learning outcomes, evaluating training delivery, and using feedback to improve training.
- **Incorporating learning technologies into training:** Participants will be able to incorporate learning technologies into their training programmes, including using e-learning platforms, creating online content, and using digital tools to enhance learning.



Influencing Skills

The Influencing Skills programme is designed to help individuals develop the skills and knowledge necessary to influence others effectively. The programme covers a range of topics related to influencing, including communication skills, persuasion techniques, and building relationships. Some of the key topics covered in the programme include:

- Understanding the principles of influence
- Developing effective communication skills
- Using persuasion techniques
- Building and maintaining relationships
- Overcoming resistance to change

Who Should Attend:

Any staff that requires to develop the skills and knowledge necessary to influence others effectively in a range of contexts.

Learning Outcomes:

- **Understanding of the principles of influence:** Participants will be able to demonstrate a thorough understanding of the principles of influence, including the factors that influence decision-making and the strategies for influencing others.
- **Developing effective communication skills:** Participants will be able to develop effective communication skills, including active listening, verbal and nonverbal communication, and feedback.

- **Using persuasion techniques:** Participants will be able to use persuasion techniques, including framing, social proof, and reciprocity, to influence others.
- **Building and maintaining relationships:** Participants will be able to build and maintain relationships, including developing trust, identifying common interests, and managing conflict.
- **Overcoming resistance to change:** Participants will be able to overcome resistance to change, including identifying and addressing objections, building support, and managing resistance.



Supply Chain Management Programme

The Supply Chain Management programme is designed to provide individuals with a comprehensive understanding of the supply chain process and the knowledge necessary to manage it effectively. The programme covers a range of topics related to supply chain management, including planning, sourcing, manufacturing, and distribution. Some of the key topics covered in the programme include:

Understanding the principles of supply chain management

Managing inventory and logistics

Building supplier relationships

Developing and managing supply chain processes

Managing risk in the supply chain

Who Should Attend:

Individuals who are required to manage the supply chain process effectively in a range of industries.

Learning Outcomes:

- **Understanding of the principles of supply chain management:** Participants will be able to demonstrate a thorough understanding of the principles of supply chain management, including the role of supply chain management in improving efficiency and reducing costs.

- **Managing inventory and logistics:** Participants will be able to manage inventory and logistics, including identifying demand patterns, forecasting inventory needs, and managing transportation and distribution.
- **Building supplier relationships:** Participants will be able to build and maintain relationships with suppliers, including developing supplier selection criteria, negotiating contracts, and managing supplier performance.
- **Developing and managing supply chain processes:** Participants will be able to develop and manage supply chain processes, including planning, sourcing, manufacturing, and distribution.
- **Managing risk in the supply chain:** Participants will be able to identify and manage risks in the supply chain, including assessing supply chain risks, developing risk mitigation strategies, and managing supply chain disruptions.





Procurement Programme

The Procurement programme is designed to provide individuals with the skills and knowledge necessary to manage procurement processes effectively. The programme covers a range of topics related to procurement, including procurement planning, supplier selection, contract management, and negotiation. Some of the key topics covered in the programme include:

- Understanding the procurement process
- Developing procurement strategies
- Conducting supplier selection and evaluation

- Managing contracts and relationships
- Negotiation skills for procurement professionals

Who Should Attend:

Individuals who are required to manage procurement processes effectively in a range of industries.

Learning Outcomes:

- **Understanding the procurement process:** Participants will be able to demonstrate a thorough understanding of the procurement process, including the steps involved in developing procurement strategies, conducting supplier selection and evaluation, and managing contracts and relationships.
- **Developing procurement strategies:** Participants will be able to develop procurement strategies, including identifying procurement needs, conducting market research, developing procurement plans, and selecting procurement methods.
- **Conducting supplier selection and evaluation:** Participants will be able to conduct supplier selection and evaluation, including developing supplier selection criteria, conducting supplier evaluations, and managing supplier performance.
- **Managing contracts and relationships:** Participants will be able to manage contracts and relationships, including developing contract terms and conditions, monitoring supplier performance, and managing contract changes.
- **Negotiation skills for procurement professionals:** Participants will be able to develop negotiation skills for procurement professionals, including identifying negotiation objectives, developing negotiation strategies, and conducting effective negotiations.

Strategy Formulation

Programme for Senior Leaders

The Strategy Formulation programme is designed to provide individuals with a comprehensive understanding of the process of developing and implementing effective business strategies. The programme covers a range of topics related to strategy formulation, including environmental analysis, strategic planning, resource allocation, and implementation. Some of the key topics covered in the programme include:

Environmental analysis and the role of strategy

Developing strategic plans and objectives

Resource allocation and prioritization

Implementation and execution of strategies

Performance measurement and evaluation



Who Should Attend:

Senior leaders responsible for strategy formulation

Learning Outcomes:

- **Understanding of the strategic planning process:** Participants will be able to demonstrate a thorough understanding of the strategic planning process, including the role of environmental analysis, developing strategic plans and objectives, resource allocation, and implementation.
- **Environmental analysis and the role of strategy:** Participants will be able to identify and analyse the internal and external factors that affect organisational performance, including industry trends, competitive forces, and the organisation's strengths and weaknesses.
- **Developing strategic plans and objectives:** Participants will be able to develop and articulate strategic plans and objectives, including setting long-term goals, identifying strategic initiatives, and developing action plans.
- **Resource allocation and prioritization:** Participants will be able to allocate resources effectively, including prioritizing strategic initiatives, developing budgets, and managing resources to achieve strategic goals.
- **Implementation and execution of strategies:** Participants will be able to implement and execute strategies effectively, including communicating strategies to stakeholders, monitoring progress, and making adjustments as needed.
- **Performance measurement and evaluation:** Participants will be able to measure and evaluate organisational performance against strategic objectives, including developing performance metrics, analysing performance data, and making recommendations for improvement.



Coaching Skills

The Coaching Skills programme is designed to provide individuals with the knowledge and skills necessary to become effective coaches. The programme covers a range of topics related to coaching, including the coaching process, communication skills, goal setting, feedback, and evaluation. Some of the key topics covered in the programme include:

- Understanding the coaching process
- Developing communication skills
- Setting goals and objectives
- Providing effective feedback
- Evaluating coaching outcomes

Who Should Attend:

Any staff in a leadership position.

Learning Outcomes:

- **Understanding the coaching process:** Participants will be able to understand the coaching process, including identifying areas for improvement, developing coaching plans, providing feedback, and evaluating outcomes.
- **Developing communication skills:** Participants will be able to develop effective communication skills, including active listening, questioning, and providing feedback.
- **Setting goals and objectives:** Participants will be able to work with clients to set goals and objectives that are specific, measurable, achievable, relevant, and time-bound (SMART).
- **Providing effective feedback:** Participants will be able to provide effective feedback to clients, including identifying areas for improvement, providing constructive feedback, and supporting clients in developing action plans.
- **Evaluating coaching outcomes:** Participants will be able to evaluate the outcomes of coaching, including measuring progress against goals and objectives, identifying areas for improvement, and making recommendations for future coaching.



| Negotiation Skills

This programme is designed to help individuals develop the skills necessary to negotiate effectively and achieve mutually beneficial outcomes. Negotiation is the process of communication between parties with differing interests, and the goal is to reach an agreement that satisfies both parties.

Who Should Attend:

Any individuals that want to become more effective negotiators, better communicators, and more successful in achieving their goals.

Learning Outcomes:

- **Understanding the negotiation process:** Participants will learn about the different stages of negotiation, from preparation to implementation, and gain a better understanding of the tactics and strategies involved.
- **Communication skills:** Participants will learn to communicate effectively, listen actively, and express their ideas clearly and persuasively.
- **Critical thinking and problem-solving skills:** Participants will learn to analyse complex situations and develop creative solutions to problems.
- **Emotional intelligence:** Participants will learn to recognize and manage their own emotions, as well as the emotions of others, in order to build trust and rapport during negotiations.
- **Conflict resolution:** Participants will learn to identify and manage conflicts that may arise during negotiations, and to resolve them in a constructive manner.
- **Relationship building:** Participants will learn to build positive and productive relationships with their negotiation partners, based on mutual respect and trust.





Sustainability Foundations

This programme is designed to educate individuals on the importance of sustainability and the actions they can take to promote a more sustainable world. Sustainability refers to meeting the needs of the present without compromising the ability of future generations to meet their own needs. A sustainability program typically focuses on teaching individuals about the three pillars of sustainability: social, economic, and environmental sustainability.

Who Should Attend:

All staff

Learning Outcomes:

- **Understanding of sustainability:** Participants will gain an understanding of what sustainability means and why it is important for the future of our planet.
- **Environmental awareness:** Participants will learn about the impact of human activities on the environment, including climate change, pollution, and resource depletion.
- **Social responsibility:** Participants will learn about the importance of social responsibility and the role they can play in promoting social sustainability, including social justice and equity.
- **Economic sustainability:** Participants will learn about the impact of economic activity on sustainability and how to promote sustainable economic practices, such as circular economy and fair trade.
- **Sustainable living:** Participants will learn practical tips and strategies for living a more sustainable lifestyle, including reducing waste, conserving energy and water, and choosing sustainable products and services.
- **Sustainable business practices:** Participants will learn about sustainable business practices, including sustainability reporting and sustainable supply chain management.

Operations Strategy

The development of an Operations Strategy within the organisation has been traditionally viewed as the missing link between operational activities and the realisation of the firm's business strategy. In many business sectors an Operations Strategy has now become commonly used to answer the key question, 'how can Operations contribute to the competitive advantage of the business?' Its purpose is to use the particular strengths that have been developed, or plan to be developed, within Operations as competitive weapons for the achievement of the overall aspirations of the business. It is about creating the operating competencies and capabilities the business may need now and in the future.

Who Should Attend:

One of the features of Strategic Operations Management is the extent to which it interacts with other management disciplines. Most of the people in an organisation will be in Operations and, therefore, Operations Managers have to work closely with the human resource management function. Most of the working capital and capital equipment in an organisation is the responsibility of the Operations Managers and so they must work closely with the accountants to ensure that costs are properly controlled. Marketing must ensure that Operations are aware of changing customer requirements in order to ensure that these are met. The Strategic Operations Management module will, therefore, be wide-ranging, taking into account the inter-actions between decisions in the Operations function and decisions in other areas of the business. The tools and concepts that will be covered in this module apply to both manufacturing and service operations.

Learning Outcomes:

This programme will introduce participants to the nature of Operations decision making. It commences with a framework for developing an Operations Strategy and then advances participants understanding of how operational processes must be designed to fit key operational performance criteria. The module will develop participant's understanding of how these processes may be designed and managed.



On completion of this programme, participants will be able to:

- Develop an Operations Strategy for organisations, identifying key operational performance criteria for each area of its activities.
- Evaluate the Operations strategic contribution to the development and implementation of successful business strategy.
- Appraise the critical issues faced by different organisations; demonstrate how to select the priorities for operational performance improvement and plan the means to bring about that improvement.
- Have confidence to deal with the management of change in Operations through understanding the critical transitions of both processes and people

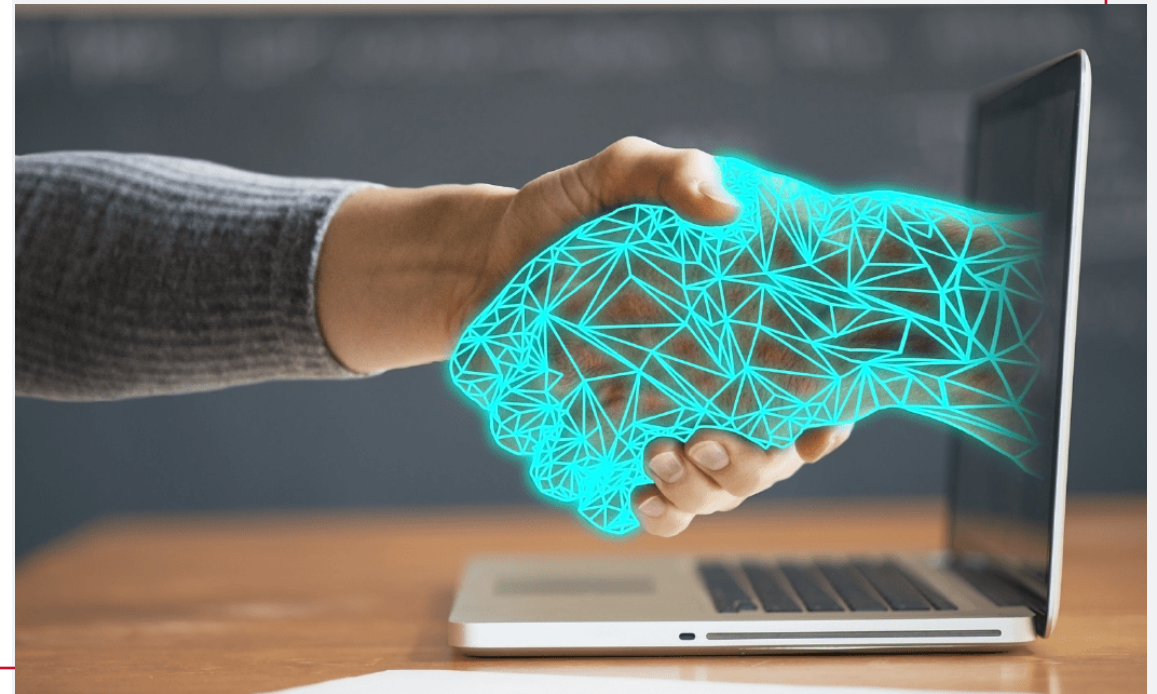


Operational Excellence and Innovation

Every organisation needs to develop innovative products, services and business models. As crucial (and often overlooked), is the need to develop innovative ways to deliver such products and services. Operational excellence and improvement refer to achieving high performance of operations to reduce costs, and improve quality. To meet these challenges and stay ahead of the competition, successful organisations must adopt innovation and operational excellence that consistently strives to set new standards, with entirely new ways of executing operational activities, to increase efficiency (doing things the right way) and improve effectiveness (doing the right things).

Who Should Attend:

Whether you work in the service, manufacturing, private or public sector, this programme will help you to be equipped with the knowledge, skills and behavioural competencies required to innovate new products and services and support operational excellence and contribute significantly to the bottom line of your organisation.



Learning Outcomes:

Innovation and operational excellence programmes will help your organisation find practical ways and provide you with the ability to:

- Analyse and improve processes and ensure all operational improvement activities are linked to the achievement of your organisation's strategic objectives.
- Apply the simple, robust, structured and proven tools & techniques to operational excellence.
- Review factors affecting choice of a NPD (New Product Development) / NSD (New Service Development) process using Agile methodology.
- Learn proven concepts, methodology and frameworks for innovating new product and service.
- Experience, gain valuable insights and reflect upon using an agile approach to NPD.

| Scale-up Plus Programme

The Entrepreneurial Scale-Up Plus programme is a comprehensive 18-week programme designed for owner-managers of businesses who are seeking to grow their business to the next level. This programme is designed to offer participants the support and resources they need to succeed in scaling their business while fostering a collaborative and inclusive community that encourages growth and innovation. The programme is structured in five modules, each of which is two days long, and it is designed to allow participants to continue to run their business while they participate.



Who Should Attend:

This programme is ideal for owner-managers of businesses that have been in operation for three or more years, with a staff of 5 to 50, and a turnover between £0.5m and £20m. Participants should have a strong desire to grow their business and be open to learning new skills and strategies that can help them achieve their goals.

Learning Outcomes:

- Develop a comprehensive strategy for scaling your business.
- Learn new skills in leadership, finance, marketing, and operations.
- Gain access to a network of like-minded entrepreneurs and business leaders.
- Better understand how to manage risk and uncertainty in the business environment.
- Identify sources of additional funding such as loans, grants, or venture funds.
- Improve your ability to make data-driven decisions and manage business performance.
- Develop a growth mindset and a culture of innovation within your business.
- Learn how to build and manage high-performing teams.
- Develop a strong personal brand and leadership style.
- Understand how to use technology and digital tools to drive business growth.
- Gain a deeper understanding of your customers and how to meet their needs.
- Improve your ability to communicate your vision and value proposition to stakeholders.
- Develop a sustainable business model that balances growth and profitability.
- Enhance your overall business acumen and become a more effective entrepreneur.

| Business Growth Programme

The Business Growth Programme covers the changing nature of business processes in the digital age and strategies to adapt to the evolving business landscape. Participants will investigate and implement appropriate strategies for customer acquisition, engagement, and retention in the context of a digital start-up. Additionally, participants will develop and deliver effective pitch presentations to secure funding and support for their digital start-up, leveraging effective communication and persuasion skills. By the end of this programme, participants will have gained the skills and knowledge necessary to successfully scale-up a digital start-up.

This Programme is designed to enable the participants learn how to develop effective business processes for early-stage digital start-ups, leveraging agile and lean methodologies. They will also learn to apply problem-solving, managerial, team building, negotiating, and creativity skills to solve real-world challenges faced by digital start-ups. Through case studies, guest lectures, and interactive learning activities, participants will gain practical experience in managing digital start-ups.

Who Should Attend:

- **Digital Entrepreneurs:** Individuals who have founded or are planning to start a digital start-up and want to gain knowledge and skills in scaling-up their business. This includes founders, co-founders, CEOs, and other key decision-makers in digital start-ups.
- **Business Owners/Managers:** Business owners or managers who are looking to transform their traditional business into a digital business or incorporate digital strategies into their existing business model. This includes owners or managers of small and medium-sized enterprises (SMEs) who want to learn how to leverage digital technologies to grow their business.
- **Digital Strategists:** Professionals involved in strategic planning and business development, such as product managers, marketing managers, or digital strategists, who want to enhance their skills in developing and implementing effective strategies for customer acquisition, engagement, and retention in the digital age.

- **Investors:** Investors who are interested in funding and supporting digital start-ups and want to gain insights into evaluating the potential of digital start-ups and their scalability.
- **Professionals in Innovation and Entrepreneurship:** Professionals working in the field of innovation, entrepreneurship, or business consulting, who want to enhance their understanding of digital start-ups and their growth strategies.
- **Individuals Interested in Digital Start-ups:** Individuals who are interested in digital start-ups, the changing landscape of business processes in the digital age, and want to gain knowledge and skills in managing and scaling-up digital businesses.

Learning Outcomes:

- Critically analyse the digital business landscape, including market trends and opportunities, and identify potential areas for innovation and disruption.
- Evaluate the key success factors for launching and scaling a digital start-up, including operational, legal, financial, marketing, production, and employment issues.
- Develop effective business processes for early-stage digital start-ups, leveraging agile and lean methodologies.
- Apply problem-solving, managerial, team building, negotiating, and creativity skills to solve real-world challenges faced by digital start-ups.
- Evaluate the changing nature of business processes in the digital age, and develop strategies to adapt to the evolving business landscape.
- Investigate and implement appropriate strategies for customer acquisition, engagement, and retention in the context of a digital start-up.
- Develop and deliver effective pitch presentations to secure funding and support for a digital start-up, leveraging effective communication and persuasion skills.



Design Thinking Process

Design thinking is a human-centered approach to problem-solving that emphasizes empathy, experimentation, and iterative learning. This three-day senior executive programme on design thinking will introduce participants to the design thinking process and equip them with the tools and techniques to drive innovation and create customer-centric solutions. Through a combination of lectures, case studies, and hands-on exercises, participants will learn how to apply design thinking principles to real-world business challenges and develop a mindset that embraces experimentation, collaboration, and continuous improvement.

Who Should Attend:

This programme is designed for senior executives, business leaders, and entrepreneurs who want to drive innovation and create customer-centric solutions. It is particularly relevant for those in roles such as:

- CEOs, CMOs, and other C-suite executives
- Heads of innovation, product development, and design
- Marketing and branding professionals
- Business owners and entrepreneurs

Learning Outcomes:

- Understand the principles of design thinking and how to apply them to real-world business challenges
- Develop a customer-centric mindset that prioritizes empathy and experimentation
- Learn techniques for ideation, prototyping, and iteration to drive innovation
- Gain hands-on experience working on a real-world design challenge
- Build skills in collaboration, communication, and leadership to drive organisational change
- Develop a roadmap for implementing design thinking in your organisation.



Innovation Design Thinking for Business Transformation

At [London Strategy Centre \(LSC\)](#) our approach to innovation includes creation of growth strategies, designing new products or services and looking into new business models that have the potential to change the game and generate significant new value. This programme aims to provide dynamic and experiential learning to enable executives to acquire and apply the knowledge, skills, understanding and behaviours required to promote innovation in their organisations.

This programme will allow the participants to take a road less travelled, by challenging the executives to look beyond the established business boundaries and facilitate an open minded, creative exploration of new opportunities. This interaction offers an environment to allow the participants of the programme to breathe fresh air and explore realities outside the realm of mundane, incremental product extension exercises.

At the heart of this programme are approaches that facilitate creativity and brainstorming new ideas. These incorporate principles of design thinking and promote a design thinking mind-set, which is in contrast to an analytical mind-set. The difference between the two is that the former supports intuitive reasoning, while the later follows the linear principles of traditional data driven planning and attempts to extrapolate the past in its effort to predict the future.

This intervention is concerned with the critical role of innovation in achieving strategic objectives at your organisation. Given the situation with COVID, organisations need a clear strategy to be successful and innovation will always be a critical component in the delivery of a sustainable strategy. This module is about the development of new products and services to deliver value to the customer at the lowest cost. It is also concerned with the creation of new processes and business models that will allow the organisation to sustain performance through changing technologies and environments.

Who Should Attend:

At LSC we believe innovation is cross functional, and innovators don't wear white coats. It is for anyone with decision making or departmental control who is looking at transforming their businesses and learning new ways of doing things differently at their workplace.

Learning Outcomes:

This programme is not about why you should innovate, it is about how you should innovate and transform your business. This programme is designed to help executives understand the rapidly changing environment which will help the participants to develop a strategic response in this ambiguous world and unleash innovative opportunities. It will enable participants to leverage design thinking skills to create competitive advantage and improve performance.



Leadership in Disruptive Times

This is our flagship executive development programme at [London Strategy Centre \(LSC\)](#). In today's disruptive environment we believe leadership development programmes need to focus more on the outcomes of leadership (direction, alignment, commitment), rather than the inputs of leadership (leaders, followers and goals).

This programme features a natural connection between leadership, strategy and innovation that provides for a conducive culture in today's successful organisations.

Our mission at LSC is transforming knowledge into action. We like to emphasise leadership acts and practices (which become habits and norms) as well as leadership behaviours; this is at the heart of our approach. Leadership is best learned by doing it!

Who Should Attend:

Executives who:

- are struggling to navigate in today's chaos
- want to move away from traditional leadership approaches, towards contemporary leadership acts and activities
- are leading an organisation or strategic business unit



Learning Outcomes:

Developing as a leader comes from developing what you do, not from developing what you know. And at the heart of developing your leadership practice is enhancing what you do to connect, influence and inspire at the individual, team and organisational level.

The three essential outcomes of leadership as identified by research are:

- **Direction** - the agreement in the organisation on overall purpose, goals and aims and their perceived value.
- **Alignment** - the organisation and coordination of knowledge and work. This may involve formal structures, standardized processes, control and reward systems or informal collaboration, communication and teamwork.
- **Commitment** - the willingness of individual members to subsume their own efforts and benefits within the collective effort and benefit.

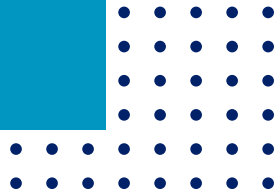


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in strategy, innovation and leadership



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