

Course Prospectus



At Lantern we believe in offering a tailored developmental service to meet the individual needs of our partners and clients but recognise that fundamental needs of people management and development remain fairly constant. The following courses have proven beneficial to organisations of varying size and type across all sectors and are designed to give a flavour of our service offering.

Purple titles are aimed at management and leadership positions whilst **red titles** are applicable to all. Further services are listed in **blue** at the end of this prospectus.

Personal and Professional Wellbeing for Managers and Leaders

Duration: 1 day

Target audience and overview: For anyone with a leadership role or line management responsibility for others. The course looks at how to manage yourself and your employees in order to improve service standards, productivity and the general wellbeing of yourself, your team and the organisation as a whole.

Course topics include:

- Mis-management impact – motivation and demotivation
- Diagnosing the needs – understanding difference between want and need
- Adaptation of style – situational leadership and leadership style preference
- Focus and time management – balancing input and output, prioritisation and focus
- Organisational and personal resilience – 5 steps to wellbeing
- Personal and professional development – action plans for the future

Communication and Influencing Skills

Duration: 1 day

Target audience and overview: A participative 1-day workshop style event for anyone with a requirement for effective communication and dissemination of information. We will look at the requirements for creating and sustaining productive professional relationships in and out of the workplace.

Course topics include:

- Benefits and requirements for effective relationships – building trust
- Communication skills – emotional intelligence
- Managing conflict – conflict vs challenge
- Difficult conversations - effective feedback
- Influencing skills – business proposal structure – effective 1to1 meetings
- Personal and professional development – action plans for the future

Stress Management and Personal Resilience

Duration: 1 day

Target audience and overview: For anyone who is interested in recognising and understanding the signs and impacts of stress with practical advice on how to assess and build personal resilience levels for themselves or the people with whom they live and work. This is a participative workshop style event with structured input and group discussion.

Course topics include:

- Understanding and managing stress – biology and psychology - fight or flight
- Understanding personal resilience – diagnosis of levels
- Developing and maintaining resilience – practical advice and easy to use techniques
- Building wellbeing – 5 steps to wellbeing – Hygge
- Action plans and personal development – action plans for the future

Management and Leadership fundamentals

Duration: 3-days

Target audience and overview: Those who wish to refresh the fundamental concepts of effective people management and leadership skills, those who are new to management roles and those who are being developed for future supervisory positions.

Course topics include:

- Reflective practice
- Working style analysis
- Mis-management
- Situational Leadership and adaptation
- Motivation factors
- Communication Skills
- Difficult conversations and conflict
- Effective feedback
- Organisational culture
- Challenging negativity
- Performance management
- Professional development
- Targets and development plans
- Coaching and mentoring skills
- Time management essentials
- 1to1 meetings

Inspirational Management and Leadership

Duration: 2 days

Target audience and overview: Those who have completed the Fundamentals of Management and Leadership course (or similar) with varied experience of management and leadership positions in order to contextualise and apply the material to their current role.

Course topics include:

- Accurate diagnosis
- Inspirational leadership
- Relationship development
- Influencing skills
- Change management
- Managing and building teams
- Personal and organisational resilience
- Identifying and understanding stress
- Wellbeing in the workplace

The Complete Management and Leadership Development Programme

Duration: 5 days

Target audience and overview: New or existing managers with responsibility for individuals or teams.

The journey of professional development is an ongoing one but this programme gives your colleagues all they need to start that journey with a solid and extensive foundation of practical knowledge and understanding in both supportive and challenging people management and inspirational leadership skills.

This programme combines both the Management and Leadership Fundamentals course with the Inspirational Management & Leadership course to create an all-encompassing 5-day programme which contains all the essentials to develop effective managers and leaders for your organisation.

Performance Management and Investigation Skills

Duration: 1-day

Target audience: Anyone who needs to manage performance of staff and undertake disciplinary investigations. The aim is to destigmatise these topics and get buy in for the importance and value of quality and consideration on the part of the manager/investigator.

Course topics include:

- Performance management process
- Preparations
- Mindset and Emotional Intelligence
- Investigations
- Planning, preparing and perspective
- Physical, environmental and psychological barriers
- Questioning and effective listening skills
- Report writing

Introduction to Coaching & Mentoring

Duration: 1 day

Target audience and overview: anyone with full or part responsibility for the support and development of others, a desire to understand the basics of the coaching and mentoring approach and when to use them to best effect.

Course topics include:

- Developmental cultures
- Coaching vs mentoring
- Effective relationships
- Development of trust
- Communication and listening skills
- Contracting
- GROW model
- Mindset and emotional intelligence
- Challenging and effective feedback

Customer Service Skills

Duration: 1 day

Target audience and overview: this course is for anyone providing products and services to customers or colleagues whether internal or external to the organisation. The day will look at fundamentals of customer service and equip delegates with knowledge and understanding required to deliver high quality service standards and create productive customer relationships.

Course topics include:

- Fundamentals of Customer Service
- Risks and Impacts
- Communication Skills
- Difficult conversations
- Handling complaints
- Effective relationships
- Unconscious Bias
- Emotional Intelligence

Remote Worker Wellbeing

Duration: half day

Target audience: Anyone with home based or blended off-site working arrangements. This input is designed to create a relaxed space to reconnect with the rest of the team and recharge the batteries.

Delegates are given the opportunity to contribute and share advice in a facilitated Zoom or classroom-based session which will be supplemented with practical tips on how to manage remote working whilst maintaining levels of personal wellbeing.

Course topics include:

- Recharge
- Connections
- Distractions
- Reframe
- Balance
- Routine
- Environment
- Definition of success

Training Skills – Design and Delivery

Duration: 2 days

Target audience and overview: Anyone with the desire or responsibility for creating and delivering effective training and development inputs to groups of people.

Course topics include:

- Understand motivational factors for learning
- Personal preferences
- Training methodologies
- Lesson planning
- Aims and objectives
- Visual elements
- Ice breakers and activities
- Assessment methods
- Managing nerves
- Practical peer assessed micro-teach
- Innovation case studies
- Feedback and analysis

Perfect Presentations

Duration: 1-day

Target audience: Anyone who needs to deliver engaging presentations to groups or at meetings.

Course topics include:

- Perfect presentations and common mistakes
- Planning – timing and mapping
- Learning styles
- Dealing with nerves
- Preparation and projection
- Visual aids – colour, handouts, flipcharts, PowerPoint, video
- Technology
- Top-tips!
- Post presentation support

Right Fit / Right Job Workshop

Duration: 1-day

Target audience: Anyone looking for advice and guidance on job hunting and interview skills. The session aims to prepare delegates for successful job hunting, application and interviews and to reduce anxiety and build confidence in all three areas.

Course topics include:

- CVs – format and contents
- Job hunting – advice and guidance
- Job sites – top sites and generic advice
- Application forms – contents and advice
- Interview technique – do's, don'ts and interview management skills
- Anxiety and nerves – understanding and managing nerves

NB: Delegates will be provided with workbooks for all programmes which include useful resources relevant to the session and beyond. For more information call 07786 163500 or email enquiries@lanterndevelopment.co.uk

Further Services

It's not just about training delivery! We also deliver a range of services which are aimed at organisational, individual and group development or support. These include:

Bespoke course creation

Duration: Whatever you like!

If the input you want is specific to your systems, procedures or organisational requirements, no problem! If it is within our gift to deliver, we are happy to write course material just for you! Our service package includes lesson plans, support materials, delegate workbooks and schemes of work for future use and audit purposes. We can deliver the package on your behalf, develop your local resources for self-sustainability or leave the package for use as you wish, the choice is yours!

Learning & Development Consultancy

Over 25 years in delivery and management of learning and development services and managerial experience across a wide range of organisations in public and private sector enables us to bring a unique perspective and insight to our consultancy services.

With expertise and experience of L&D and HR in large and small companies across the country, our trained and qualified consultant balances inquiry and advocacy to build effective and productive relationships. This allows us to fully understand the challenges your organisation faces and work with you to address the identified need and provide collaborative, long lasting and self-sustaining solutions. These could include development programme design, support systems analysis and course design or delivery.

Event Hosting and Meeting Facilitation

If not managed and controlled, the best meeting or workshop can go off at a tangent and not produce useful results. We work with our clients to fully understand the requirements and desired outcomes of the event and then agree the methodology for delivery. This enables us to manage and facilitate your event to create productive outcomes with the involvement and participation of your delegates.

Action based learning or interactive workshops on topics of relevance or concern for your organisation can create ownership-based solutions with increased impact whilst improving communication, building relationships and encouraging innovation. These events are particularly useful for senior leadership teams to focus their thinking, translate strategy into operational implementation and continue their own learning and development.

Personal Development Coaching

At Lantern we firmly believe that the best answers come from within and do not presume to have the solutions to all life's woes! We can however, provide a supportive and non-judgemental opportunity to talk through and explore the issue at hand and create a realistic and achievable plan together which will meet your defined goals or aspirations.

Coaching is a non-directive form of support which focuses on a specific topic, for example personal or professional development. The success of any coaching interaction starts with honest and effective communication and from there comes the generation of trust which will allow you to build an effective relationship with your coach. We usually explore the subject through conversation, identify outcomes and create a plan for how to move forward. We would then meet on a predetermined basis to check up on progress or discuss new challenges.

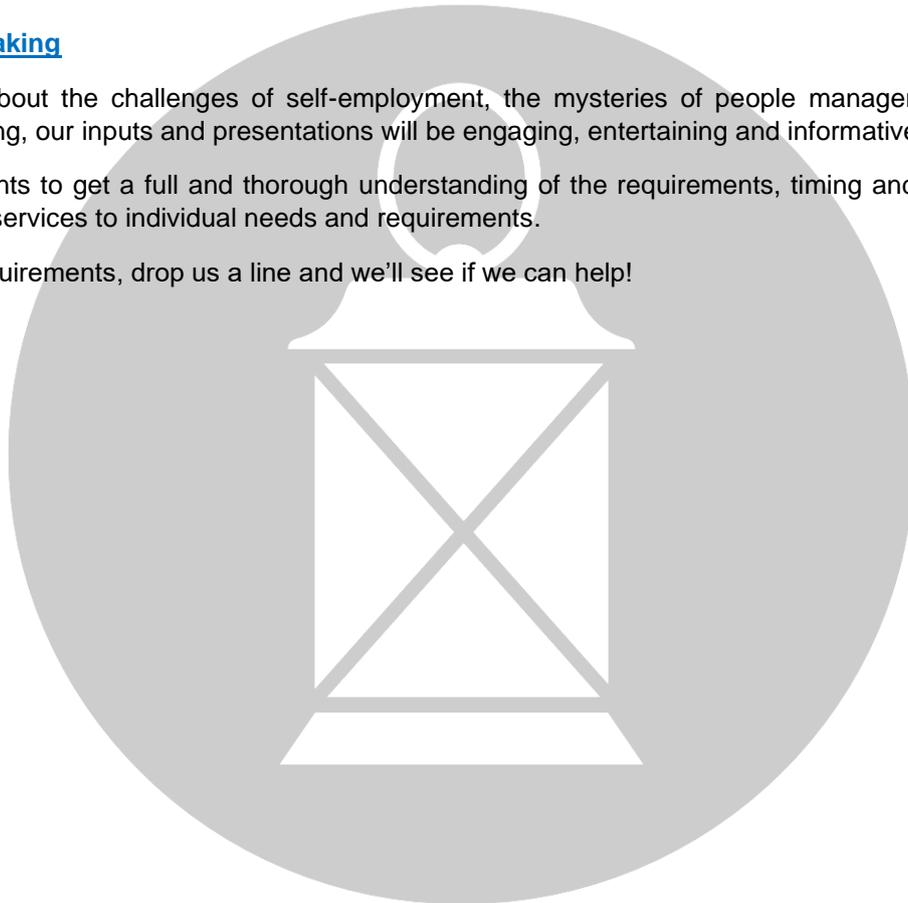
These interventions can be delivered for individuals or as part of a wider developmental initiative with 3-way contracting at the outset between the manager or sponsor, the individual and the coach. This allows us to ensure the scope and outcomes of the sessions balance organisational and individual needs and requirements.

Motivational Speaking

Whether talking about the challenges of self-employment, the mysteries of people management or the joys of business networking, our inputs and presentations will be engaging, entertaining and informative!

We meet with clients to get a full and thorough understanding of the requirements, timing and target audience in order to tailor our services to individual needs and requirements.

Whatever your requirements, drop us a line and we'll see if we can help!



For more information on any of these products or services call Phil Hutchinson on **07786 163500** or email enquiries@lanterndevelopment.co.uk

