

Lantern Course Prospectus



At Lantern I believe in offering a tailored developmental service to meet the individual requirements of my partners and clients, but I recognise that fundamental needs of people management and development remain fairly constant. The following selection of courses have proven beneficial to organisations of varying size and type across all sectors and should give a flavour of the services I offer.

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 and your team whilst maintaining your duty of care.

Course topics include:

- Duty of Care - understanding and meeting your legal and ethical duty of care responsibilities
- Diagnosing the needs – adaptation of style, situational leadership and mismanagement
- Organisational and personal resilience – measuring and building resilience
- Understanding Stress - identifying and managing the signs and impacts of stress
- Personal and professional development – action plans for the future

Communication and Influencing Skills for Managers & Leaders

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 – how to build trust
- Effective communication - advanced communication skills
- Managing conflict – conflict vs challenge
- Influencing people – Effective Feedback and meeting management
- Business proposals – structure and content
- Professional development – organisational, departmental and personal planning

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 and preparations
- Mindset and Emotional Intelligence
- Investigations: planning, preparing and perspective
- Physical, environmental and psychological barriers
- Questioning and effective listening skills
- Report writing and ACAS resources

Fundamental Management and Leadership Skills

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
- Psychology of trust
- Working style analysis
- Mis-management and adaptation
- Motivation factors and job satisfaction
- Advanced communication skills
- Difficult conversations and conflict
- Effective feedback
- Professional relationships
- Organisational culture
- Management vs Leadership
- Challenging negativity and performance management
- Managing and building teams
- Targets and professional development
- Coaching and mentoring skills
- Time management essentials
- 1to1 meetings and appraisals

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 skillset
- Productive relationships and influencing skills
- Business reporting
- Importance of equity & valuing difference
- Organisational culture change
- Responsibility and accountability
- Translating strategy into action

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, impactful and inspirational managers & leaders for your organisation.

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 and conflict
- Internal & external customers
- Effective relationships and trust
- Unconscious Bias
- Emotional Intelligence

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 of fight, flight & freeze
- Understanding personal resilience – diagnosis of levels
- Coping strategies and effective rest
- Influence and control
- Developing and maintaining resilience – practical advice and easy to use techniques
- The way to wellbeing
- Building confidence and self-efficacy
- Reframe and Hygge
- Action plans and personal development – action plans for the future

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
- Target setting

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 and handouts
- Dual encoding
- Ice breakers and activities
- Assessment methods
- Managing nerves
- Assessment and evaluation
- Practical peer assessed micro-teach
- Innovation case studies
- Feedback and analysis
- Hints and tips for success

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, timings and mapping
- Learning styles
- Dealing with nerves
- Psychological barriers
- Self-limiting beliefs
- Preparation and projection
- Visual aids – colour, handouts, flipcharts, PowerPoint, video
- Technology
- Post presentation support

Time Management Workshop

Duration: half-day

Target audience: Anyone wanting to improve effectivity and efficiency of their time management.

Course topics include:

- Accurate diagnosis
- Prioritisation & habits of behaviour
- Understanding procrastination
- Productivity system
- Getting Things Done
- Capacity & culture

Trust Based Relationships

Duration: half-day

Target audience: Anyone looking to build productive effective, and long-lasting relationships with their colleagues, clients or customers for increased service standards, sales or support.

Course topics include:

- The psychology of trust
- Cascade impact and effects
- Relationship development tools
- Effective Communication skills
- Management and maintenance

Attract, Retain and Grow your Talent Workshop

Duration: half-day

Target audience: Organisations wanting to attract retain and develop their talent for sustainable growth.

Course topics include:

- Benefits and outcomes
- Attraction – Motivation, changing landscapes and understanding your message
- Retention – Leading by example, embedding values and building relationships
- Development – Developmental cultures, fundamental pillars and personalised plans
- Building your People Strategy

Building Blocks for Business

Duration: half-day

Target audience: Anyone considering making the transition to self-employed entrepreneur or small business owner.

Course topics include:

- Want vs Need and work life balance
- Financial considerations
- Business Planning
- Networks and connections
- Pace and reward
- Flexibility & Resilience



NB: Delegates will be provided with workbooks for all programmes which include useful resources relevant to the session and their ongoing personal & professional development.

Further Services

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

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 me to bring a unique perspective and insight to my consultancy service.

With expertise and experience of L&D and HR in large and small companies across the country, I am a trained and qualified consultant who balances inquiry with advocacy to build effective and productive relationships. This allows me 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. I work with my clients to fully understand the requirements and desired outcomes of the event and then agree the methodology for delivery. This enables me to manage and facilitate your event to create ownership-based solutions and productive outcomes with the involvement and participation of your delegates and attendees.

That's not all! I have also looked after evening dinners, panel led discussions, music events and comedy clubs!

Personal Development Coaching

I firmly believe that the best answers come from within and do not presume to have the solutions to all life's woes! I can however, provide a supportive and non-judgemental opportunity to talk through and explore the issues at hand and create a realistic and achievable plan with you to 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 or mentoring 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. I 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, my inputs and presentations will be engaging, entertaining and informative!

I have hosted comedy nights, business networking events, delivered panel style Q&A sessions and participated in celebratory awards ceremonies to name but a few. If you think you might need some support with your event, drop me a line and I will come and chat things through to get a full and thorough understanding of your requirements, timings and target audience in order to tailor the service to your specific needs and requirements.

Professional Networking

It's a love/hate thing for some people but the success or failure of your networking event often comes down to the planning and hosting – or lack thereof! I have delivered inputs to networking groups and hosted events both for other organisations and for myself and I can say that no one-size fits all. If you want your group or event looking after or an input on ethical networking, give me a shout and I can tailor the input or event to the purpose of the group.

Team Building

Whether swinging through the forest in a tree top adventure, building rafts in a country park or running around the offices on a scavenger hunt with colleagues, any successful event works best when hosted, facilitated and looked after by an approachable, engaged and passionate professional.

I have designed and managed numerous events for all types of organisations ranging from team building to assessment centres and always ensure that the activities match the desired outcomes or aims of the session. This could be a 2-hour activity at your place of work or a two-days residential in the grounds of a hotel or country park! Whatever your requirements, drop me a line and I'll see if I can help!

Pick Your Own!

If the input you want is specific to your systems, procedures or organisational requirements, no problem! If it is within my gift to deliver, I am happy to write a course just for you! My complete service package includes the lesson plans, support materials, delegate workbooks and schemes of work for you to keep for future use and audit purposes.

I can deliver the input on your behalf, develop your local resources for self-sustainability or leave the materials with you for use as you wish, the choice is yours! Simply review the list of topics and specialisms below and I will create a package bespoke to your individual or organisational needs:



Action Centred Learning Sets	Mediation services
Appraisals or development reviews	Motivation and engagement
Assessment centres	Networking & connections
Attraction and retention	Organisational development
Challenging negativity	Performance management
Change management	Personal resilience
Coaching and mentoring skills	Planning and conducting interviews
Consultancy skills	Public and inspirational speaking
Culture change	Recruitment interviews
Customer service	Relationship management
Delivering presentations	Remote and home working
Difficult conversations and complaints	Sales relationships
Disciplinary investigations	Senior and strategic leadership support
Diversity and equity	Stress management
Effective communication skills	Talent management
Event hosting	Targets and development planning
Giving/receiving feedback	Team management
Individual development sessions	Team building and facilitation
Influencing skills	Time management
Inspirational leadership	Training design and delivery skills
Job hunting skills	Wellbeing in the workplace
Management Development	Working style analysis

For more information on any of these products, services or costs

please just call **Phil Hutchinson** on **07786 163500**

email enquiries@lanterndevelopment.co.uk

or visit www.lanterndevelopment.co.uk

