

# The Lantern Course Prospectus 2026



Whilst I believe in offering a tailored developmental service to meet the individual requirements of my partners and clients, I also recognise that fundamental needs of people management and development remain fairly constant across all organisations. Whilst not exhaustive, 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 can offer you at Lantern.

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



## High Performance Leadership

Duration: 2 days

Target audience and overview: Experienced senior managers and leaders who want a recap or refresh on the requirements for increased performance, productivity and sustainable, future-proofed growth of their teams.

Course topics include:

- Inspirational leadership attributes
- Getting the best from your people
- Psychology of team formation
- Requirements for delegation
- Coaching and mentoring skillsets
- Organisational Development diagnostic tool
- Influencing organisational culture
- Leading through change
- Employee wellbeing – the moral & legal duty of care



## 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 statutory and ethical 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



## Performance Management and Investigation Skills

Duration: 1-day

Target audience: Anyone who needs to manage the performance of staff, deal with negativity 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, Unconscious Bias and Emotional Intelligence
- Support vs challenge and handling negativity
- Investigations: planning, preparing and perspective
- Questioning and effective listening skills



## Fundamental Management and Leadership Skills

Duration: 3-days

Target audience and overview: Those who wish to develop or refresh the fundamental concepts of effective people management and leadership skills. This course is applicable for existing managers and leaders, those who are new to management roles or 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
- Organisational culture
- Targets and professional development
- Coaching and mentoring skillsets
- Management vs Leadership
- Challenging negativity and performance management
- Managing and building teams
- 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 and managing change
- Supportive challenge
- Responsibility and accountability
- Vision and values -translating strategy into operational



## The Complete Management and Leadership Development Programme

Duration: 6 days

Target audience and overview: New or existing managers and leaders 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 or continue 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 “complete” programme combines the Fundamentals of Management and Leadership with the Inspirational Management & Leadership course, and adds the Stress Management, Personal Resilience and Wellbeing inputs to create an all-encompassing 6-day programme which contains all the essentials required to develop effective, impactful and inspirational managers & leaders for any organisation.



## Organisational Psychology

Duration: 1-day

Target audience: Current or prospective leaders, managers, key stakeholders or influencers - anyone who wants to understand and get the best out of their people in a formal or informal setting.

To change or affect a thing you must understand the thing first. Understanding people is key to the success of your business venture or project and this course aims to shed a little light on the peculiarities of human behaviour.

Course topics include:

- The development of Organisational Culture
- The value of values and how to influence others
- Psychology of team formation
- Understanding challenging behaviour and negativity
- Managing the monkey brain
- Evolutionary psychology vs modern behaviour
- Understand and providing for wants and need
- Evaluating you – understand yourself to understand others



## Business Leadership

Duration: 1-day

Target audience: Whether the formal leader or key influencer in your existing or planned small/medium business and organisation, this workshop creates space to consider the fundamental requirements in order to achieve your personal definition of success.

Set the strategy, set the example and set the way forward.

Course topics include:

- Pillars of success – the business needs
- Organisational or departmental strategy
- Skills and values diagnostic
- Inspirational leadership and ruinous empathy
- Understanding the requirement
- Balance and recharge regimes
- Developmental action plans



## Advanced 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 productive professional relationships in and out of the workplace and how to build those relationships whilst handling difficult conversations.

Course topics include:

- Benefits and requirements for effective relationships
- The psychology of trust
- Effective communication - advanced communication skills
- Managing conflict – conflict vs challenge
- Influencing skills and problem-solving techniques
- Effective feedback and difficult conversations
- Business proposals, structure and content
- Professional development – organisational, departmental and personal planning



## **Developing People - 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
- Communication and listening skills
- Contracting
- GROW model
- Mindset and emotional intelligence
- Challenging and effective feedback
- Target setting
- Evaluation & review
- Development requirements diagnostic tool



## **Dealing with Conflict, Challenge and Difficult Conversations**

Duration: 1 day

Target audience: Anyone wanting to reduce fear or anxiety and improve relationships via the preparation and delivery of difficult or challenging conversations with clients, colleagues, customers family or friends.

Course topics include:

- Benefits and requirements for effective relationships - the psychology of trust
- The Stress effect – biological and psychological impacts
- Advanced communication skills - the communications pyramid
- Managing conflict – conflict vs challenge mindset
- Emotional Intelligence and Transactional Analysis
- Difficult conversations planning tool
- The Effective feedback model
- Problem solving and influencing skills
- *See below for optional add-on!*



## **Dealing with Difficult Conversations – Practical Application**

Duration: 1 day \*

As an addition to the above module or as a stand-alone exercise, this session takes the principles of difficult conversation and develops practical skills through real-time application.

Different situations and scenarios can be developed based on local challenges or commonly encountered issues to give your delegates the chance to observe and practice how to prepare and deal with the difficulty in a safe learning environment.

External role players are used to create real life challenges to enhance the learning experience and the combination of professional and peer assessment allows the group to bond and learn together under careful supervision of long-standing experts who will manage and support the whole process.

*\* Duration depends on delegate numbers and the volume of practical scenarios required but this can be discussed and agreed with your trainer prior to delivery to ensure the best outcomes for you and your team.*



## **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
- 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 and psychological barriers
- Self-limiting beliefs
- Preparation and projection
- Visual aids – colour, handouts, flipcharts, PowerPoint, video
- Post presentation support



## **Judging the Book by its Cover – A Customer Service Workshop**

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, increase sales and create productive long-lasting customer relationships.

Course topics include:

- Fundamentals of Customer Service
- Risks and impacts
- Communication skills
- Handling complaints and conflict
- Internal & external customers
- Effective relationships and trust
- Unconscious Bias & Emotional Intelligence
- Contextualisation and action plans



## **Get Stressed! - 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 and developing personal resilience – diagnosis of levels
- Coping strategies and effective rest
- Influence, control and the way to wellbeing
- Building confidence and self-efficacy



## **The Revolving Door – How to Attract, Retain and Grow your Talent**

Duration: half-day

Target audience: Organisations wanting to attract retain and develop their talent for sustainable growth. People can literally make or break our organisations and in order to achieve the former and avoid the latter, we need to consider how we attract, retain and develop our most valuable resource.

Course topics include:

- Primary Principles – benefits and blockers
- Part 1: Attraction - Motivational Factors, Job Satisfaction, Communication and Transmission vs Reception
- Part 2: Retention - Reflective Practice, Emotional Intelligence, Trust-based Relationships
- Part 3: Development - Personal Development Plans, Organisational Development and Talent Management



## **Building 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
- 5-steps to Influencing People and solving problems



## **Making Time! - A Time Management Workshop**

Duration: half-day

Target audience: Anyone wanting to improve effectivity and efficiency of their time management for improved productivity and performance.

Course topics include:

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



## **Onboarding and Induction**

Duration: half-day

Target audience: Anyone wanting some support with the delivery, development or review of their local process and procedures for new employees or delegates.

Course topics include:

- Setting the scene, setting the tone and setting the standards
- Sharing vision, values and expectations
- High challenge and high support
- Central vs local induction - What they *all* need to know and what *individuals* need to know



## **Develop Yourself!**

Duration: half-day

Target audience: If you tend to forget your own self-development, this course may be for you! Take some time out to consider the difference between your wants and needs and create tangible plans for achievement thereof.

Course topics include:

- Definition of success
- Motivational self-analysis
- Growth model
- Learning preference
- Personalised development plans



## **EQNQ – Emotionally Intelligent Networking!**

Duration: half-day

Target audience: Anyone who has to create and maintain networks of connections and colleagues or attend networking events and pitch for business and new connections

Course topics include:

- Understanding how people think
- The importance of trust
- The secrets to effective communication
- Understanding how people buy
- Pitching purpose and the difference between features vs benefits



***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

With 25 years experience of L&D and HR in large and small companies from public and private sectors 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!

### 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.

### Secret Shopper and Customer Service Evaluations

I work with several different organisations to test their front-facing operations and evaluate their customer service offerings against an agreed criteria for success. This can be done via telephone enquiries or in person testing and site visits. The client then receives a comprehensive report detailing all my findings and any issues encountered, with contextualised operational suggestions for improvement or development.

### 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!

### 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.

## Personal Development Coaching

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.

## 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:

- 1to1 personal/professional development
- Action Centred Learning Sets
- Analysis and adaptation of style
- Appraisals or development reviews
- Assessment centres
- Attraction and retention of talent
- Challenging negativity
- Change management
- Coaching and mentoring skills
- Consultancy skills
- Culture change
- Customer service
- Delivering presentations
- Difficult conversations and complaints
- Disciplinary investigations
- Diversity and equity
- Effective communication
- Event hosting
- Giving/receiving feedback
- Individual development sessions
- Influencing skills
- Inspirational leadership
- Mediation services
- Mis-Management impacts
- Motivation and engagement
- Networking & professional relationships
- Organisational development
- Performance management
- Personal resilience
- Planning and conducting interviews
- Problem solving
- Public and inspirational speaking
- Recruitment interviews
- Remote and home working
- Senior and strategic leadership support
- Stress management
- Talent management
- Targets and development planning
- Team management
- Team building and facilitation
- Time management
- Training design and delivery skills
- Trust-based relationships
- Wellbeing in the workplace

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

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