

# 7 STEPS TO MODERN MANAGEMENT

—  
a customisable 7-day  
modular programme



RIGHTTRACK  
WE BELIEVE IN BRAVE



# Hello, We're RightTrack Learning...

A second-generation family business with more than three decades' experience designing and delivering innovative, tailor-made and results-orientated Management & Leadership development solutions.

We are team of learning & development specialists, qualified executive coaches, project management experts and professional actors who work collaboratively with organisations to build the kind of Leadership development that hearts and minds and drive long-lasting change.



## MEET KASMIN

If you have any questions about your organisation's Management and Leadership development or any other training programmes we provide, book a meeting with Kasmin.

**BOOK A MEETING**

# We've Done This Before...

Since being founded in 1988, we are lucky enough to have worked with a long list of organisations, across every imaginable sector, including these familiar names:



Dublin Bus



# More than Just Training...



## Training & Workshops

- In-person, live-virtual or blended
- Full-day, half-days or bite-sized learning
- Customised content to align with your people development objectives, company values, processes and sector
- Different content for different roles & levels of seniority
- One-off programme or a modular approach
- Training manuals and train-the trainer for in-house delivery



## Project Enhancements

- Institute of Leadership accreditation & certification
- Professional actors to bring scenarios to life and role play behaviours and skills
- High-impact launch event and certificate ceremony
- Practical, work-based learning transfer assignments
- Data insights through our complimentary 'Culture Diagnostic'
- Leadership psychometrics
- 360-degree evaluation
- One-to-one Coaching



## Added Value

- Two-Way Onboarding Meeting
- Customised training for your organisation and people
- 'Momentum Meetings' to check-in throughout a project
- Evaluation reports
- RightTrack Learning Certificates *(additional fee for Institute of Leadership certificates)*



# 7 Steps to Modern Management

Traditional management methods are being challenged as people managers are increasingly expected to demonstrate contemporary leadership traits. Hierarchical organisations are shifting towards flatter structures, autocratic micromanagement has been dropped in favour of a more collaborative approach, and annual appraisals are expected to be supported by day-to-day performance management. Managers everywhere are finding themselves with more responsibilities and pressure, leading diverse and often dispersed, virtual or hybrid teams.

RightTrack Learning's 7 Steps to Modern Management is an Institute of Leadership & Management approved programme made up of seven flexible modules. In its original form, each module is one-day duration, but both content and structure can be modified to address specific developmental or logistical considerations. Modules can be swapped, added or removed and content can be adjusted for new and experienced managers alike.

**Optional - Escape Room Launch** Option to kickstart the programme with a high-impact launch in an Escape Room to set expectations, dissolve barriers, and start to understand how individuals work in the context of a team.

**Module 1 - Understanding Myself As A Leader** Enhanced by Myers Briggs psychometric for increased self-awareness, we explore what drives our behaviour, and how we can interact with others and lead more effectively?

**Module 2 - Influential & Collaborative Communication** We explore how to share information, communicate ideas, and influence effectively with the Colour of Communication self-profiling tool to create a common language (and add a bit of fun.)

**Module 3 - Managing People & Teams in a Hybrid World** We use professional actors to facilitate the exploration of how to manage people day-to-day to create consistently high-performing teams.

**Module 4 - Coaching for High Performance** A highly practical module that explores how we can play more on pull, rather than push, methods to develop and coach others to become the best they can be.

**Module 5 - Inclusively Leading Diverse Teams** Using professional actors we bring to life the micro-behaviours and explore assumptions that might impact how we performance manage and build rapport.

**Module 6 - Managing Change With Agility & Resilience** An experiential module where delegates are immersed in a complex business simulation to explore how to drive and successfully embed change.

**Module 7 - Self-Management & Personal Effectiveness** Finally, we explore how to we can utilise forward-thinking concepts around habits, time, wellbeing and personal resilience to become agile, robust and efficient individuals in a fast-paced world.



# HellermannTyton **Developing leaders for global manufacturer**

With a vision to continually develop their people, HellermannTyton appointed RightTrack Learning as their people development partner to design and deliver learning solutions aligned with their people strategy. Having already launched a D&I programme, we expanded learning opportunities by rolling out a modular Team Leader programme comprising:

- Bespoke content aligned to HellermannTyton's objectives
- 7 interactive, in-person modules
- Practical work-based assignments to support transfer of learning
- Institute of Leadership accreditation and certificates for added credibility
- And, 4 employees being promoted to Team Leader following the training!



[Take a look at the  
programme in action...](#)



# Module 1: Understanding Myself as a Leader

We start by taking delegates on a journey of self-awareness. We use the Myers Briggs psychometric as a tool for individuals learn about themselves in the context of others. They will discover what drives their behaviour, how they interact with others and start to explore ideas for how we can flex our approach to lead more effectively.

There is an option to make this a two-day module and kickstart the programme with a high-impact launch in an Escape Room. We share what's to come, set expectations, dissolve barriers, and start to understand how individuals work in the context of a team.

## Learning Objectives:

- Know the difference between just managing people and inspiring others through positive leadership
- Recognise the power of the leader's mindset in shaping team atmosphere
- Explore personal characteristic in the context of individual MBTI profiles and the effect these have on behaviour and interactions
- Understand the differences between accountability and responsibility. What is expected of the leader and their direct reports?
- Explore personal values and understand how these are impact on relations with others and how they relate to wider business values
- Be introduced to the theory of 'Johari Window' to better understand ourselves and relationships with others
- The role of asking for feedback in developing self-awareness
- Learn about the dynamics of emotional intelligence using the work of Daniel Goleman and analyse own emotional intelligence using a questionnaire
- Examine the nature of Assertive, Passive & Aggressive behaviours and discovered where one sits on the Assertiveness continuum
- Gain awareness of how we respond to challenging situations or conflict
- Have set a personal plan to transfer the learning to their day to day role



# Module 2: Influential & Collaborative Communication

Using the Colour of Communication self-assessment tool we introduce a common language regarding communication styles and preferences and apply it to ourselves, colleagues and direct reports. Who do we naturally gel with, who do we find more difficult, and why? How can we intelligently flex our communication style to share information, communicate ideas, and influence more effectively? How can we have courageous conversations that end in win-win outcomes?

## Learning Objectives:

- Review actions and application of learning following last module
- Explore the elements of effective communication
- Understand individual communication preferences using the Colour of Communication profiling tool
- Reflect on the main causes of communication breakdown and understand how to eliminate them from their teams
- Understand the power of body language and micro-behaviours in supporting or hindering rapport building and cooperation
- Develop and practice techniques to build rapport
- Explore how the principles of Transactional Analysis can improve self-awareness and aid communication and relationships
- Gain the ability to adapt our influence style using the 'push or pull' model and understand the range of influencing styles
- Practice using the Gearbox model to start difficult conversations that end in win-win
- Understand the methods of communication used across successful organisations and how to mindfully use each to its fullest potential
- Have set a personal plan to transfer the learning to their day to day role







## Watson Fuels

Bob Taylor, Former Managing Director

“With RightTrack Learning, you don’t just get a trainer, you get the full package. The trainers make a big difference to the session and they continuously deliver a first-rate training session

Without a shadow of a doubt, we have seen that the money that has been invested into training, has been returned in profit and sales. RightTrack Learning have showed us a great way to invest in people and now our colleagues feel valued because we are investing money and time into their development.”

## Shire Leasing

Debra Amos, Head of HR

“We were fortunate enough to find RightTrack who offered a comprehensive and affordable portfolio of management courses that fitted our requirement exactly. We chose the 5 steps to Management modular course which offered in-house training spread over 5 months. The feedback was so positive that we decided to arrange for further training in more specific areas.

I would have no hesitation in recommending RightTrack to anyone looking for a Management Training and Coaching provider.”



## EI Group

Margo Key, Former Credit Control Manager

“The standard of training, the content of the courses, the presentation quality, the thought behind everything RightTrack does, the support and the way you make the delegates and organisers feel, is top drawer in terms of professionalism, knowledge, and service care.

Ultimately every one of us are left with a memorable experience and an immense sense of achieving something. Invaluable in progressing our careers or just making the day job easier.”

# Module 3: Managing People & Teams in a Hybrid World

We deep-dive into a play-pit of tools and techniques for creating consistently high-performing teams across both geographical and technological boundaries. In the afternoon, we invite two professional actors to join us and bring the complexities of day-to-day people management to life (literally!) When attendees see the real-life impact of different leadership approaches play out in front of them, we create lightbulb moments that stay with attendees for long to come.

## Learning Objectives:

- Review actions and application of learning following last module
- Complete a questionnaire to determine what drives us as a leader
- Study the subject of Situational Leadership – how we motivate people based on their specific needs and wants rather than ours
- Using models such as FAB (Forward, Alongside, Behind) participants discover alternative ways of working with teams and individuals to get the best from them
- Develop an understanding of team dynamics and how this impacts team effectiveness
- Determine the purpose and context of Performance Management within modern organisations (and how this differs to the formal appraisal)
- Understand why, and how to set and agree objectives and measure performance in line with organisational policy and process
- Appreciated the GIFT model of feedback to recognise achievements. How we communicate areas for improvement to team members in a motivational way
- Explore the importance of managing both good and bad performance
- Recognise how to differentiate approaches to reward and recognition in order to motivate team members
- Have set a personal plan to transfer the learning to their day to day role



# Module 4: Coaching for High Performance

It is recognised leaders who are the most effective coaches are often those whose teams are best motivated and productive of all. This activity led module leads participants to explore their own development as well as that of their team members. We explore classic coaching models and questioning structures which are at the heart of effective coaching methods. Everyone has opportunity to plan and implement a short coaching session with a colleague to gain experience and confidence to transfer the learning to their teams.

For organisations keen to embed a Coaching Culture we recommend the 2-day rather than the tighter 1-day version of this module to allow extended practice and feedback on these important skills.

## Learning Objectives:

- Review actions and application of learning following last module
- Understand own learning style
- Reflect on the importance of investing time into our own learning and growth, as well as into supporting others
- Understand the learning cycle using Kolb's methodology
- Consider the range of development options available to enable learning in the context of your workplace
- Explore the differences between coaching and mentoring
- Develop listening and questioning skills for supporting others with development
- The process of coaching including the importance of agreeing learning objectives and targets
- Coaching techniques using the OSCAR model
- Skills to give constructive positive and negative feedback
- Practice coaching skills, using them in simulations
- Have set a personal plan to transfer the learning to their day to day role

**nec group**



## New leadership style To achieve a new business focus

“Inward signs of a successful programme - we have a more highly energised leadership team across the company!

This programme has exceeded expectations. It has generated so much interest across the company, where people are asking when they are going to get a chance to go on leadership development. The feedback scores were outstanding.”

“Once again, I have to say that I have been so impressed by the RightTrack approach and of course the content of the material, which seems to be just what we were after!!... Your team have been a real credit to you. They played a major part in really getting the champions engaged and raising their self-belief and confidence.”

**Lynn Fox, Visitor Experience Manager**

**Carol Moor, Director**

# Module 5: Change with Agility & Resilience

This module immerses delegates in an exciting, fast-paced business simulation which allows them to experience for themselves the complexities of driving, and leading people through, change. We consider the experience in the context of a number of practical models that have been carefully selected to give managers tools to confidently lead the complexities of the change process and encourage a growth-mindset across their team.

## Learning Objectives:

- Review actions and application of learning following last module
- Evaluate our own experiences and personal views about change
- Analyse the current drivers of change within the business world and determine the impact these have on processes, procedures, services and people
- Undergo a business change simulation with thorough review to understand the change journey
- Understand how to foster a growth-mindset to encourage meaningful change
- Recognise the power of creating a tipping point for affecting change using work from Malcolm Gladwell and Seth Godin
- Explore the three Cs of agile leadership: communication, commitment, and collaboration
- How to use Kotter's 8 step change process to ensure smooth transitions when change needs to take place with the business
- Grasp how we prepare for change including stakeholder analysis, allocating roles and responsibilities, using storytelling to invite people on the journey with you
- Use the change curve to plan and manage human elements of change
- Consider how to overcome resistance and encourage agility and resilience at all levels
- Complete an Action Plan to ensure a transfer of learning to the workplace





# Module 6: Inclusively Leading Diverse Teams

Inclusive Leadership is about valuing each team member's uniqueness, recognising them for what they bring to the table and helping them to stand out from the crowd. Getting it right creates a happy, harmonious and committed workforce that can drive first-class service delivery, impacting positively on productivity and profitability. Getting it wrong can result in unconscious biases coming into play, leading to favouritism, isolation, high staff turnover and increased absenteeism.

Once again, we use actors to bring the learning to life understanding how micro behaviours and unconscious bias can impact even when we 'hand-on-heart' believe we are being inclusive and fair.

## Learning Objectives:

- Review actions and application of learning following last module
- Understand the business benefits of diverse teams and inclusive working environments
- Define what the qualities of an Inclusive Leader are
- Understand a manager's role in championing and role modelling inclusive and allyship behaviours
- Consider unconscious bias, stereotypes, assumptions, and banter as barriers to building a team where all members feel equally included and engaged
- Be signposted to the implicit unconscious bias online self-assessment and explore ways to reduce the impact of unconscious bias on how we performance manage and build rapport
- Understand the importance of the psychological contract and how to build a psychologically safe environment where every individual can thrive
- Explore the role of vulnerability in authentic inclusive leadership
- Have set a personal plan to transfer the learning to their day to day role



## Seafresh Group

Elaine O'Sullivan, Head of HR & Compliance

"Due to the success and the considerable return on our expectations and investment we are now embarking on an 18 month development programme across the businesses with RightTrack to build further on the management development programme with an additional focus on developing core skills across all areas, again linked to our Core Values... For me it is a pleasure working with them and I would strongly recommend them to any organisation looking to deliver management development training."

## Associated Independent Stores

Caroline Long, Personnel & Training  
Manager

"I have always been impressed with the modular management training offered by RightTrack. The programmes have been well thought out with each session being a valuable workshop for both new and established managers."

With an excellent balance of self-reflection and managing, with enthusiastic trainers getting delegates interacting, discussing and thinking about their workplace, these workshops are well structured with excellent delivery and the feedback we have received has all been positive."



## Community Housing Group

Marina Banner, Executive Director

"Fabulous! Fresh, exciting, inspirational and fun!"

An excellent tender submission, closely aligned to my brief and professionally presented. Gave me an immediate feeling of confidence that they would be able to deliver for us. Felt as though I didn't want to read anyone else's submission and that I wanted to work for them myself. (They've also worked with Gucci - what more do I need to know!)"

# Module 7: Self-Management & Personal Effectiveness

Finally, we explore how to we can utilise forward-thinking concepts around habits, time, wellbeing and personal resilience to become agile, robust and efficient individuals. We share the tools to embed new patterns of behaviour and to excel, not only in our own roles, but to have the space and energy in a fast-paced world to support the needs of our team too. This final module is designed to equip managers with the space to embed the learning and be catalysts for meaningful change.

## Learning Objectives:

- Reflect on the typical demands and constraints on a leaders time and recognise how this impacts on ourselves and others
- Understand how as a leader we need to balance tasks, the team and individuals
- Understand different time management tools and prioritising techniques that play to our strengths and maximise efficiencies
- Explore strategies to break old habits, and create and sustain new ones that support our goals
- Understand the research around goal setting
- How to deal with time wasters; to be 'ruthless with time, but gracious with people'
- Using the Seven Step Delegation Plan to delegate effectively to others
- Delve into the key attributes of personal resilience
- Experiment with mindfulness as a tool to manage stress
- Identify ways we can build a resilient team and support others to have good balance and a sense of wellbeing



## MEET KASMIN

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**BOOK A MEETING**

# Other Workshops



Here's a small selection of our 'off-the-shelf' workshops and 'Build you Own Programme' modules as food for thought. You may see exactly what you're looking for or want to [book a chat with one of our Leadership Development specialists](#) who can build a solution just for you.

## Core Programmes

- **Contemporary Leaders Development Programme** - a one-of-its-kind, multi-faceted, blended learning programme aimed at more experienced leaders
- **From Management to Leadership** – a 2-day whistlestop tour of essential Leadership skills with plenty of opportunity to apply the learning to the context of attendee's own teams
- **Introduction to Management** – a 1-day programme that does what it says on the tin. A great introductory programme for managers who are new to the role or haven't had any formal training.

## Individuals Modules

- Emotional Intelligence
- Inclusive Leadership
- Managing Hybrid & Virtual Teams
- Personal Resilience
- Performance Management
- Courageous Conversations
- Coaching Skills
- Collaborative Communication
- Growth Mindset
- Building Exceptional Teams
- Strategic Thinking
- Creative Problem Solving
- Presentation Skills
- Personal Impact
- Time Management & Delegation
- Mindfulness & Stress Management



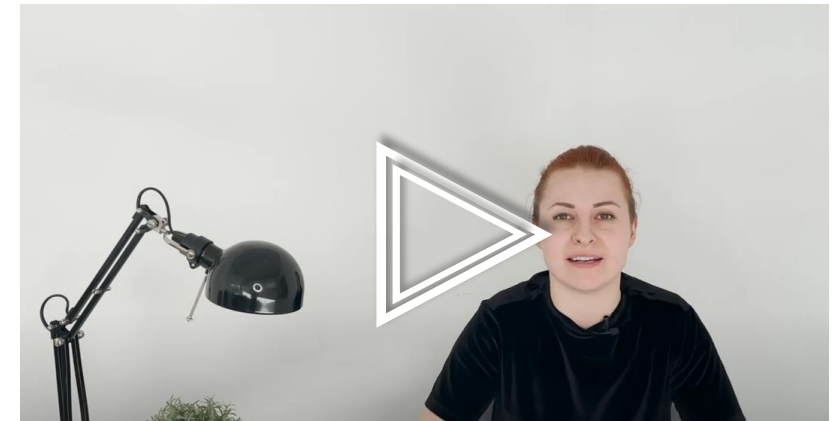
# Culture Diagnostic

Understanding how people across all areas of your organisation perceive company culture can give Leaders true insight into to what extent people feel motivated, engaged and valued.

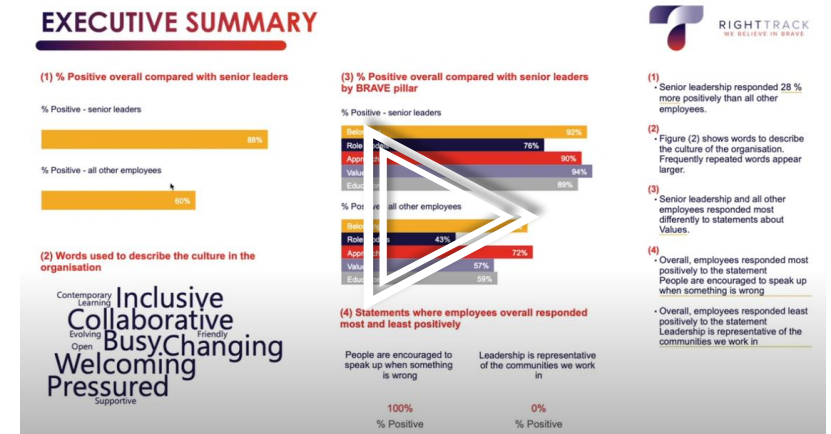
Data is collected anonymously to encourage engagement and honesty, and presented back to you in a comprehensive report that considers five aspects of your company 'ecosystem': Belonging, Role Models, Approach, Values and Education. We can also include additional analysis on how perceptions differ between levels of seniority, age, race and gender. Best of all, our Culture Diagnostic is an optional, complimentary addition to any project for organisations with more than 250 people, where we can confidently collect a meaningful data sample.

Data insights can be used to prioritise learning objectives, inform programme design, and to inspire your Leaders to drive change based on what we *know*, not just what we *think*, is happening across your organisation.

For more information visit: [Culture Diagnostic webpage](#)



Meet Jess Sandham our Culture Diagnostic Data Specialist



Find out more about the report



# We Believe in Brave

**And finally, we'd like to share our 'Believe in Brave' ethos with you...**

It takes courage to step out of our comfort zones, to challenge 'the way things are done around here' and to embrace the opportunity to grow as leaders... but we feel passionately that with a little bit of learning, and a lot of brave, we can achieve extraordinary things together.

[PLAY VIDEO](#)



# Contact Us...

**We would love to hear from you!**

It doesn't matter if you're starting with a blank sheet of paper, if you already know exactly what it is you're looking for, or if you'd just like to explore what you can achieve within the parameters of your budget, drop us a line!



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