

Leadership and Management Training

Front-Line Leaders

Client Requirement

Front-line leaders working in positions of responsibility must utilise effective leadership and management skills to minimise risk, enhance value and maximise team and customer engagement. They must develop and demonstrate the leadership skills and behaviours necessary to drive continual improvement in safety and performance and engage, inspire and motivate their teams to achieve and maintain a state of 'high performance'. Ensuring front-line leaders are ready to deliver real business impact requires professional development that is tailored specifically to meet the needs of the individual and their business environment.

Solution

Benchmark delivers a range of highly practical and contextualised leadership and management courses for front-line leaders that draws upon our vast experience in working with front-line leaders across a range of sectors where strict safety compliance applies. Our blended approach to learning provides a high impact, creative and supportive environment that maximises participation and new thinking and gives every delegate the confidence and skills to be a significantly more effective leader back in the workplace.

Objectives

On completion, the delegate will have the knowledge, skills and confidence to apply the following capabilities in their workplace:

- Assessing, planning and decision-making
- Problem solving
- Effective communication and interpersonal skills
- Time management
- Incident management
- Challenging poor behaviour
- Safety leadership

6-12

Number of delegates on the course

2-5

Course duration (days)

From £850

Per group per day

Location

At a client's site or at our training centre near Evesham.

The Benchmark Standard

Benchmark is one of the leading suppliers of practical leadership and management development programmes to organisations where strict safety compliance and regulatory frameworks apply. Our bespoke courses have a demonstrable 7:1 return on investment within 6 months of completion.

t: +44 (0)1386 854 387 e-mail: Info@BenchmarkTraining.com

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Leadership and Management Training

Middle Management

Client Requirement

Middle managers working in positions of responsibility must utilise effective leadership and management skills to minimise risk, enhance value and maximise team and customer engagement. They must develop and demonstrate the leadership skills and behaviours necessary to drive continual improvement in safety and performance and engage, inspire and motivate their teams to achieve and maintain a state of 'high performance'. Ensuring mid-level managers are ready to deliver real business impact requires professional development that is tailored specifically to meet the needs of the individual and their business environment.

Solution

Benchmark delivers a range of highly practical and contextualised leadership and management courses for mid-level managers that draw upon our vast experience in working with middle managers across a range of sectors where strict safety compliance applies. Our blended approach to learning provides a high impact, creative and supportive environment that maximises participation and new thinking and gives every delegate the confidence and skills to be a significantly more effective leader back in the workplace.

Objectives

On completion, the delegate will have the knowledge, skills and confidence to apply the following capabilities in their workplace:

- Assessing, planning and decision-making
- Problem solving
- Effective communication and interpersonal skills
- Time management
- Challenging conversations
- Safety leadership
- Motivation and morale
- Self analysis
- Team roles and responsibilities

6-12

Number of delegates on the course

5

Course duration (days)

From £850

per group per day

Location

At a client's site or at our training centre near Evesham.

The Benchmark Standard

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Leadership and Management Training

Graduate Leadership and Management

Client Requirement

University graduates are often recruited into positions of responsibility with little experience and only a minimal understanding of the skills associated with providing effective leadership and management within the workplace. They often carry a burden of high expectation and can be expected to deliver immediate impact in several different parts of a business as an integral part of their graduate programme. This lack of experience and knowledge can be compensated by high quality leadership and management development which, in turn, demonstrates investment in the graduate and supports their continual professional growth.

Solution

Benchmark delivers a range of highly practical and contextualised leadership and management courses for graduates that draw upon our vast experience in working with graduates across a range of sectors where strict safety compliance applies. Our blended approach to learning provides a high impact, creative and supportive environment that maximises participation and new thinking, and gives every delegate the confidence and skills to be a significantly more effective leader back in the workplace.

Objectives

On completion, the delegate will have the knowledge, skills and confidence to apply the following capabilities in their workplace:

- Assessing, planning and decision-making
- Problem solving
- Effective communication and interpersonal skills
- Presentation skills
- Time management
- Challenging conversations
- Safety leadership
- Motivation and morale
- Self analysis
- Team roles and responsibilities

6-12

Number of delegates on the course

5

Course duration (days)

From £1,500

Cost per day

Location

At a client's site or at our training centre near Evesham.

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Leadership and Management Training

Leadership Essentials (Rail Infrastructure Workforce)

Client Requirement

Network Rail has 13,000 personnel who work trackside, 24/7, in all conditions. Ensuring they are led by people skilled in engaging, motivating and making the right decisions, in high risk situations, is key to safety and high performance.

Solution

The Leadership Essentials (Infrastructure Workforce) LE(IW) course was introduced into Network Rail in April 2015. It is attended by Network Rail staff and Private Rail Company staff who are in, or are being considered for, front-line leadership roles across the Network Operations, Infrastructure Projects (IP) and National Delivery Service (NDS) functions. It is an eight-day programme split into two x four-day modules delivered approximately four weeks apart. Both modules are highly practical and impactful. They provide delegates with progressive opportunities to practise and refine their leadership skills using contextualised scenarios to continually match the learning to the workplace. The programme incorporates behaviour development that is highly relevant to the Rail Industry’s Planning and Delivering Safe Work (PDSW) programme and will be of significant value to all rail staff undertaking SWL roles.

Objectives

Module 1. Effective communications, adopting a coaching approach to deal with difficult conversations and to motivate individuals. Apply leadership behaviours and styles to manage task situations, individual traits and team dynamics.

Module 2. Links the objectives from Module 1 to greater front-line leadership responsibilities. Incorporates the skills and tools to problem-solve and plan effective solutions in complex scenarios. Encompasses the fundamentals of managing and controlling risks and behaviours in the workplace. Culminates in activity led sessions to assess leadership and management skills to deliver effective front-line performance for individuals and teams.

(More course information below)

6-14

Number of delegates on the course

8

Course duration (days)

From £950

Cost per day

Location

At a client’s site or at our training centre near Evesham.

The Benchmark Standard

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LEADERSHIP ESSENTIALS (RAIL INFRASTRUCTURE WORKFORCE)

Module 1 – Four Days

Module 2 – Four Days

3-4 Weeks
→

Day 1
Coaching & Communications

- Communication methods
- Deliver clear, accurate & concise messages
- Active listening skills
- Taking a coached approach

Day 3
Leadership & Management

- Organisation vision & core behaviours
- Leadership versus Management
- Situational Leadership
- Leadership Styles
- Diversity & Inclusion

Day 2
Coaching & Communications

- Interpret messages
- Conflict management
- Critical railway communications
- Written communications
- Challenging conversations

Day 4
Leadership & Management

- Leading through Behaviour
- Delegate Effectively
- Responsibility & Accountability
- Dealing with change
- Motivational Techniques
- Objectives for self & team

Day 1
Planning & Problem Solving

- Planning tools & approaches
- Time management
- Preserve asset integrity
- Recognise & deal with problems
- Escalation process
- Problem solving & decision making

Day 3
Practical Activities

- Assess the component elements of the previous modules using non-contextualised practical leadership & management tasks
- Confirm & apply RAPDR

Day 2
Managing & Controlling Risks

- Risk awareness near infrastructure
- Legal obligations & safety
- Impact of Business Critical Rules and Hierarchy of Control
- Application of Role Based Manual and Means of Control
- Bowtie risk analysis method

Day 4
Practical Simulation

- Permit to work & PDSW contextualised scenarios relevant to job-role
- Initial assessment & formulate plan of action
- Brief plan
- Review task

Delegate Workbook used throughout programme that includes self study and action planning for continual development

1 x Benchmark Trainer

1 x Benchmark Trainer

2 x Benchmark Trainers