



M4C offers a range of workshops as well as 1-2-1 Coaching programmes for leaders, owners & managers, designed to increase employee engagement, productivity and deliver real bottom line impact.



# A range of specially developed courses to help you get more out of your teams



## Coaching for Leaders

### Aims:

- Introduction to coaching skills workshop will provide leaders and managers with the confidence to use coaching in their day to day interaction with colleagues or clients.
- To ensure managers have the skills to coach their staff to higher performance in the workplace.
- Empower others to find solutions
- Be able to select the appropriate leadership style in different situations

## Employee engagement

### Aims:

- To introduce managers to the subject of employee engagement.
- To help managers begin to understand why employee engagement is central to being a successful manager.
- To encourage managers to identify what makes employees feel engaged.
- To help participants understand the sorts of things great managers do to drive employee engagement and its impact on customer service.
- To help participants understand what feeling engaged in their job feels like and the impact it can have on the quality of their work.

## Managing for high Performance

### Aims:

- To help managers develop high performing teams.
- Set ambitious and motivating goals.
- Manage issues of poor performance better.

## Sales

### Aims:

- To understand the sales process.
- To improve sales effectiveness
- To focus on providing solutions & value
- To overcome objections

## Making communication impactful

### Aims:

- To understand the 4 main personality traits & their communication styles
- Know your own style preferences and how to spot other peoples
- Increase own communication style flexibility
- Understand the main elements of constructive feedback.
- Manage “difficult” conversations better.

