



**LEADERSHIP**

“ Thank you Bespoke for providing us with the best coach and trainer I've ever experienced. Hope to see you helping our company for a long time moving forward. ”

## LEADERSHIP DEVELOPMENT PROGRAMMES DELIVER RESULTS



### PROBLEM

The arts and museum sector is facing a number of challenges.

These range from greater competition for visitors from paying and free entry attractions to the need for expensive new technologies to support both in-house operations and the customer experience.

Recruiting and retaining the right quality staff can enable organisations to alleviate the impacts of these challenges – and holding the respected Investors in People (IIP) accreditation can help in achieving that aim.

So when a world famous organisation in the arts and museums' sector needed support with its pursuit of the Investors in People (IIP) accreditation, they turned to the Bespoke team to help them.

One priority area for the client was the need to demonstrate a clear development pathway for staff at all levels, including different management roles. At the time, for example, they had no development in place for second-line managers.

Contact us for more information on Leadership & Management training

**BESPOKE**  
TRAINING & DEVELOPMENT

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## SOLUTION

Working closely with the client we created and delivered a tailored approach to leadership development, designed to help second-line managers recognise the importance and impact of their role and to help them focus on both the tactical and strategic elements of it.

One key element of the leadership development programme was ensuring that second-line managers had regular contact with other managers both junior and senior to them in the organisation.

This helped to clearly demonstrate how each level of management works together, while providing much needed evidence of role development specifically aimed at second-line managers.



## RESULT

Our client organisation was successful in gaining the IIP accreditation sought, so their primary objective was achieved.

In addition, the second-line manager programme has now been successfully delivered over numerous years.

As a result, the culture of the organisation has become more performance-focussed and this has been largely attributed to the promotion of second-line managers into more senior positions.

## COURSE OVERVIEW

### ILM ENDORSED AWARD

- Completely tailored to suit the specific learning and assessment needs of the client business
- Develops strategic and tactical management skills to shape the future of the organisation
- Covers a wide range of topics, including leadership, recruitment and managing performance

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