



**New Behaviours**  
Psychometrics and Occupational Performance

**apt** | Anglia  
Professional  
Training

# LEADERSHIP MASTER CLASS & BUSINESS EXCELLENCE PROGRAMMES



# Welcome

Leadership and the development of individual management skills are crucial to business success.



We believe everyone can become a good leader and develop their own unique leadership style to inspire their colleagues, teams and their organisation to achieve greater performance, productivity and profitability.

Becoming an effective leader is a personal journey, which combines guidance, progressive development and training.

Anglia Professional Training in partnership with New Behaviours are proud to present the Leadership Master Class and Business Excellence programmes specifically designed to equip future executives and managers with the cognitive, emotional and practical skills to become effective and inspirational leaders in today's dynamic and technology powered world.

**PREPARING YOU AND YOUR  
BUSINESS FOR EXCELLENCE**



The Leadership Master Class is designed to prepare delegates for senior leadership roles and has been developed from the latest psychological research in inspiring leadership. It is supported with additional executive coaching and delegates will be immediately able to apply their new skills and knowledge in their workplace.

We also present a suite of professional development workshops designed to equip businesses with coaching, decision-making and psychological skills to access greater individual and team potential. These courses are designed for delegates across the organisational spectrum and are highly experiential, allowing individuals to explore and develop their own confidence to then apply in the workplace.

**All courses are held at the Brightfield Business Hub, Peterborough - an inspirational venue with excellent access and facilities.**

For more information and to book, contact Anglia Professional Training on: **01733 685582**  
**[mail@apt4u.training](mailto:mail@apt4u.training)**







# Leadership Master Class



The Leadership Master Class is an exciting programme that prepares and develops a leadership 'excellence' mindset through deeper, personal exploration and experiential learning in organisational leadership. It is designed specifically to equip middle managers and leaders with the competences and skills to excel in today's challenging and dynamic business environment and, prepare them for senior leadership appointments.

The course is highly engaging and is based on the foremost psychological research in leadership. Through applied learning, delegates will assemble a portfolio of work that will create a personal roadmap for leadership growth and success.

In addition, to facilitate greater personal awareness, delegates will undertake a British Psychological Society psychometric accredited assessment to understand personal behavioural strengths and provide additional focus for leadership growth.

On completion of the course, delegates will then receive one to one executive coaching to create their personal leadership action plan based on their psychometric profile, course learning and organisational goals.

**The Leadership Master Class programme is unique to this area and we invite applications from:**

- ▼ **Private, Public and Not-for-Profit Sectors Organisations.**
- ▼ **Heads of Departments / Operations.**
- ▼ **Aspiring Senior Leaders.**
- ▼ **Managers and Directors.**

## WHAT YOU WILL LEARN

### Leadership In Action:

- ▼ The nature of leadership and its role in achieving operational and strategic business objectives.
- ▼ How leaders make a real difference and drive performance.

### Leading People:

- ▼ The impact of different leadership styles and your natural preference based on your personality profile.
- ▼ How to develop charisma in leadership and transformational leadership skills.
- ▼ How to use coaching as an inspirational motivator for improving organisational performance.

### Creativity, Innovation and Teamwork:

- ▼ How leaders generate ideas and foster positive relationships between themselves and team members.
- ▼ Understand how to enhance team performance through application of expectancy and goal theory and set credible and effective business objectives.

### The Empowering Leader:

- ▼ Understand how you generate power as a leader and gain authenticity and credibility in a dynamic organisational environment.
- ▼ Develop skills to build psychological capital, techniques for avoiding political blunders and exploration of the ethical responsibilities of being a leader.

### Mastering Communications:

- ▼ Learn how inspirational leaders communicate and develop skills to diffuse problems.
- ▼ Learn tactics and strategies to become an effective negotiator.
- ▼ How to use positive body language to increase confidence and enhance leadership performance.

**COURSE DATES:**  
2020 - 27-31 Jan  
2020 - 11-15 May

**PRICE PER DELEGATE:**  
£1250.00 (ex vat)

Executive coaching includes 1 x online 1hr session immediately post-course, then follow-up 1 x 1hr session approximately 2 months hence.

# Emotional Intelligence

Emotional Intelligence (EI) is considered to be a principle component of successful leadership. How sensitive a person is to their own and other people's emotional state and how they manage these emotions, is vital to navigating complex workplace situations and developing team performance.

In this workshop, delegates will learn how to recognise, manage and interpret others by developing their emotional intelligence skills. It includes an assessment of their own EI profile through a sophisticated, leading psychometric assessment and the workshop learning is supported by post-workshop online coaching. This facilitates greater reflection and for delegates to develop their personal EI development positive action plan and goals.



**COURSE DATES:**  
2019 - Tue 15 Oct  
2020 - Thu 13 Feb

**PRICE PER DELEGATE:**  
**£450.00 (ex vat)**

## WHAT YOU WILL LEARN

- ▼ The 5 Domains of emotional intelligence and their relationship to successful performance.
- ▼ The emotional intelligence competencies and how to develop your capacity to understand yourself and others.
- ▼ Practical action-learning exercises to help you manage your thoughts and dissipate negative emotions.
- ▼ The ability to manage, influence and inspire emotions in others.
- ▼ The skills to continue to build and progressively develop your emotional intelligence.

# Being Assertive

Being clear and assertive is an important skill at all levels in business. However, in the face of aggression or challenge, our own negative emotions can impact on our confidence to perform at our best. Assertiveness is a type of behaviour that is used to express one's needs in a positive, healthy and pro-social manner.

This workshop will teach you skills and techniques to become more assertive, self-confident and become a stronger and more effective communicator and act in a manner that avoids confrontation but imparts their resolve.

## WHAT YOU WILL LEARN

- ▼ The difference between aggression and assertiveness and how to choose when to be assertive.
- ▼ How to recognise the cognitive and emotional signals that lead to aggression.
- ▼ How to be more assertive at work.
- ▼ How to correctly use tone of voice, body language and humour in positive communications.
- ▼ The leader's role in resolving conflict and negotiating.
- ▼ How to inspire through communication and effective listening.



**COURSE DATES:**  
2019 - Thu 24 Oct  
2020 - Thu 27 Feb

**PRICE PER DELEGATE:**  
**£350.00 (ex vat)**



# Building Resilience

Resilience is the ability to recover from setbacks and to adapt to challenging circumstances. Developing your resilience allows you to flourish and is a psychological foundation tool, which empowers you to be more effective and capable of handling uncertainty.

This workshop will teach you the building blocks of being resilient, as well as techniques to develop the psychological strengths of yourself and your team.



## WHAT YOU WILL LEARN

- ▼ The elements of the emotional resilience cycle.
- ▼ What emotional resilience is and what it is not.
- ▼ The characteristics of a resilient person and different types of resilience.
- ▼ A framework for developing your own personal resilience.
- ▼ The relationship between emotional resilience and a healthy work environment.
- ▼ How to build emotional resilience at work.
- ▼ How to give your own resilience workshop.
- ▼ Exercises and activities for yourself and your team to become aware of and develop resilience.

**COURSE DATES:**  
2019 - Thu 7 Nov  
2020 - Thu 12 Mar

**PRICE PER DELEGATE:**  
**£350.00 (ex vat)**



# Coaching for Performance



Effective leaders and managers are good coaches and good coaches are effective motivators. Coaching is a way of enabling others to act and build on their strengths and is an important skill in a personal business tool kit to boost engagement and retention.

This workshop will teach you the principles of coaching, how to conduct a coaching session and create a coaching culture for enhancing performance.

## WHAT YOU WILL LEARN

- ▼ The connection between coaching and neuroscience.
- ▼ Introduction to positive psychology and strengths based coaching.
- ▼ Situational coaching and how to direct your coaching.
- ▼ Listening skills for coaching, building and maintaining trust.
- ▼ An introduction to Goal theory and how to apply it to a coaching scenario.
- ▼ An effective coaching framework.
- ▼ How to conduct a coaching session and ask good questions.
- ▼ Multiple coaching tools and techniques.

**COURSE DATES:**  
2019 - Thu 21 Nov  
2020 - Thu 26 Mar

**PRICE PER DELEGATE:**  
**£350.00 (ex vat)**

# Dynamic Decision Making



Want to make better decision? We tend to trust what goes on in our brains and therefore the decisions that we make. A self-confident leader, who is able to make strong, decisive decisions, boosts not only their own self-esteem but also that of their team and organisation.

This workshop provides delegates with an understanding of how they think; make decisions and how to apply them to various situations. Delegates will improve their analytical and problem solving skills to make them more confident, pro-active leaders and managers.

## WHAT YOU WILL LEARN

- ▼ The psychology of will power and training the brain for better decisions.
- ▼ Types of decision making and the impact of cognitive distortions.
- ▼ How to change your thinking and develop good habits.
- ▼ How to tackle problems and be more confident in the decisions you make.
- ▼ How to equip your team to make better decisions.
- ▼ Blind spot analysis and understand your risk preference.
- ▼ How to manage and make ethical decisions.

**COURSE DATES:**  
2019 - Thu 5 Dec  
2020 - Thu 9 Apr

**PRICE PER DELEGATE:**  
**£350.00 (ex vat)**

# Productivity Accelerator

Where does the time go? Leaders, managers and team members who can prioritise, schedule and focus are more productive, more efficient and are able to achieve their objectives more effectively. Being busy is not the same as being effective. Knowing how to take control of productivity reduces stress, enhances an individual's sense of flow and increases personal and team performance.

This workshop will teach you skills to prioritise and schedule efficiently, improve concentration and motivation to become more productive.



## WHAT YOU WILL LEARN

- ▼ The psychological relationship with time and how to make time your friend.
- ▼ How to prioritise and make the most of your opportunities.
- ▼ How to enhance your concentration and maximise productivity through improved focus.
- ▼ How to schedule effectively and deal with challenges such as interruptions, lateness, disorganised people and distractions.
- ▼ Techniques to motivate yourself and manage procrastination.

**COURSE DATES:**  
2019 - Thu 12 Dec  
2020 - Thu 16 Apr

**PRICE PER DELEGATE:**  
**£350.00 (ex vat)**



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