

CHANGE MANAGEMENT: IMPLEMENTATION AND PEOPLE MANAGEMENT

LEADERSHIP AND MANAGEMENT PORTFOLIO



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

e: trainingbookings@crownagents.co.uk
t: +44 [0]20 3940 4300

CHANGE MANAGEMENT: IMPLEMENTATION AND PEOPLE MANAGEMENT

COURSE OUTLINE

Once a change project has been decided upon, there are many challenges involved in overseeing its implementation, including conflicting stakeholder interests and other environmental pressures.

To ensure the project's success, it is important to have an agile planning process that is responsive to the needs of different stakeholders and to engage with individuals and teams in a way that enables high performance.

This training programme will support you to develop the skills needed to implement change and manage people through the process. It explores how organisations can develop plans to monitor and control progress, how to anticipate and deal with the many people issues that arise in the implementation phase, and how to deliver the benefits of the change project.

COURSE OBJECTIVES: On completion, you will be able to:

- Develop agile and responsive project plans
- Recognise, engage and manage individuals who are key stakeholders in the change project
- Improve relationships and facilitate conflict using emotional intelligence
- Facilitate the development of high performing project teams
- Recognise individual needs and adapt leadership behaviour accordingly
- Ensure effective performance management processes and the exchange of constructive feedback
- Embed and evaluate the impacts of change projects

KEY TOPICS

- Developing plans and schedules
- Monitoring progress

- Responses to change
- Team dynamics and high performing teams
- Conflict management
- Leading with emotional intelligence
- Motivation and influence
- Performance management
- Coaching and constructive feedback
- Tracking, assessing and realising benefits
- Making 'change stick'

This is week two of **The Strategic Change Management Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	11 - 15 November 2024	Dubai

"ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"Very insightful training programme, nice learning environment and great learning experience."

GRACE BOAKYE-DANKWA AKYEAMPONG, Senior Executive Officer, GSS, Ghana.



FEATURED TRAINER RALPH NAYLOR

A natural facilitator of skills development in leadership, change, innovation and project working, Ralph uses dynamic approaches and real-life situation training to enable delegates to commit to decisions and actions, both personal and organisational.

He has extensive experience working with many organisations in the public, private and third sectors.

Ralph has an MSc in Organisational Behaviour and is a member of The Learning and Performance Institute, Chartered Institute of Personnel Development and the Institute of Leadership and Management.

DEVELOPING FUTURE LEADERS

[APPROVED BY THE INSTITUTE OF LEADERSHIP]

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DEVELOPING FUTURE LEADERS

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COURSE OUTLINE

This programme is designed for managers who are moving, or have the potential to move, into leadership roles. It guides delegates through the challenging transition from being a manager with a primary focus on delivery and making things happen, to becoming a leader who inspires trust and makes people think, feel and act.

Over two challenging weeks, delegates will study the behaviours, mindset and style of the successful leader and gain an insight into their own strengths and weaknesses. Culturally relevant case studies and role plays will be used to demonstrate positive and negative approaches to challenging situations.

There will also be a focus on identifying key problem-solving techniques to overcome organisational barriers, using coaching skills for performance improvement and employing influencing skills to make maximum impact.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand the difference between a manager and a leader and what it takes to make the transition
- Recognise your own strengths and weaknesses by examining your own preferred leadership style
- Learn coaching skills and behaviours to maximise individual performance
- Use contemporary styles and techniques to lead positive change
- Embed behaviours as a leader that inspire trust and respect
- Take on more challenging problems with improved problem solving
- Use influencing tactics and skills to engage and inspire

KEY TOPICS

- Key attributes of a successful and inspiring leader
- Identifying strengths and weaknesses and developing an improvement plan

- Personal values that drive leadership behaviour
- Leading in times of change
- Using innovative problem-solving techniques
- Influencing approaches



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DURATION	FEE	DATE	VENUE
10 days	£4,650	15 - 26 April 2024	London
		01 - 12 July 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"The training acquired from Crown Agents is very important for my career as a Planning Officer and I will not regret attending this programme. I recommend this for every Ghanian who is in a leadership position."

ADJEI ERNSET YIADOM, Head of Planning and Statistics, Ghana Education Service.



FEATURED TRAINER

MARIA OLDER

Maria is a charismatic and solution-focused facilitator who designs and delivers innovative training that focuses on individuals' needs and their unique learning journey.

Through her extensive international experience, she has an in-depth appreciation of how to bring learning to life.

A highly inspirational leadership and development professional, Maria has over 30 years' experience of delivering pragmatic and practical training across North America, Canada, Europe, Africa and Asia. With a focus on the practical applications of training materials, her coaching style encourages delegates to drive and implement change at both the individual and organisational level.

DEVELOPING HIGH PERFORMING TEAMS

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DEVELOPING HIGH PERFORMING TEAMS

COURSE OUTLINE

Most of us work in teams, but a high performing team is more than just a group of people who happen to work together. It's a collection of individuals who collaborate and share a common vision and purpose, striving to achieve their goals. A high performing organisation succeeds or fails on the strength or weaknesses of the teams within it.

The job of a successful manager is to enable his/her team members to perform in their roles at the highest standards and to exceed expectations in their delivery of set objectives. That is why having team development and people management skills that get the most out of people are so essential for anyone who has management responsibilities. It also requires a high degree of self-awareness of key strengths, weaknesses and motivations on the part of a manager.

This course is essential for all managers who want to build successful teams that consistently exceed expectations and to increase their own skills and knowledge as an emotionally intelligent manager. Delegates will explore core areas of the role of a team leader, team development strategies, essentials of successful teamwork, aspects of performance and change management.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand what it takes to develop and sustain high performing teams
- Develop your skills and attitude as a people manager
- Understand the organisational culture and climate required to stimulate consistent high performance
- Develop your team members' skills through skilful coaching conversations

KEY TOPICS

- The recipe for successful team development: defining vision and roles, measuring success, overcoming challenges
- Understanding yourself as a people manager – building on strengths and working on weaknesses
- Performance management essentials
- Key communication skills for building and maintaining team morale
- Leading teams through change
- Successfully managing any dysfunctional aspects of a team

This is week two of **The Emotional Intelligence and Leadership Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	19 - 23 February 2024	Dubai
		12 - 16 August 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"It's been fun, interesting and above all very educative. I'm equipped with more knowledge to be able to lead my team in performing well to meet organisational goals."

ADOWA BEMPOMAA GYIMAH, Senior Nursing Officer, Ghana.



FEATURED TRAINER

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EMOTIONAL INTELLIGENCE, COACHING AND MENTORING TOOLKIT

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EMOTIONAL INTELLIGENCE, COACHING AND MENTORING TOOLKIT

COURSE OUTLINE

This two-week programme combines:

Emotional Intelligence: Enhancing Management and Leadership Impact (IoL endorsed)	05 days
Coaching and Mentoring Skills for Managers and Executives	05 days

Ideal for all managers who want to become a more rounded and successful individual, these courses have been carefully selected to complement each other in the delivery of a programme which equips delegates with the essential soft skills for leadership excellence.

In week one, delegates will work with a leading expert in the field of Emotional Intelligence (EQ) to develop insights into what makes an emotionally intelligent leader and develop their skills to be able to use this to a positive effect in the workplace.

The second week will focus on the methods of establishing a coaching culture within an organisation to improve learning and performance, make the most of people's potentials and deliver sustainable results. Delegates will gain clear insights into the complexities of coaching and mentoring and how they can be used to build more successful and productive individuals, teams and organisations.

COURSE OBJECTIVES: On completion, you will be able to:

- Gain insight into your emotional intelligence
- Use IQ and EQ together to make more considered and smarter business decisions and build better relationships
- Understand why coaching and mentoring are key aspects of successful leadership and the difference between them
- Gain corporate buy-in for implementing a coaching culture and a personal development approach to staff improvement
- Identify the right mentors and put a mentoring structure in place
- Use communication skills more effectively

KEY TOPICS

- The power and importance of emotional intelligence in the modern workplace
- Empathy, listening skills and tuning in to the feelings of others
- Improving resilience and managing stress and the emotional aspects of change
- Creating a coaching culture
- Coaching models and practices
- Competencies of an effective coach or mentor
- Building relationships (trust - rapport - integrity)

DURATION	FEE	DATE	VENUE
10 days	£4,450	17 - 28 June 2024	Washington D.C.
		09 - 20 December 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"An excellent experience."

OSTERN PAZVAKAWAMBWA, Chief Executive Officer, Local Authorities Pension Fund, Zimbabwe.



FEATURED TRAINER

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EMOTIONAL INTELLIGENCE: ENHANCING MANAGEMENT AND LEADERSHIP IMPACT

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EMOTIONAL INTELLIGENCE: ENHANCING MANAGEMENT AND LEADERSHIP IMPACT

[APPROVED BY THE INSTITUTE OF LEADERSHIP]

COURSE OUTLINE

Emotional intelligence (EQ) enables you to bring thinking and feelings together, working in harmony with cognitive intelligence, to create a more rounded and successful individual. EQ is now increasingly recognised by organisations worldwide as an important leadership quality. The emotionally intelligent leader will be more resilient, have better work relationships and make smarter and more authentic decisions.

This course is led by a leading expert in the field and is suitable both for those that are completely new to the concept and those who want to take their understanding to an advanced level. Through group working, coaching, quizzes and simulation exercises, this highly interactive training will equip you with the insight and skills to develop your emotional intelligence and use it to positive effect in the workplace.

COURSE OBJECTIVES: On completion, you will be able to:

- Gain insight into your emotional intelligence – how you view yourself and how others view you
- Understand your emotions and 'trigger points' and harness them for improved outcomes at work
- Examine and challenge entrenched ideas and self-limiting behaviours
- Use your improved social, empathetic and listening skills to build better relationships
- Bring IQ and EQ into greater harmony to make more considered and smarter business decisions
- Use the skills learned to build your resilience and manage stress

KEY TOPICS

- The power and importance of emotional intelligence in the modern workplace
- Understanding the science behind the emotions we feel
- Assessing your level of emotional intelligence and behavioural styles
- Empathy, listening skills and tuning into the feelings of others

- Improving resilience and managing stress
- Managing the emotional aspects of change



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This is week one of **The Emotional Intelligence and Leadership Toolkit and Emotional Intelligence, Coaching and Mentoring Toolkit.**

DURATION	FEE	DATE	VENUE
05 days	£2,650	12 - 16 February 2024	Dubai
		17 - 21 June 2024	Washington D.C.
		12 - 16 August 2024	London
		09 - 13 December 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"Instructors are knowledgeable and Robin Hill was empathetic and enthusiastic but firm in his delivery of the necessary information, keeping the classes lively and keeping us engaged."

YVONNE CARVER, Executive Officer, West African Health Organisation, Burkino Faso.



FEATURED TRAINER

ROBIN HILLS

Robin Hills specialises in training, coaching and personal development focused on emotional intelligence, positive psychology and neuroscience.

Robin has over 40 years' business and commercial experience helping executives and leaders develop business performance through increased self-awareness and understanding of others. In his work, he uses internationally recognised profiling tools to assess type, trait, behaviour, and emotional intelligence.

Robin has developed the most comprehensive range of emotional intelligence online courses available on the internet. These cover topics such as leadership, team work, conflict management, resilience, and communication skills. To date, the fun, engaging courses have been taken by over 500,000 learners in 195+ countries. For Crown Agents, Robin has delivered emotional intelligence, leadership, selling, and team building workshops in the UK, USA, UAE and Africa.

COACHING AND MENTORING SKILLS FOR MANAGERS AND EXECUTIVES

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COACHING AND MENTORING SKILLS FOR MANAGERS AND EXECUTIVES

COURSE OUTLINE

Coaching and mentoring are now considered an integral part of successful leadership. More and more organisations are looking to establish a coaching culture within their organisation to improve learning and performance, make the most of their people's potentials and deliver sustainable results.

This highly interactive and hands-on programme will equip delegates with coaching and mentoring skills and behaviours that can be used to add real value in an organisation and develop staff's capabilities and potential.

Using practical exercises and case studies, delegates will gain clear insights into the complexities of coaching and mentoring and how they can be used to build more successful and productive individuals, teams and organisations.

There will be several opportunities for delegates to practice and deliver 1-2-1 coaching sessions and get constructive feedback on their performance to build confidence in a supportive environment.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand why coaching and mentoring are key aspects of successful leadership and the difference between them
- Gain corporate buy-in for implementing a coaching culture and a personal development approach to staff improvement
- Use various approaches to deliver coaching to your team members, identifying tailored coaching styles that work for different individuals
- Identify the right mentors and put a mentoring structure in place
- Build lasting and trusting relationships with your team members
- Use communication skills more effectively

KEY TOPICS

- Benefits of coaching and mentoring at all levels of the organisation
- Creating a coaching culture
- Coaching models and practices
- Identifying the right mentors and ensuring a valuable mentor/mentee relationship
- Structuring of successful coaching conversations
- Competencies of an effective coach or mentor
- Building relationships (trust - rapport - integrity)
- Effective and powerful communication techniques to deliver results

This is week two of **Emotional Intelligence, Coaching and Mentoring Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	24 - 28 June 2024	Washington D.C.
		16 - 20 December 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"It's wonderful, practical and I had the opportunity to network. I like how the course was introduced and different tools were used to facilitate the teaching process. The environment was great, lovely and friendly."

EUGENE BORQUAYE, Assistant Operations Manager, Sunon Asogli Power, China.



FEATURED TRAINER

MARIA OLDER

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Through her extensive international experience, she has an in-depth appreciation of how to bring learning to life.

A highly inspirational leadership and development professional, Maria has over 30 years' experience of delivering pragmatic and practical training across North America, Canada, Europe, Africa and Asia. With a focus on the practical applications of training materials, her coaching style encourages delegates to drive and implement change at both the individual and organisational level.

EXECUTIVE LEADERSHIP IN ACTION - SHORT COURSE

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EXECUTIVE LEADERSHIP IN ACTION - SHORT COURSE

COURSE OUTLINE

This short course is a condensed version of our two-week Executive Leadership in Action (approved by the Institute of Leadership and Management) course. Designed for the executive who wants to develop their personal insight and effectiveness and to grow as a leader, this programme will provide an opportunity to explore your strengths in a trusting, peer-to-peer environment.

Delegates will identify the qualities and values of a successful leader and how to apply these to their own personal development journey. Prior to the course they will identify a real-life challenge to work through during the week and will focus on influence, conflict resolution, taking responsibility and making difficult decisions.

Delegates will focus on influencing strategies and skills and the use of power to identify their own preferred way of making an impact and engaging with people. Delegates will also assess the benefits of coaching practices, how to create a coaching culture in their organisation and how to coach others for improved performance.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own leadership style by examining your personal values and preferences
- Appreciate how emotional intelligence can help you to grow as a leader and an individual
- Improve your influencing skills
- Use power appropriately to deal with difficult situations and individuals
- Improve your communication skills, using personal influencing techniques for resolving conflicts and getting the best out of people

- Apply basic coaching skills for performance improvement
- Return to work with a practical Personal Development Plan

This is week two of **The Leadership and Governance Toolkit for Boards and Senior Executives**.

DURATION	FEE	DATE	VENUE
05 days	£2,950	15 - 19 July 2024	London
		18 - 22 November 2024	Washington D.C.

"ON DEMAND" COURSES



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"This is very real and eye opener. It pulled me into a world of possibilities and leadership success."

OLUSEGUM BOLU OLATUNJI, CEO, Petrodos Atlantic Energy, Nigeria.



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EXECUTIVE LEADERSHIP IN ACTION

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EXECUTIVE LEADERSHIP IN ACTION

[APPROVED BY THE INSTITUTE OF LEADERSHIP]

COURSE OUTLINE

This course is our most senior leadership programme and is designed for the executive who wants to develop their personal insight and effectiveness and to grow as a leader.

Challenging and highly interactive, it gives busy executives invaluable 'time out' and space to explore their strengths in a trusting, peer-to-peer environment. Focused on real-life challenges, the one-to-one coaching and group surgery sessions will result in tangible 'lightbulb' moments.

Delegates will identify the qualities and values of a successful leader, focusing on their own personal development journey. They will also focus on influence, conflict resolution, taking responsibility, coaching for improved performance and making difficult decisions.

Delegates will take a journey of self-discovery, examining their own leadership behaviour in the context of their own unique environment. They will explore influencing strategies and the use of power to identify their own preferred way of making an impact and engaging with people.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own leadership style by examining your personal values and preferences
- Develop your emotional intelligence to grow as a leader and an individual
- Use influencing power appropriately to deal with difficult situations and individuals
- Improve your communication skills, using personal influencing techniques for resolving conflicts and getting the best out of people
- Learn how to coach others for performance improvement
- Return to work with a practical Personal Development Plan

SPECIAL BENEFITS of this course include:

- Senior-level cadre of guest speakers
- One-to-one coaching session, with two follow-up coaching sessions via Skype
- Two inspirational visits and a networking dinner
- Access to a private alumni group on LinkedIn



This programme is accredited by The IoL. This confirms that it has been independently verified and meets the evidence-based standards of The Institute's 5 Dimensions of Leadership:

Authenticity, Vision, Achievement, Ownership and Collaboration. On completion of the programme, delegates will receive Studying Membership of The IoL and access to its award-winning e-learning tool, MyLeadership.

DURATION	FEE	DATE	VENUE
10 days	£4,650	15 - 26 January 2024	Dubai
		13 - 24 May 2024	London
		04 - 15 November 2024	London

"ON DEMAND" COURSES



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MANAGEMENT DEVELOPMENT FOR EXECUTIVES

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MANAGEMENT DEVELOPMENT FOR EXECUTIVES

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COURSE OUTLINE

An ideal progression course for delegates who have completed the Effective Management Skills qualification course.

This programme builds on the skills learned to further arm the developing manager with essential knowledge and tools. It is also very relevant for experienced staff who will soon be making the transition from a management to a leadership role. The role of managers in senior and executive positions is evolving to include high-level performance management and change facilitation.

This course has a particular focus on developing yourself as a manager and developing sustainable and successful teams. It gives participants the opportunity to explore key areas of performance management, succession planning and organisational development.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own management style and the impact it has on your team
- Learn coaching skills and styles to develop high-performing, motivated teams
- Undertake appraisals, set targets and give instructive and constructive feedback
- Build your team: talent management and succession planning
- Be a change agent: understand and manage the impact of change on you and your team
- Prepare for your next step: understand the difference between management and leadership and the skills you need to make that transition

KEY TOPICS

- Understanding your management style and areas needing improvement
- Aligning your team's competencies with organisational goals

- Developing effective and motivated teams
- Managing organisational change
- The difference between management and leadership
- Talent management and succession planning



This is an IoL endorsed programme. To gain the award, delegates will identify ways to apply what they have learned to manage a particular challenge or issue effectively. They will make a

presentation based on this issue and two set questions. On completion of a successful assessment, delegates will receive the Endorsed Award IoL certificate following the course.

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"This is my second training with Crown Agents. I will surely want to experience it again."

ANTO BENEDICT OGAH, Deputy Director Engineering, Kaduna State Water Corporation, Nigeria.



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THE CROWN AGENTS LEADERSHIP RETREAT

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THE CROWN AGENTS LEADERSHIP RETREAT

COURSE OUTLINE

Our residential retreat is the perfect next step for alumni who have completed the Executive Leadership in Action programme or for any senior professional who wants to take their self-development and 'best self' as a leader to the next level.

Held in luxury 5* hotels in key global locations, this programme will take you completely out of your demanding and stressful environment, creating a space where you can truly pause, take stock and challenge yourself to think differently.

THIS ISN'T A REGULAR TRAINING COURSE

Leadership is about who you are as much as what you do. It's a journey intrinsically linked to your development as a person. Whether you're mid-career or facing retirement in the near future, goals shift throughout a career, and all leaders reach a point when they ask: "Where next?"

THIS RETREAT IS ABOUT HELPING YOU TO FIND THE ANSWER SO YOU CAN STEP BOLDLY INTO THE FUTURE

It focuses on leadership concepts that will result in improvements in personal and organisational performance and the enhanced delivery of policies and public services at the highest levels.

It addresses those essential qualities that make you unique and the blocks and challenges that can often get in the way of realising your purpose and life goals.

Although you will hear from a range of inspiring individuals including an expert in political economy, a psychologist and a high-flying business entrepreneur, the emphasis will be on personalised coaching style sessions that explore your strengths, challenges and aspirations as an individual.

- You will be asked to complete psychometric questionnaires before commencing the retreat and an individualised learning plan will be prepared for you

- One-to-one coaching sessions are integral to the programme. You will explore your personal challenges and work through to a solution and action plan
- Outdoor training – you'll be working on teamwork and skills' development in natural surroundings
- Dynamic experiential group exercises will focus on common issues facing leaders, including:
 - What authentic and resilient leadership really means
 - Using emotional intelligence for more effective leadership
 - Becoming a more astute player in the rapidly changing political economy
- You will visit an inspiring institution and enjoy relaxing downtime in London
- Following the retreat, ongoing remote coaching will be available for three months

WHO IS THE RETREAT FOR?

Designed for the most senior level executives, including permanent secretaries, directors general, chief executives, board members and elected officials, but also suitable for professionals on a fast track to senior leadership.

Find your authentic voice as a leader at the Crown Agents Retreat, returning to the office motivated, re-focused and more 'Fit for the Future' as a leader and as an individual.

Fee includes five nights' accommodation and all meals.

DURATION	FEE	DATE	VENUE
05 days	£4,450	09 - 13 September 2024	London

WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"This was the best senior level programme I have attended. It was very interactive with substantial networking opportunities."

FRANCIS NGESA, Trustee, Central Bank of Kenya.



FEATURED TRAINER

MARIA OLDER

Maria is a charismatic and solution-focused facilitator who designs and delivers innovative training that focuses on individuals' needs and their unique learning journey.

Through her extensive international experience, she has an in-depth appreciation of how to bring learning to life.

A highly inspirational leadership and development professional, Maria has over 30 years' experience of delivering pragmatic and practical training across North America, Canada, Europe, Africa and Asia. With a focus on the practical applications of training materials, her coaching style encourages delegates to drive and implement change at both the individual and organisational level.

WOMEN IN LEADERSHIP

LEADERSHIP AND MANAGEMENT PORTFOLIO



CROWN AGENTS
ACCELERATING SELF-SUFFICIENCY & PROSPERITY

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t: +44 (0)20 3940 4300

WOMEN IN LEADERSHIP

COURSE OUTLINE

Build an invaluable network, share insights and solutions and take the next step on your leadership journey with this two week course.

This programme is targeted at women who are aspiring to improve their leadership capabilities. It will assist women to better understand what drives and sustains successful leadership, their personal motivations and strengths, and how best to work within a demanding environment while maintaining a reasonable balance between work and home life. You will learn and develop the skills and confidence you need to reach your goals and unlock your potential.

Delegates will be examining their own leadership behaviour and how to build on their strengths to generate success within the workplace. Training will also focus on developing greater emotional intelligence and resilience to be able to overcome self-limiting beliefs and bias in order to communicate more effectively with authority, grow in confidence and build influence.

WHY A WOMAN-ONLY PROGRAMME?

It's clear that men and women are equally capable of becoming good leaders. However, research shows that the path for women is often less straight-forward. Factors impacting on women's path to leadership positions can include:

- Organisational bias based on traditional, 'masculine' notions of what makes a good leader
- Outmoded approaches to recruitment and development that don't help women develop a balanced set of 'hard' and 'soft' skills
- The different ways in which men and women build work relationships and networks
- Cultural expectations of how men and women are encouraged to view their worth and assert themselves

This course addresses the specific needs of women in the workplace, creating a trusting and non-competitive environment in which participants can identify their capabilities and develop a plan for growth and improvement away from the pressures of the work environment and every-day life. It is highly interactive and supplemented by site visits, group discussions, ongoing feedback and, at request, 1-2-1 coaching sessions.

This programme is essential for any woman aspiring to accelerate her career and grow as a leader.

COURSE OBJECTIVES: On completion, you will be able to:

- Clearly understand your current strengths and weaknesses as a leader and develop a strategy for improvement and development
- Gain confidence and power within your organisational hierarchy
- Act with greater confidence and ownership of your chosen leadership style
- Improve your strategic change management skills
- Become more 'politically' astute and build strategic alliances
- Communicate with improved clarity and authority
- Develop greater personal self-confidence and inspire and motivate yourself and your staff

DURATION	FEE	DATE	VENUE
05 days	£2,650	23 - 27 September 2024	London

WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.



Delegates attending our Women in Leadership programme, London

“It helped me to evaluate and improve my personal leadership style and how to get the best out of myself as a leader.”

RABIAHTULUUDUYAH BINITI NORDIN, Deputy Director, Ministry of Finance, Malaysia.



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CHANGE MANAGEMENT: PLANNING AND LEADING TRANSFORMATIONAL CHANGE

LEADERSHIP AND MANAGEMENT PORTFOLIO



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CHANGE MANAGEMENT: PLANNING AND LEADING TRANSFORMATIONAL CHANGE

COURSE OUTLINE

In a volatile and uncertain world, organisations, governments and donors often demand change. However, many resulting programmes falter and struggle to deliver the change needed.

Leaders often face key challenges in determining priorities and engaging people, so any change is workable and sustainable. Those responsible for change therefore have to find and develop new ways of leading, thinking and behaving.

This training programme will assist you to develop skills for transformation, enabling you to manage yourself and lead your team and organisation through change. It explores some creative approaches to problem-solving and change management that are needed in an increasingly complex and uncertain world.

This programme is highly practical and interactive. It will use real-world scenarios and enable delegates to share experiences and practice the skills that will enable them to plan and lead change projects, resulting in improved relationships, higher performing teams and organisational cultures that are effective in supporting change.

COURSE OBJECTIVES: On completion, you will be able to:

- Evaluate the drivers of change that are relevant to your organisation
- Recognise the role and behaviours of a transformational leader and change agent
- Facilitate cultures and organisational structures that support change
- Design successful change programmes
- Analyse the expectations of stakeholders and develop an approach to governance and methodology that reflects your organisation's culture
- Engage people in creative problem solving, decision making and planning
- Develop business cases that anticipate the challenges and risks of delivering strategic change

KEY TOPICS

- Drivers of change
- Transformational leadership
- Role and skills of a change agent
- Organisational culture and structure
- Stakeholder analysis
- Problem and objectives analysis
- Creativity, innovation and decision making
- Change readiness and risk analysis
- Change methodology
- Benefits identification and realisation
- Programme and project planning and methodology
- Business case development

This is week one of **The Strategic Change Management Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	04 - 08 November 2024	Dubai

"ON DEMAND" COURSES



In addition to the scheduled dates shown, we are flexible to schedule additional dates to our calendar in a location of your choice. To ensure we can explore adding an additional date, do aim to contact us with your request with a minimum of 4 months' notice to allow the course to be advertised.

WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"Excellent - relevant to the real work environment and flexible to address specific real-world challenges."

RICHARD KAMHOTI, Trustee of Local Authorities Pension Fund, Zimbabwe.



FEATURED TRAINER RALPH NAYLOR

A natural facilitator of skills development in leadership, change, innovation and project working, Ralph uses dynamic approaches and real-life situation training to enable delegates to commit to decisions and actions, both personal and organisational.

He has extensive experience working with many organisations in the public, private and third sectors.

Ralph has an MSc in Organisational Behaviour and is a member of The Learning and Performance Institute, Chartered Institute of Personnel Development and the Institute of Leadership and Management.

THE AGILE MANAGER

LEADERSHIP AND MANAGEMENT PORTFOLIO



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THE AGILE MANAGER

COURSE OUTLINE

The role of managers in senior and executive positions is evolving. To be successful in today's organisation, you must be able to adapt and respond quickly to the changing needs and wants of your team. Flexibility, compassion and agility are therefore key attributes of an effective and authentic manager.

This programme will help you become a more successful 21st century manager and raise your profile and credibility within your organisation. It focuses on the skills and attributes needed to achieve a balance between delivering results, creating a high performing team and developing and nurturing the individuals within that team for optimum performance.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand your own preferred style of management and the impact it has on your team
- Be a change agent: recognise and manage the impact of change on you and your team
- Use powerful communication strategies and skills to empower and support personal development
- Manage your team to achieve enhanced performance and timely results
- Deal swiftly with performance situations and behaviours

KEY TOPICS

- Identifying various management styles and their impact in different environments
- Managing change within oneself and for the team
- Team development and the role of the team leader

- Communication skills, attitude and behaviours
- Performance management – balancing team, task and individual needs
- Looking ahead – difference between management and leadership

This is week one of **The Agile People and Project Manager Toolkit**.

DURATION	FEE	DATE	VENUE
05 days	£2,650	11 - 22 March 2024	London
		02 - 06 September 2024	Washington D.C.

"ON DEMAND" COURSES



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WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"Great course, great presentation style and a lot of opportunities. More than met my expectations. Thank you Crown Agents."

ADELINE EWURA ESI KOOMSON, Finance Officer, Max-mum Capital, Ghana.



FEATURED TRAINER RALPH NAYLOR

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THE STRATEGIC CHANGE MANAGEMENT TOOLKIT

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THE STRATEGIC CHANGE MANAGEMENT TOOLKIT

COURSE OUTLINE

This two-week programme combines:

Change Management: Planning and Leading Transformational Change	05 days
Change Management: Implementation and People Management	05 days

Organisations, governments and donors often demand change, but most resulting programmes fail. Re-structuring can result in churn and confusion rather than constructive change. Unless people change, little can be achieved in organisations. Real improvement requires individuals who can find new ways of leading, thinking and behaving strategically.

These two courses have been specially selected to help you develop the necessary skills for transformation, enabling participants to manage themselves and lead their teams and organisations through change. You will explore alternative and creative approaches to problem-solving and change management that are suited to an increasingly complex and uncertain world. Through group exercises that simulate real-life experiences of individual and group change, delegates will recognise how they and their colleagues respond to change now, and can improve by choosing different ways of behaving, planning, and managing projects and people to achieve continuous improvement. This course will also use case studies of recent responses to the Coronavirus pandemic to examine how to intervene effectively in complex and fast changing situations.

COURSE OBJECTIVES: On completion, you will be able to:

- Learn from real-life scenarios to improve your effectiveness
- Identify the role you play in the organisation and practice alternative responses
- Recognise systems and re-design processes to improve performance and satisfaction
- Diagnose organisation cultures and plan culture change
- Develop change agent and facilitation skills

- Identify how change affects people and how resistance can be harnessed
- Evaluate strategic plans and develop programmes that tackle complex issues
- Identify styles of learning and leading and develop new leadership skills
- Value teamwork and lead teams effectively
- Improve working relationships using emotional intelligence

KEY TOPICS

- Becoming an agent of change
- Designing change projects that improve working practices
- Managing your own and other people's transitions
- Using listening, questioning and dialogue to improve communication
- Engaged and consultative leadership that involves people in change
- Recognising machine, system and political approaches to change

DURATION	FEE	DATE	VENUE
10 days	£4,450	04 - 15 November 2024	Dubai

"ON DEMAND" COURSES



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WE REWARD LOYALTY

We offer all our clients a '4+1' loyalty scheme. For every four delegates enrolled from an organisation in any calendar year, we will provide you with one additional place, free of charge.

"The course was educative, helpful and demonstrated impact, knowledge and great transformational change. I am impressed, and grateful to the organisers from Crown Agents."

JENNIFER OFORI APPIAH, Deputy Communications Director, New Patriotic Party, Ghana.



FEATURED TRAINER RALPH NAYLOR

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THE EMOTIONAL INTELLIGENCE AND TEAM LEADERSHIP TOOLKIT

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THE EMOTIONAL INTELLIGENCE AND TEAM LEADERSHIP TOOLKIT

COURSE OUTLINE

This two-week programme combines:

Emotional Intelligence: Enhancing Management and Leadership Impact [IoL approved]	05 days
Developing High Performing Teams	05 days

This comprehensive programme will take you on a journey of self-development to become a better manager able to empower teams to achieve a greater vision and purpose. Through a study of emotional intelligence (EQ), management styles and leadership qualities you will become more resilient, have better work relationships and make smarter and more authentic decisions for both yourself and your team.

In week one, delegates will work with a leading expert in the field of EQ to develop insights into what makes an emotionally intelligent leader and develop their skills to be able to use this to a positive effect in the workplace.

In week two, the focus will be on driving the development and output of a high performing team. Delegates will explore the core areas of management, team development strategies and the aspects of performance and change management that are necessary to enable your team members to perform their roles to the highest standard.

COURSE OBJECTIVES: On completion, you will be able to:

- Gain insight into your emotional intelligence
- Use IQ and EQ together to make more considered and smarter business decisions and build better relationships
- Understand what it takes to develop and sustain high performing teams
- Develop your skills and knowledge as a people manager
- Understand the organisational culture and climate required to stimulate consistent high performance
- Develop your team members' skills through skilful coaching

KEY TOPICS

- The power and importance of emotional intelligence in the modern workplace
- Empathy, listening skills and tuning in to the feelings of others
- Improving resilience and managing stress and the emotional aspects of change
- The recipe for successful team development: defining vision and roles, measuring success, overcoming challenges
- Building on strengths as a manager and working on weaknesses
- Key communication skills
- Successful management of any dysfunctional aspects of a team

DURATION	FEE	DATE	VENUE
10 days	£4,450	12 - 23 February 2024	Dubai
		12 - 23 August 2024	London

"ON DEMAND" COURSES



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WE REWARD LOYALTY

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"An excellent experience."

OSTERN PAZVAKAWAMBWA, Chief Executive Officer, Local Authorities Pension Fund, Zimbabwe.



FEATURED TRAINER

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THE LEADERSHIP AND GOVERNANCE TOOLKIT FOR BOARDS AND SENIOR EXECUTIVES

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THE LEADERSHIP AND GOVERNANCE TOOLKIT FOR BOARDS AND SENIOR EXECUTIVES

COURSE OUTLINE

This two-week programme combines:

Executive Leadership in Action – Short Course 05 days
Corporate Governance for Boards and Senior Executives 05 days

Delivering demonstrably excellent corporate governance poses significant leadership challenges and often requires significant change and development. It places expectations, responsibilities and accountabilities upon Board Members, Senior Executives and Non-Executives charged with running organisations to strive for a higher standard of consistent governance excellence.

This interactive and challenging programme recognises that good organisational leadership and corporate governance work together in all successful organisations. Excellent corporate governance leadership provides the right strategic direction, high quality and ethical decision making, effective implementation of policies and organisational control. Through robust leadership, accountability, oversight and assurance, governance goes beyond just legal and regulatory compliance and duties of care and is the key enabler of achieving the very best outcomes for all stakeholders.

WHO IS THIS PROGRAMME FOR?

This programme is designed for current and future executive and non-executive Board Members and Senior Executives. It will bring together the full range of expectations, competencies and behaviours required for Board Members, and takes them on a learning journey to achieve their corporate governance and personal development aims as they transition from being a “doing” board into a “governing” board. Working with our experienced trainers, delegates will be offered 1-2-1 executive coaching both during and after the programme to help embed learnings by addressing their individual leadership and governance challenges. You will be encouraged to produce a personal development plan to use learnings to address the challenges faced within your own workplace.

COURSE OBJECTIVES: On completion, you will be able to:

- Understand the purpose and direction of governance and leadership at the very top of an organisation

- Integrate effective ESG thinking into corporate strategic decision making and implementation
- Develop the right organisational culture and lead organisational behaviour
- Demonstrate ethical leadership
- Maintain effective stakeholder engagement
- Build and maintain personal and organisational trust
- Appreciate how to undertake effective oversight

KEY TOPICS

- The nature, purpose, principles and practices of corporate governance
- The purpose and challenges of leadership for Board Members
- Effective organisational decision making and board effectiveness
- Culture and climate of leadership and governance excellence
- The values and principles of ethical leadership Trust, accountability and ownership
- Collective responsibilities
- Skills and attitudes of successful Executive and Non-Executive Board Members

DURATION	FEE	DATE	VENUE
10 days	£4,650	15 - 26 July 2024	London
		18 - 29 November 2024	Washington D.C.

“ON DEMAND” COURSES



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WE REWARD LOYALTY

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“An eye opening, exciting, informative, educative, interesting, inspiring, motivating and empowering experience.”

DR GLORIA AHMED, Director, OGP National Co-ordinator, Nigeria Open Government Partnership.



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