

jml.

TRAINING & CONSULTANCY



Information Pack

jml Training - training that works for your organization...

Company profile

jml Training and Consultancy was established in 1997 to provide bespoke training services for the UK market and overseas.

We specialise in designing robust, practical and interactive in-house training programmes to suit the needs of the individual client. Our clients value us for our integrity, collaborative style and commitment to their business.

jml Training offers training programmes for companies and organisations nationally and internationally in the corporate sector and the public sector in the UK - Government departments, local councils & health authorities.

Each programme is relevant and immediately useful. Using a range of solutions we draw on our own experience, up to the minute research and our unique interactive methodologies. We take your situation as our starting point by working closely with your team to understand your needs and to develop cost-effective solutions for success.

Our tailor-made solutions are results orientated and will help you to raise the level of talent, skills and performance in the organization. We aim to ensure that positive action and change can occur as a result of our input.

jml Training - training that works for your organization...



Personal and professional development

Top sportsmen and women recognise the need to keep their skills finely tuned through training and coaching. In business the same principle applies. Managers, who keep their skills up to date and monitor their progress, are the ones who get ahead. **jml Training** runs a wide range of training which helps participants to develop their talents, learn new skills and approaches, review and refresh existing ones and continue to refine their performance.

Below are some of the in-house courses **jml Training** can run for your managers.

- **Effective communication skills**
- **Assertiveness skills**
- **Influencing and negotiation**
- **Leadership and team building**
- **Change management**
- **Project management**
- **Performance management**
- **Strategic thinking**
- **Partnership working**
- **Developing a learning culture**
- **Media skills**
- **Presentation skills and public speaking**
- **Crisis management**
- **Customer service**
- **Stress management**
- **Time management**
- **Interviewing skills**
- **Managing difficult people**
- **Diversity management**
- **Appraisal skills**
- **Training and coaching skills**
- **Effective meeting skills**

jml Training - training that works for your organization...



Management development programmes

jml Training Management Development Programmes run over a period of some months. **jml** trainers work with groups of participants to develop their potential as star managers. A combination of training, coaching and feedback helps each participant identify a highly effective, personal management style.

Participants learn new techniques, skills and strategies and most importantly, how to make them work in practice. Areas such as performance, leadership and project management are explored in relation to creating a positive and successful work culture. The programme content and timeframe is designed for each client individually.

The **jml** approach to management development is to maximise the opportunity for participants to develop enhanced interpersonal skills. These are recognised as a key requirement for management in companies with flatter structures and cross functional teams and as a lever to organizational success. Using the **MBTI** tool alongside development programmes helps to increase self-awareness and awareness of others.

jml Training runs Management Development Programmes for:

- **Executive team development**
- **Leadership development**
- **Senior managers**
- **Middle managers**
- **Junior managers**
- **Women in management**
- **Preparing for management**
- **Fast track to management**

jml Training - training that works for your organization...



Executive Coaching

Increasingly more and more people are seeking one to one coaching at different stages in their careers. Some people use coaching to help them address particular challenges in their work. Others because they feel they are not accomplishing all they are capable of, or wish to feel more confident in their work role. Many use coaching when they are seeking to improve their self-awareness and work performance but feel a general course will not meet their specific needs.

The benefits of coaching include:

- Improved self-awareness and awareness of the impact of one's behaviour on others.
- More confident approach to the management of others.
- Strengthened skills base and the development of new knowledge and skills.
- Achievement of both corporate and personal goals by motivating individuals to realise their full potential.

How does it work?

Executive coaching is driven by the needs of the client and is most appropriate for those with little time. It is about helping them to maximize their own resources more effectively to improve their performance.

jml Training uses a structured method to ensure the effectiveness of the coaching. It starts with an introductory session where the executive coach seeks to clarify the areas the individual wishes to explore and their motivation and commitment to the process. Expectations are clarified and objectives set. The content of any particular coaching session will also respond to the immediate needs and wishes of the client and the immediate circumstances they find themselves in.

The relationship between the client and the **jml Training** coach is one of partnership and based on confidentiality.

The number of coaching sessions will vary and is dependent on the number of issues an individual wishes to address. In some instances a single session may be sufficient if the need is very specific.

jml Training can provide:

- **Diagnostic Assessment** – Using the Firo B and Myers Briggs Type Indicator personality assessment to help clients gain greater insight into their interpersonal relationships.
- **Using Feedback** – Providing an opportunity for clients to get feedback on their performance from colleagues and subordinates. This can be done electronically or by questionnaire /interview.
- **Leadership Development** – Specific coaching on key aspects to further develop an individual’s personal effectiveness and leadership style.
- **Training and Development** - Clients may identify a need for additional skills training on a range of topics, for example media or presentation skills.
- **Career Planning** – Providing clients with a structured way to consider their career development.

Growing your senior team

Individual coaching with managers in combination with senior team development workshops can be a highly successful way to build a strong management team and increase organisational competence.

We can show that the combination of individual support and high quality in-house training is a powerful tool in growing your own senior management capability - it really delivers.

Coaching senior team members in a local Government department has proved a great success, says a client. The feedback from participants shows that the individual sessions have helped them relate what they learn on the courses to the real world of work.

Working with the learning and development goals agreed during the training programme, **jml Training** coaches are able to maximise the transfer of the skills learning in training to the workplace.

jml Training - training that works for your organization...



Working with local government

jml Training has a long and successful history of working with local government. Council officers face the constant challenge of delivering excellent service and keeping costs to a minimum. Council members are accountable directly to their community. They both strive to do their best to meet a variety of local needs. **jml Training** trainers and coaches work with members from across the political spectrum and with officers, from junior to the most senior level. This experience enables **jml Training** to deliver first class training and support across local government.

TRAINING AND SUPPORT FOR COUNCIL OFFICERS

- **Management development programmes**
- **Personal and professional development courses**
- **Partnership working**
- **Diversity workshops**
- **Change management skills**
- **Developing a learning culture in the workplace**
- **Facilitated workshops for teams**
- **Professional coaching for directors and senior managers**

TRAINING AND SUPPORT FOR COUNCIL MEMBERS

- **Effective communication**
- **Coping as a new councilor**
- **Effective meeting skills**
- **Building a positive working relationship with officers**
- **Negotiating and influencing skills**
- **Stress and time management**
- **Team building for Council Groups**
- **Facilitated workshops for individual Council Groups**

jml Training - training that works for your organization...



Diversity - Equal Opportunities – Bullying in the Workplace

jml Training offers a selection of courses on this specialized subject.

Equal Opportunities and Diversity in the Workplace - Taking action to promote fairness, equality of opportunity and the valuing of difference is a key objective of most organisations. However, this type of culture does not come by default.

Our consultancy and training in this field is tailored to respond to the needs of private, public and voluntary sectors.

We can help you in a number of different ways:

- Identify the issues
- Plan a way forward
- Provide training and support

Bullying in the Workplace

Bullying others or allowing others to bully is a significant cause of stress in organisation to-day. Bullying or attempting to control others is often subtle and can become part of the organisational culture with relative ease.

Employers have a duty under the Health and Safety at Work Act 1974 to ensure the safety of their employees and those who fail to tackle bullying may find they are breaking the law.

Ineffective management can be to blame as can organizational change and inappropriate performance management.

jml Training can provide sensitive and practical workshops to address workplace bullying and provide practical solutions to deal proactively with the issue. The workshops are designed to compliment an organisation's workplace bullying policy.

jml Training - training that works for your organization...



Diagnostic assessment from **jml** **Training**



Myers-Briggs Type Indicator mbti

MBTI can help people grow professionally and help organisations be more effective. **MBTI** is a particularly useful instrument when you wish to get a team to work together more effectively; this can be a newly forming team or one that is facing the challenges of change.

It can also be used in the context of one to one coaching. It is an excellent starting point for someone wishing to increase their level of self-awareness.

MBTI can help individuals and teams to recognize how differences between people can be used constructively rather than being a point of irritation or even conflict.

It can be used in a range of different ways:

- Increasing self-understanding and development
- Career development and exploration
- Organisational development
- Team building
- Management and leadership training
- Training in diversity

Firo B

Personal and interpersonal dynamics influence behaviour in all organizations. Have you thought about why some co-workers prefer to work on their own whilst others find working closely with teams rewarding? Or, why some people turn every project into a competition or a race to gain recognition?

Firo B can help individuals and teams gain insight in to common organizational situations like these. It is a widely used instrument which helps people understand interpersonal behaviour. It is another useful tool for organisations when thinking about career issues, leadership development and work-group compatibility

ILM approval for **jml Training** *

The Institute of Leadership and Management (ILM) have granted development award status to four of the **jml Training** in-house management development programmes.

The current awards include the **jml Training** programmes for **Cultivating Leadership, Senior Manager Development, Middle Manager Development and Women Developing Together**. These in-house courses have taken place with some of our local authority clients.

At **jml Training** we know from client's feedback how well these customised programmes work and we are proud to offer an outside stamp of quality to our participants.

All organisations need flexibility in their approach to gaining recognition for their training. **jml** would welcome the opportunity to work with you to choose the best options to meet your needs. Following careful consideration of what each one delivers to you in the way of benefits, **jml** will then secure recognition for your bespoke training programme.

Information about the Institute of Leadership and Management - ILM



Development Awards is dedicated to advancing the capability of managers and leaders worldwide through the provision of expert qualifications, comprehensive membership services and learning resources. By improving the management knowledge, confidence and ability of individuals, ILM can contribute to enhanced business performance.

It was formed in November 2002 following the merger of NEBS Management (National Examining Board for Supervision & Management) and ISM (the Institute for Supervision & Management). ILM has quickly established itself as a leading player in the leadership and management area, building on the respective strengths of NEBS Management and ISM.

ILM is part of the City & Guilds of London Institute Group, an independent charity founded in 1878 by the 16 livery companies and the Corporation of London, with the broad intent to establish a national system of education.

ILM has been operating internationally for more than 15 years, and has centres located in Africa, Caribbean, Europe, the Middle East and South East Asia. These centres include training departments of large companies, independent and Government colleges and training providers.

* In association with midas training solutions

Clients & feedback

jml Training acts for numerous clients in the private and public sector in the UK and overseas including Councils, Universities, Government departments and Corporate bodies.

We value all our clients and continuously monitor our delivery and service to help them to reach their goals.

'The programme has been a challenging journey for our managers, but one that is having a positive impact on our organisation'

'Thought provoking, reflective and practical'

'I was most surprised by how much all the participants changed and blossomed over the duration of the programme'

'It highlighted the importance of making time for project planning to ensure effective results'

'Your training workshops have helped our staff to communicate effectively with our multinational customer base'

'The networking opportunity was a real bonus'

'I learnt so much in a short space of time'

A small selection of comments from our in-house training

jml Training - training that works for your organization...



Contact us

We look forward to receiving your enquiries.

 + 44 (0)1494 488 787

Email: enquiries@jml-training.com

Web site: www.jml-training.com

Post: Kildare House - Chapel Hill - Speen - Princes Risborough -
Buckinghamshire - HP27 0SP England

jml Training - training that works for your organization...

