

Leadership Fundamentals

A practical, four-session programme that gives managers and business owners the skills, tools, and confidence to lead people and run operations effectively.

4 half-day sessions

Online

New or established managers

Small & Medium orgs

Most managers learn on the job — which means learning slowly, under pressure, often making avoidable mistakes. This programme shortens that curve. In four focused mornings, participants come away with clear frameworks, practical habits, and the confidence to manage people, performance, and day-to-day operations far more effectively.

1

MODULE ONE

Personal Effectiveness

Before managing others, managers need to manage themselves. This session covers prioritisation, time planning, and overcoming the reactive habits that keep managers stuck working *in* the business rather than *on* it. Participants leave with a personal weekly planning system and a clear picture of where their time is — and isn't — creating value.

2

MODULE TWO

Motivating & Managing People

What actually drives people to do their best work — and what quietly switches them off? This session explores motivation, goal-setting, praise, and what regular one-to-one conversations can achieve when done well. Managers gain practical tools for setting clear expectations and building the kind of working relationships where accountability feels natural, not forced.

3

MODULE THREE

Performance & Difficult Conversations

This is the session most managers say they needed years ago. Using real scenarios, participants practise giving honest, constructive feedback, handling underperformance, and navigating the conversations they've been putting off. The focus is on being fair, direct, and human — and on building the kind of team culture where issues are addressed early.

4

MODULE FOUR

Team Operations & Continuous Improvement

How do you build a team that runs smoothly and keeps getting better? Drawing on Lean principles and psychological safety research, this session helps managers identify waste in their processes, set clear team standards, and create the conditions where people solve problems rather than wait to be told what to do.

What Participants Come Away With

- Greater confidence managing people and performance
- Practical tools they can use from the very next day
- Skills to handle underperformance and difficult conversations
- A personal management action plan built for their context
- Clear, consistent management routines that reduce firefighting
- Improved communication, accountability, and follow-through
- A sharper eye for inefficiency and how to eliminate it
- Access to templates, guides, and a curated resource hub

Why It Works

Built with LEO clients in mind

Every example, exercise, and case study reflects the reality of small business life.

We guide them towards additional LEO supports available.

Focused on behaviour change

Participants don't just learn concepts. They practise tools during the session and receive support to implement them afterwards.

Habit-building

Delivered across 4 sessions with reflection built in, so change actually sticks.

Participants get access to a curated hub to refer back to the resources after training finishes.

What Recent Participants Said

“

I learned so much about everyday practical tasks and processes to make management easier.

★★★★★

Rated 10/10

“

Julie made it relevant and interesting with links, games, ideas, conversations, and breakout discussions.

★★★★★

Rated 10/10

“

Very comprehensive, well laid out, and excellently presented. Met my expectations completely.

★★★★★

Rated 9/10

“

Engaging facilitator using real-life examples. Exactly what I needed.

★★★★★

Rated 10/10

9.8/10

Average participant rating from our most recent cohort. 100% of participants said the programme met their expectations. The majority requested information about additional training or mentoring.

Interested in running this for your clients?

This programme is designed specifically for Local Enterprise Offices. Get in touch to discuss possible dates, format, and pricing.

Get in touch →