

Lattitude7 has been awarded contracts to Create and deliver, to SMEs, the training programmes shown below:

These courses attract up to **40%** ESF funding

Empowering Leaders



Emotionally intelligent leadership

Embracing Change!

Beyond Empowerment

The three R's of Leadership

Managing and improving employee relations

Innovative working and employment practices

Culture – it's how we do things round here!

Dignity at work

Building relationships outside the box



Effective Human Resources

Bite Size HR in a Day



Practical Performance Management

Recruiting the Right Way

Talent Management in industry 4.0

Introduction to Import/Export

Import/Export

Commercial awareness, purchase and supply

Finance, logistics, distribution

Tendering and business culture



Mentoring



Helps to unlock blockages and no need to have attended one of the above programmes

Supports self-direction and designed to underpin attendance at one of the above programmes

Coaching



Like to know more? Please contact Martin Haigh on 07801 030 004 or martin@lattice7.co.uk, or follow the link

<https://www.lattice7.co.uk/about/> to read more detail

Scope and Eligibility

Higher Performing Workplaces (HPW) offers training that is designed to help SMEs grow by developing internal talent. 40% funding towards the cost of training is available for *eligible businesses.

* To be eligible:

- the business must be based in one of the following districts: Bradford, Calderdale, Craven, Harrogate, Kirklees, Leeds, Selby, Wakefield or York (Check your district on the Gov.Uk website)
- the business needs to be an SME: employ fewer than 250 full time equivalent staff and have an annual turnover not exceeding €50 million.”

Higher Performing Workplaces

The WYCC Higher Performing Workplaces contract (£1.5million) delivers packages of skills support to grow internal talent in SMEs.

Higher Performing Workplaces (HPW) will address the skills and productivity issues of employees in in sectors presenting the greatest opportunities for economic growth in Leeds City Region.

Higher Performing Workplaces aims to:

- Improve staff motivation, leadership, communication and teamwork;
- Increase staff retention;
- Enhance employee involvement and commitment to the company; and
- Ensure higher levels of financial performance by SME employers enhance and enable business strategy and operational planning to achieve growth.

Higher Performing Workplaces is managed by the West Yorkshire Consortium of Colleges and funded by the European Social Fund (ESF).

Find out more about [Higher Performing Workplaces](#)

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Import/Export

Understanding and introduction to Import and Export

- Why are you interested in exporting or importing?
- What are your target markets?
- Am I ready to export or import?
- Is there a demand for the product or service?
- Can I export or import my product or service?
- What do I need to start?
- How do I find my overseas customers or suppliers?
- About globalisation.
- Why plan?
- Selling/buying through agents, distributors or direct.

Commercial awareness, Marketing, Purchase and supply

- The elements of your export / import plan.
- Understanding international market research.
- Sales / Promotional activities./ Sales / Marketing tools.
- Understanding entry strategies
- Market entry methods.
- Pricing strategy, procedures and payment.
- Incoterms
- Evaluating an enquiry.
- Making the deal
- I.P. & The bribery Act

Finance, Supply chain management, Logistics and distribution

- Financing the deal
- Collecting payment
- Relative risks
- Trade preference agreements/FTAs.
- Understanding how the supply chain works.
- Documentation-Understanding the paperwork.
- Packaging and labelling.
- Insurance and Logistics – delivery or receipt of goods.
- Freight forwarders, customs agents and couriers.

Tendering and documentation, Business culture

- Government tenders
- Private tenders
- Proper Law
- Understanding entry strategies
- Contracts
- The importance of understanding business culture.

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Innovative working and employment practices

Managing and Improving Your Employee Relations

- What is employee relations?
- Let's look at key employee relations issues in your business
- Dealing practically with disciplinary and grievance issues:
- Informal V formal approach
- Tips for diffusing conflict
- The legal framework
- Conducting an investigation
- Preparing for and holding a formal hearing
- Strategies to help you deal with difficult conversations
- Using and increasing your emotional intelligence
- How effective communication can enhance your employee relations
- Action planning to address your key issues

Culture – it's how we do things round here!

- What is culture?
- Let's look through your glass door - what does your culture look like?
- Developing a strategic People Plan to fit your business goals and culture
- Strategic people initiatives – what will work in your business? Choose from some of the following:
- People analytics
- Talent management
- Wellbeing
- Values and behaviours
- Employee engagement
- Employer branding
- Motivating and incentivising your employees
- Action Planning

Exact content can be tailored to meet client needs. Delegates are encouraged to bring along their business plan, goals or objectives to help ensure they start to dovetail their existing plans with thoughts and ideas gained from this workshop.

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Innovative working and employment practices (continued)

Dignity at Work

- What is Dignity at Work?
- An in-depth look at equality, diversity and inclusion
- Dignity at Work policies and their practical application
- Unravelling different types of discrimination
- The legal framework
- A managers' responsibilities
- The right skills to help you
- The OK or Not OK game!
- Benefits to the workplace

Building Relationships outside the box

- Creating sustainable relationships using NLP techniques
- Providing commercial awareness so that relationships are meaningful and aligned to the Balanced Business Scorecard
- Ensuring that influencing skills are used to motivate employees and that people are encouraged to use the 6-step model for innovation in all business areas
- The four stages on conflict handling and the use of Platinum Rule, Discovery Insights and Thomas-Kilmann conflict mode models
- As we move out of the box, we will use the features of both **lateral** and **critical** thinking



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Empowering Leaders

Emotionally Intelligent Leadership

- What is Leadership (good and bad)?
- Management vs. Leadership
- Strategic vision, direction and business planning
- Influencing and persuasion
- The inspirational timeline
- Toxic leadership, career limitations and derailing
- Action-centred leadership
- What is missing from the John Adair hypothesis?
- Emotions and emotional Intelligence
- What leaders do
- Leadership styles (consider six styles)
- The five pillars of exceptional leadership
- Managing Conflict
- Providing Feedback (the 5 R's)

This module forms part of our ILM-endorsed 'Future Leaders Programme'

Embracing Change

- Embracing Change
- Industry 4.0 and the VUCA world
- How change impacts people and business culture
- Typical Concerns
- Why Change Initiatives Fail / Barriers
- Change Management & Change Strategy
- The Kübler-Ross Model
- What can we do about it
- Providing Support during Change
- Change Process
- Employee Commitment during Change
- Building the Total Team
- The key Drivers of Change
- People
- A skip through our brain
- Meet VUCA with VUCA
- Mental strength, self talk and resilience
- Case Studies
- Action Plan

This module is being considered to be part of our ILM-endorsed 'Future Leaders Programme'

Lattitude7 training programmes attracting up to **40%** ESF funding **Empowering Leaders (continued)**

Beyond Empowerment

- Introduction and Culture
- Culture and the I C O Cycle (*Inclusion, Control, Openness*)
- Definitions of terms:
 - *Authority*
 - *Accountability and outcome-based accountability*
 - *Responsibility*
 - *Ownership*
 - *Empowerment*
- Effective Delegation
- Self-management
- Delegated Decision Making
- Ownership
- Empowerment
- Director Responsibilities
- RASCI Responsibility Matrix
- The I C O Cycle – making a difference
- Assignment
- Personal Action Plan

This module forms part of our ILM-endorsed 'Future Leaders Programme'

The three R's of Leadership (Relationships, relationships, relationships)

- What are relationships in business?
- Why do they sometimes not work very well?
- How to make our relationships stronger and more strategic
- Communication is the key – fundamental element explained)
- Advanced communications – NLP matching, mirroring, pacing, leading
- We have bias, both conscious and unconscious – what can we do?
- We are what we think – confirmation of sub-conscious drivers
- Thinking Critically – analysis, communications, creativity, open mindedness
- Problem Solving (rather solution finding through AI) techniques
- The four stages of conflict and appropriate resolutions
- Thomas – Kilmann conflict mode model
- At school we learnt the 3 R's, now know, in business, it stands for relationships, relationships, relationships

This module forms part of a sub-module (Pressing the right buttons) of our ILM-endorsed 'Future Leaders Programme'



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Effective Human Resources

Bite Size HR in a Day

- What is HRM?
- Understanding the employment law framework
- Your people management tools:
- Contracts of employment
- Policies and procedures
- Attitudes and behaviours
- Communication
- People analytics
- Having those difficult conversations
- Equality, diversity and inclusion in practice
- How teams work
- Coaching as a leadership style
- Employee engagement / motivation
- Performance management
- Action planning – what next?

Practical Performance Management

- What is performance management?
- Different types of performance management processes
- Understanding the strategic links
- What will work for you?
- The objective based approach
- Outside the box thinking on performance management processes
- Filling the learning and development gaps
- People Performance and Potential Model
- Developing your performance management skills
- How to give effective feedback
- Dealing with poor performance
- Action Planning

The exact workshop content can be tailored to take into account whether a client already has a performance management process in place or not.

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Effective Human Resources (continued)

Recruiting the Right Way

- The legal framework of recruitment
- Your recruitment tools:
- Exit interviews
- Job descriptions
- Employee specifications
- Your values and behaviours
- Writing effective job adverts
- The advertising marketplace
- How do you shortlist fairly?
- Being prepared for a great interview experience:
- Logistics
- Questioning techniques
- Using different types of tests
- Scoring methods
- Managing the offer and acceptance process
- Getting onboarding right

Talent Management in Industry 4.0

- What is talent management in industry 4.0?
- A practical approach to talent management
- Looking through your glass door
- Identifying talent
- Business critical roles
- Succession planning
- Everyone!
- Developing and engaging talent
- Coaching and mentoring
- Creating purposeful learning journeys
- The drivers of employee engagement
- Your brand as an employer
- Retaining talent
- Reward and recognition
- Talent and the generations
- Motivation
- Developing your talent
- Plugging skills gaps
- People performance Potential model
- Action planning

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Coaching

Coaching to underpin the previously detailed programmes

- Review of programmes undertaken in this offering
- Understanding why coaching is important to you
- How coaching can make a difference to embedding learning
- Agreeing scope and limits
- Clarifying your goals
- Make a coaching plan
- First coaching session is underway
- Confirm initial outcomes
- Agree follow-up sessions
- Complete coaching programme
- Review progress and actions

Mentoring

Helps to unlock blockages and support continuous growth No need to have attended one of the above programmes

- Review of current status
- Understanding why mentoring is important to you
- How mentoring can make a difference to personal development
- Agreeing scope and limits
- Clarifying your goals
- Make a mentoring plan
- First mentoring session is underway
- Confirm initial outcomes
- Agree follow-up sessions
- Complete mentoring programme
- Review progress and actions

