

# Equipping your Fire and Security Managers for Higher Performance.

MANAGEMENT TRAINING, FOR THE FIRE AND SECURITY INDUSTRY, BY THE FIRE AND SECURITY INDUSTRY.

This ground-breaking, highly participative management development programme has been built for and with business owners, leaders and managers in the Fire Safety and Security sector.

The aim of this programme is to equip managers and leaders within the fire safety and security industry to lead their staff, teams and organisations confidently to deliver higher performance.

## Course modules

1. Change Management and Change Resistance
2. Time Management and Priorities
3. Delegation and Performance Management
4. Clear Communication and Effective Meetings
5. Building High Performance Teams and Great Places to Work
6. Developing a Whole-Business Perspective
7. Understanding Business Finance

## Course highlights

- 🕒 4½ day programme all delivered online via Zoom
- 🕒 28 CPD hours awarded by the FIA
- 👥 Each programme is limited to 12 participants
  - To optimise participation, application of learning into the workplace and formation of new business-as-usual best practices
- 📜 Participation and Completion Certificate
  - For completion of all 7x modules, 3x self-assessments and submission of Application Log within 1 week of programme's completion

## Delegate Top Tip

Enrol two managers at a time so the "buddies" can encourage and hold each other to account for implementing new ideas in your business!



## WHAT I LEARNED...

The Finance session has created a hunger to learn more of the financial implications in the service and installation departments and on the business overall and how the decisions I make affect this."

**Service Desk Manager of a £14m business**

## RATHBONE RESULTS & FIA

We are the leading business consultancy in the fire and security sector and also work with B2B companies who are committed to scaling up their business.

We have worked closely with the FIA to develop this management development programme – and make it relevant to fire industry businesses.



## Programme details

**7x half-day modules – attendance and participation required** 3 ½ days

**3x self-assessment questionnaires** half a day

**Application Log for completion as programme progresses** allow half a day

- To be submitted within 1 week of the end of the programme
- Signed by programme participant and direct-line manager

## Modules and Key Learning Points

### 1. Change Management and Change Resistance

- Recognising the 5-7 stages of change and how to accelerate acceptance to drive higher performance
- Understanding the 4 factors necessary for change to succeed
- Managing motivation of self and others through change
- How to reduce resistance to change to make it happen

### 2. Time Management and Priorities

- Knowing how to establish priorities - for effective time management
- Identifying what you can control and/or influence for better time management
- Identifying key stakeholders in what you need to deliver
- Model and key tips for effective time management

### 3. Delegation and Performance Management

- Understanding yourself, and how likely you are to truly delegate
- Mapping your direct reports' readiness to receive delegation
- What records to keep and what questions to ask for positive and fair performance management
- Creating effective and motivating job descriptions

### 4. Clear Communication and Effective Meetings

- Embracing the importance of communication
- Communicating clearly and concisely
- Delivering game changing feedback and engaging with crucial conversations
- Preparing for, engaging others and conducting effective meetings

### 5. Building High Performance Teams and Great Places to Work

- Recognising the 4 stages of team development
- Building 5 characteristics of high performance teams
- Recognising the 9 roles we play in teamwork
- Building great places to work - 4 straight-forward components

## Delivery schedule

**Dates to be announced for the following 2024 cohorts:**

- January
- April
- July
- October

## Course fees

**Per participant for full programme**

FIA Members **£1350** Non-members **£2160**

### 6. Developing a Whole-Business Perspective

- Identifying the different departments necessary to make your business function
- Mapping the value your business delivers as a whole
- Understanding what you need to deliver client commissions
- Understanding how you develop great client engagements

### 7. Understanding Business Finance

- 4 statements that capture the financial performance of the business
- Which questions to ask and which financial KPIs to track
- Knowing which parts of each statement your decisions impact
- How your decisions affect the financial performance of your business

## CERTIFICATE OF PARTICIPATION

**Certificate of participation and completion, co-badged by Rathbone Results and the FIA, on completion of all seven modules and three self-assessments plus submission of Application Log within one week of the programme's completion.**

## RESERVE YOUR PLACE

**Places on each course are limited to 12 participants.**

To register your interest for the next programme dates, please email us at **info@rathboneresults.com** and we will be in touch.