

Training and Development That Makes a Difference



THE MANOR CONSULTING GROUP
Business & Marketing Consultants - Training Specialists

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Training and Development that Makes a difference

Of all the resources at your disposal, it is your people who make a unique contribution to the success of your organisation. They are your key resource and will give you a real advantage in the way they effectively manage all your other resources. Developing your people to achieve their full potential is therefore vital for your organisation's success. It is precisely because this is not easy that getting it right gives such a unique edge.

At The Manor Consulting Group, we have a clear philosophy which is focused on providing Training and Development which:

- Links corporate objectives with jobs and people.
- Is integrated with the development of individuals, teams and the organisation itself.
- Supports life-long learning.
- Is evaluated against clear and agreed measures of success.

How Can We Help You?

We believe that your ownership of both the training and development outcomes and of the processes is vital. We work with you in a partnership which aims to augment and not duplicate your resources. This ensures that you retain the ownership which increases commitment to the effective implementation of a Training and Development process "that makes a difference". We do this in two ways:

A. Consultancy



- Performance Management processes - which link corporate objectives with jobs and people.
- Training Needs Analysis - including establishing development/assessment centres.
- Organisational Planning - including identifying complete development plans to meet your needs which could include a range of development opportunities; e.g.:
 - Accredited management qualifications in association with The Institute of Leadership and Management (ILM)
 - In-house training workshops
 - Linked projects
 - Secondment
 - Shadowing
 - 1:1 Mentoring/Coaching

B. Training



- The specification/design and delivery of training workshops, including support on the job, which link the organisation, teams and individuals.
- The completion of individual Personal Development Plans which will help your people to achieve their objectives.
- Any of the following can be presented as a training programme or can be combined with each other to provide a tailor-made solution to your training and development needs.

1. Business Management

- Business planning
- Planning, operating and controlling
- Change management
- Time management
- Project management
- Performance management
- Problem solving
- Decision making
- Finance for non-financial managers

2. People Management

- Empowerment
- Motivation
- Delegation
- Action planning
- Counselling
- Train the trainer
- Influencing skills
- Leadership
- Team Building
- Performance appraisal
- Coaching
- Selection and interviewing
- Training needs analysis

3. Marketing Management

- Principles of marketing
- Marketing planning
- Sales management
- Key account management
- Business planning at territory level
- Customer Service
- Selling
- Negotiating
- Telephone skills

4. Other

- Business writing (including report writing)
- Communications
- Stress management
- Effective presentations
- Internal consultancy

We are accredited as an ILM Centre. We can offer academically recognised management qualifications for your staff at the following levels:

- Introductory Executive Diploma in Management (Level 5)
- Introductory Diploma in Management (Level 4)
- Introductory Certificate in First Line Management (Level 3)
- Introductory Certificate in Team Leading (Level 2)

What Do Our Clients Say?

- "Very worthwhile and enjoyable two days. Looking forward to the next workshop."
- "Thanks for a very useful two days."
- "An excellent course - well presented and very beneficial."
- "Of the high standard now expected of The Manor Consulting Group."
- "Learnt a lot."
- "Enjoyed video role playing. It highlights weaknesses which can be improved and gives extra confidence."
- "Very comprehensive notes - very easy to follow and implement."
- "Enjoyed course and gained many useful skills from it. I now have to practice them."
- "A lot of good information. Well presented."

We have helped clients in a number of sectors to introduce "Training and Development that Makes a Difference". They include:

Abercrombie & Kent	London Borough of Sutton
Anglian Water	Manx Electricity Authority
Antec International	Marine Harvest
Bath City Council	Merial Animal Health
Bayer UK	Mid Kent Water
BNFL	Milk Marque
Booker Agribusiness	Molnlycke Health Care Products
Booker Cash and Carry	Molnlycke Tissue
Boots The Chemists	Mouchel & Partners
Bournemouth and West Hampshire Water	National Veterinary Supplies
British Film Institute	North Somerset Council
British Arab Commercial Bank	Norwood
Bristol Water	Pedigree Masterfoods
Cargill	Petsafe
Carless Refining and Marketing	Rank Organisation
Central Midlands Co-operative Association	Rhone Merieux
CITB	Rhone Poulenc
Clarke Willmott & Clarke	Rohm & Hass
Countryside Agency	RNID
CWS	Royal Agricultural College Business School
Designers Guild	Schering Plough
Du Pont	Somerset County Council
Eastern Electricity	South Somerset District Council
Gehe Pharmaceuticals	South West Water
Gloucester County Council	Span Training & Development
Groundwork UK	SWEB
Hammersmith and West London College	The Chartered Institute of Marketing
Hampshire County Council	The Chartered Management Institute
Health Development Agency	The Prince's Trust
Hubbard ISA	Tilhill Forestry
Hughes Allen Chartered Accountants	Tom Barron
Hyder	Trouw UK
Hyder Water	UCAS
Isle of Man Government	Virbac
Isle of Man Post Office	Watts & Partners
Legal and General	Wealden District Council
Lincolnshire County Council	Wessex Water
Lloyds Bank	West Wiltshire District Council
London Borough of Hillingdon	

Why Use The Manor Consulting Group?

There are 6 reasons:

- **Objectivity**
We are totally objective as we have experience of many different types of industry and organisation.
- **Personal Approach**
The consultant who handles your initial enquiry will manage the assignment to its completion. This ensures that their accumulated knowledge of your organisation facilitates a cost-effective approach to achieving your objectives.
- **Practical Solutions**
We provide practical solutions which are easy for you to implement.
- **On-going Development**
We are committed to providing support and counselling in order to help you implement our recommendations.
- **Quality Control**
We operate a quality control system which helps to ensure that you secure a return on your investment in our professional services.
- **Ownership**
We encourage your full involvement and commitment, which ensures that you retain ownership of the assignment, by augmenting and not duplicating your own resources.

The Manor Consulting Group is a registered practice of the Institute of Management Consultancy.

It is also retained by the Chartered Management Institute and The Chartered Institute of Marketing to present a number of development programmes.

Your Next Step

When you wish to discuss your current challenges and opportunities, please contact one of our partners. He will arrange a confidential meeting with you without commitment.

Partners' Biographies:



John Bailey BSc (Hons) MIMC MCIM MCFI

John Bailey gained his business experience at senior level in both the manufacturing and distribution sectors. He has considerable expertise in helping organisations to add value to their products and services. He specialises in management development. He holds an Honours Degree and is a Member of the Institute of Management Consultancy, of The Chartered Institute of Marketing and of The Chartered Management Institute.



John Pritchard DipM FIMC MCFI

John Pritchard's career has embraced business development, marketing management, general management and consultancy. He has a wide experience of presenting management and other development programmes and of helping organisations to achieve their objectives. His experience has been gained in the UK, Africa, West Germany and other parts of Europe. He holds The Diploma in Marketing, is a Fellow of The Institute of Management Consultancy and is a Member of The Chartered Management Institute.

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