



# Maximum Performance Management Development Programme

Take your management skills to the  
next level

**UK**

**Global**



## Management development – what’s your approach?

The MDP – at a glance

Programme structure

Who should attend?

Delivery options – ‘classic’

Delivery options – bespoke

Delivery options – global

Programme director

Delivery team (UK)

Delivery team (global)

Feedback

Why choose Maximum Performance?

*‘After each session,  
I have gone back to  
work feeling more  
confident, more  
motivated and  
better equipped to  
do my job’*

# Management development – what’s your approach?

## Most organisations set their new managers up to fail.

They don’t do it deliberately, of course, but they still keep doing it. We’ve all been there. We get promoted to our first management role not because we have shown any aptitude for managing people, but because we’re good at achieving targets, KPIs, goals, etc. We are technically proficient. And why do organisations promote the technically proficient? Because organisations are not great at succession planning and because they look for the wrong skills set when appointing new managers.

Lack of succession planning means that appointments are made on a reactive basis, without time to prepare people for the appointment. So managers are appointed because of their technical proficiency, not because of any sign of management skills or a passion for leading a team.

Remember, too, that most people’s reason for leaving a job has nothing to do with the money – it’s usually because they have little or no respect for their manager.

So, are you going to keep letting your new managers – and the people they manage – down? Or are you going to do something about it? Here’s an opportunity for you.

After years of running bespoke management development programmes on an in-house basis for a wide range of organisations – public sector, private sector, voluntary sector, large and small, UK and global – we distilled the most common issues that managers struggle with and designed a unique, modular programme to address just those issues. We run it on an open basis in the UK and on an in-house basis for clients across the UK and globally (in English and local languages). It’s been tried and tested over the last ten years – and constantly updated and refined. It gets great feedback. Just think what a difference it could make to your managers!

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Why choose Maximum  
Performance?

*‘Absolutely  
fantastic – already  
recommended to  
three colleagues’*

# The MDP – at a glance

This tried-and-tested, ILM-recognised programme will help your managers get better at managing people. And successful managers mean successful teams!

The programme helps new and recently appointed managers step up and really make a difference. Experiential, stimulating and inspirational, it’s a great foundation for a successful career in management.

We cover all the key areas, starting by holding up the mirror to the managers themselves. The Facet 5 personal profile enables them to understand their own behaviours before they start trying to deal with the behaviours of their teams. A one-to-one coaching session helps them ‘unpack’ their profile report, a valuable tool on the programme and back in the workplace.

Then we cover all the key issues and challenges, one bite-sized module at a time. Guest specialists and our wonderful actors add another dimension. The modular approach gives participants time to put new tools, strategies and skills into practice before coming back for the next session.

A final one-to-one coaching session helps them plan the next steps on their journey to becoming better and more successful managers.



ILM recognised  
programme



Facet 5 profile



A 10-day programme



17 subject areas



2 individual coaching  
sessions



Virtual or F2F  
delivery



UK or global  
delivery



Bite-sized  
sessions



10-12 usual group  
size

# Programme structure

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Why choose Maximum  
Performance?

*'By far the best  
training course I  
have been on'*

DAY ONE	DAY TWO	DAY THREE	DAY FOUR	DAY FIVE	DAY SIX
<p><i>Welcome</i></p> <p><i>What makes a manager?</i></p>	<p><i>Creating the environment for success</i></p> <p><i>Time and priority management</i></p>	<p><i>Crucial conversations</i> <i>[with actors]</i></p>	<p><i>Managing performance reviews</i></p> <p><i>Coaching skills to develop others</i></p>	<p><i>Effective delegation</i></p> <p><i>Managing through change</i></p>	<p><i>Communicating and presenting with impact</i></p>
DAY SEVEN	DAY EIGHT	DAY NINE	DAY TEN	TWO ONE-TO-ONE COACHING SESSIONS	A PERSONAL REPORT
<p><i>Influencing and negotiating</i></p> <p><i>Running effective meetings</i></p>	<p><i>Emotional intelligence and your personal brand</i></p> <p><i>Leadership styles</i></p>	<p><i>Problem-solving and decision-making</i></p> <p><i>Managing working relationships</i></p>	<p><i>Programme review</i></p>	<p>Flexible, to suit participants, usually after days one and ten</p>	<p>Facet5</p>

For full programme content, please see the website [here](#)



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Programme structure

**Who should attend?**

Delivery options – ‘classic’

Delivery options – bespoke

Delivery options – global

Programme director

Delivery team (UK)

Delivery team (global)

Feedback

Why choose Maximum  
Performance?

*‘I would highly  
recommend this  
to any newly  
appointed team  
leader / manager’*

# Who should attend?

The programme is designed primarily for those in the process of stepping up to management for the first time – ideally, from those not yet appointed to those who’ve been doing it for a couple of years. But it’s never too late, as this feedback from recent participants shows:



*‘The biggest compliment I can give the course is that I took it 15 years too late! I have been on a lot of training courses and this is by far the best’*



*‘If I could have, I would have done this course years ago before starting my managerial career’*



*‘I confess, having managed teams of people for several years, when my Managing Director signed myself and a colleague up for the course, I was unenthused to say the least. I thought I already knew all I needed to about management. I was wrong. This course has really helped me to identify the areas I need to focus on, for me and my team’*

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Why choose Maximum  
Performance?

*‘Jargon-free, highly  
accessible, and  
very easily applied  
to day-to-day life  
back in the office’*

# Delivery options – ‘classic’

Tried-and-tested, the MDP can be run ‘as is’, as an ‘off-the-shelf’ programme.

Or you might want to make a few tweaks.

For example, everyone has their favoured psychometric. We love Facet 5. It’s so easy to use and understand that we think of it as the Apple Mac of the psychometrics world (if you haven’t come across it before, give us a call and we’ll set you up with a free trial). But if you’d prefer a different tool, that’s fine – we’re perfectly flexible.

You might also want to use a 360, for ‘pre and post’ evaluation.

You might want to think about a launch event, involving key stakeholders. A completion event, perhaps with team presentations to senior managers, can also work really well. We can help with a business project exercise to run alongside the programme too.

Or you might want to add a session on finance, for example, or project management, or commercial awareness, or cross-cultural communication, or sales and marketing, or the customer journey. Through our sister company, **The In-House Training Company**, we have access to a very wide range of subject matter experts, so adding modules is easy.

Equally, you might want to cut a couple of sessions if you don’t think they’re relevant to your managers. That’s fine too.

We can also build in social learning opportunities, so that participants learn from each others’ experiences as well as benefiting from the practical advice and guidance of some inspirational trainers.

Or you might want to make more use of the actors.

These are all simple changes to make. Give us a call and we can talk through the options with you.

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Why choose Maximum  
Performance?

*'My confidence as  
a manager has  
grown and evolved  
since learning new  
skills and being  
able to put them  
into practice'*

# Delivery options – bespoke

## Looking for something a bit different?

We've been designing bespoke management development programmes for 25 years.

Perhaps you need something tailored to your values or competency framework?

Perhaps you need a programme to help support a culture change?

Perhaps you're 'just looking for something a bit different'?

Perhaps you've got some ideas already and simply need a like-minded partner with whom to co-create and even co-deliver?

Give us a call and we can talk through what approach might work best for you, your managers, your organisation. We always welcome an opportunity to get creative!





# Delivery options – global

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Delivery options – bespoke

**Delivery options – global**

Programme director

Delivery team (UK)

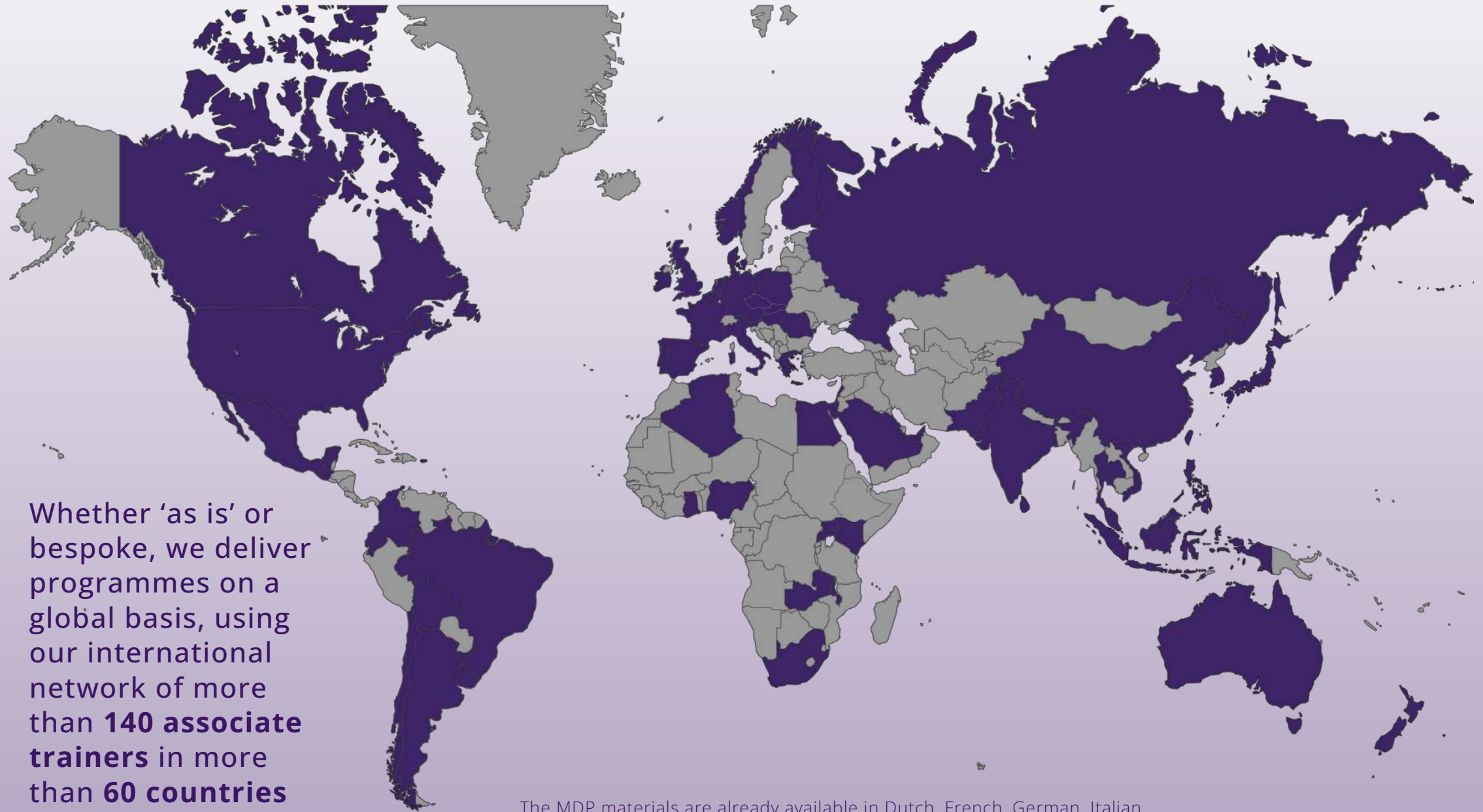
Delivery team (global)

Feedback

Why choose Maximum  
Performance?

*'It's been a great  
development  
opportunity'*

Whether 'as is' or  
bespoke, we deliver  
programmes on a  
global basis, using  
our international  
network of more  
than **140 associate  
trainers** in more  
than **60 countries**  
around the world.



The MDP materials are already available in Dutch, French, German, Italian, Mandarin, Spanish and Portuguese. Other languages available on request.



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Why choose Maximum  
Performance?

*‘Cyrus’s  
enthusiasm is  
infectious’*

# Cyrus Cooper

**Cyrus Cooper, Managing Director of Maximum Performance, is an exceptional international trainer, facilitator and coach.**

He specialises in helping managers to focus on their roles and responsibilities with the aim of getting great results with the people they manage. He has helped organisations in the public, private and voluntary sectors to improve their performance through a range of interventions covering leadership challenges, motivational management and corporate and executive 1:1 coaching.

Cyrus is enthusiastic and practical in his approach. His strong facilitation skills and focus on his audience create a powerful learning experience. His methods are set out very clearly in his book, *Brilliant Workshops*, published by Pearson Education.

Cyrus designed the Maximum Performance Management Development Programme and directs the open programme, supported by a select team of specialist facilitators, coaches and actors. He also designs and delivers bespoke programmes for in-house delivery. He can advise you as to the most appropriate delivery team for your specific requirement.



# Delivery team (UK)

Welcome to some of the key players in our UK delivery team of more than 25 expert facilitators around the country:



## Scott Rumsey

Scott is a Lead Consultant at Maximum Performance. A very experienced and enthusiastic trainer, facilitator and coach, he relishes the opportunity to help managers succeed in their roles and careers. Scott is our lead personal coach for the programme.



## Aileen Ralston

Aileen is a highly experienced learning and development professional, originally with a finance sector background and now working with clients such as BP, Prudential, MoD and the Scottish Executive. Her ability to build relationships and inspire participants creates an extremely positive learning environment. Aileen is based in Scotland.



## Alastair Jones

Alastair has authentic leadership experience after more than five years 'in the trenches' as CEO of a national charity. He has been developing business leadership teams from large household names to small businesses, using his leadership experience to inspire and inform growth.



## Jamie Chambers

Jamie is a highly experienced, qualified, award-winning and nationally recognised professional within the world of learning and development. He is passionate about empowering change, transformation and growth in a fun, creative and inspiring way.



## Nick Johnson

Nick has 30 years' experience in training, coaching and consultancy. He enjoys working with managers and leaders to help them reach their potential, overcome challenges and create a work environment where individuals and teams thrive.



## Amanda Dudman

Amanda is a highly experienced coach and facilitator specialising in providing management development programmes, coaching and facilitation services to the public and VCSE sectors. Amanda works at all levels within organisations, from the board (or Elected Members, in local authorities) to frontline. She is our lead consultant for public sector and VCSE work.

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Performance?

*'I had a one-to-one  
session with Scott  
Rumsey and this  
was fantastic'*

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**Delivery team (global)**

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Performance?

*‘Well-paced,  
thought-provoking  
and enlightening’*

# Delivery team (global)

We have a team of outstanding facilitators who deliver the programme internationally, in English and local languages, including:



## Angela Lequenne (France)

Angela’s time in global companies such as Disney, Jet Tours and Hotelplan gave her hands-on experience of multi-cultural team leadership, transversal project management, international marketing and sales, key account management and customer service, quality and product development. She puts this experience to good use as a an outstanding multi-lingual facilitator and coach, working across Europe and internationally.



## Denise Chakranarayan (India)

Denise is a director in a training, language and communication company based in Pune. With more than twenty-five years’ experience, she delivers workshops and VILT sessions for a wide range of organisations on a variety of subjects, including management skills, team building, business communication skills, customer service excellence, inter-cultural skills, and interpersonal skills.



## Fiona Talbot (Italy)

Fiona has been based in Rome for more than twenty years, working as a trainer, facilitator and coach designing and delivering training and development programmes in English, French and Italian to multinationals in Europe and further afield. Fiona’s main focus is enabling managers to discover their potential and develop their ability as credible and successful leaders, designing and delivering workshops on management and personal effectiveness.



## Georgina Barquin (Spain)

Georgina has more than twenty-five years’ experience of executive coaching and management skills, designing and implementing management and personal effectiveness skills programmes for top management and executives. She is also Management Skills Professor at EAE Business School for the Executive MBA, MBA, MASTER of Finance, and HR Master programs and Professor at Francisco de Vitoria University (and in 2017 won the award for ‘Best Professor of the Year’) on the Cross-Cultural Management programme.



## Louis Seah (China)

Louis runs his own management consulting and training business based in Shanghai and operating across the country and the region. For the past twenty years he and his multi-lingual team have been consulting, facilitating, training and coaching for a wide range of multi-national organisations. Louis is also a popular conference speaker.



## Martin Maglia (Austria)

One of our most popular facilitators, Martin had hands-on experience of managing sales, purchasing and business process re-engineering projects, working across Europe and in Saudi Arabia, before he set up his own consultancy thirty years ago, focused on coaching, management development and sales training. He is also an author and conference speaker.



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*'I am  
recommending this  
programme to a  
lot of people!'*

Nomad Foods  
Europe



Buckinghamshire  
Council



EUSA Pharma

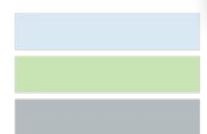
Isabel Hospice  
Together we care



*I'd recommend the MDP to  
**anyone looking to build  
confidence in leadership,**  
develop skills, create a network,  
and progress their career*

*One of **the best training**  
programmes I have attended*

SHIPOWNERS



DAI



Lancashire

*It's a great way to **demystify**  
**management***

*I wholeheartedly recommend  
**Maximum Performance** for  
arming managers and teams  
with a toolkit they can carry  
with them throughout their  
career. Maximum fun and  
maximum return on investment!*



easyJet

*It's hard to put in words how  
fantastic this course was. **It  
changed the way I perform as a  
manager.** I highly recommend it!*



— 1874 —

Solving  
Solutions

DARAG  
The origin of value



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Performance?

*‘It’s a great  
programme’*

# Why choose MaximumPerformance?

Our clients take excellence as a  
given.

- **Excellent programme design** – a partnership approach
- **Excellent coaches and facilitators** – an unrivalled global network of real depth and breadth
- **Excellent participant experience** – relentless focus on what goes on ‘in the room’
- **Excellent value for money** – you may sometimes find cheaper, but you won’t find better
- **Excellent results** – we take the time to understand every client and their objectives, challenging and supporting them to achieve their goals

What they really value, they tell us, is that we’re so easy to work with.

- **Open-minded** – we approach each new project with a blank sheet of paper but loads of experience – we don’t have an agenda – we just want to focus on what’s best for you
- **Imaginative** – collaboration fosters creativity, so the more we work together with you the easier it is to work out the best solution for you

- **Pragmatic** – we understand that your budget may not match your ambition (we ‘get it’), so we’re happy to cut our cloth accordingly
- **Transparent** – you’ll always know exactly what you’re getting for your money, with no hidden extras
- **Value-focused** – we go out of our way to reduce costs wherever possible, to add value wherever possible
- **Helpful** – we deliver lots of customer service training as well, so we practise what we preach!

To discuss joining our roster of happy  
clients, just give us a call (or email us at  
[info@maximumperformance.co.uk](mailto:info@maximumperformance.co.uk)).  
We’re here to help!