



Masterclasses in Leadership and Business Administration (MLBA™)

A unique modular-based training programme designed for middle managers whose specific training needs can be often overlooked.

Choice of modules:

1. **Leadership During Challenging Times** – 1 day
2. **Organisational Change Management** – 1 day
3. **The Art of Judgement: Effective Decision Making for Managers)** – 1 day
4. **Service Design/Redesign** – ½ day or 1 day
5. **Service Recovery: Using Customer Complaints to Inform Continuous Business**

Improvement – 1 day

6. **Introduction to Programme and Project Management for Managers** – 1 day or 2 days or 5 days
7. **Outcome Planning** – ½ day
8. **NLP Techniques for Managers** – ½ day or 1 day
9. **Image Matters / Personal Branding** – 1 day
10. **Influencing Skills** – 1 day
11. **Building Mental Resilience and Success Strategies** – 1 day
12. **Coaching and Mentoring for Managers** – 1 day
13. **Continue and Begin Fast Coaching® for Managers** – 1 day
14. **Sales Excellence with NLP** – 1 day
15. **Mindfulness for Wellbeing and Peak Performance** – 1 day

Out training delivery options include:

- Open workshops (various locations)
- In house training (we come to you)
- 1:1 training
- Observation and coaching
- Bespoke training

Contact us for further information and a quotation:

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L&M Plus Consulting Ltd.