

BEING A SUCCESSFUL BUSINESS OWNER & BOARD MEMBER

A HIGHLY PRACTICAL
PROGRAMME





Your development to the next generation business leadership and board membership skills and attributes

A unique eight-week webinar based course to provide business owners, current leaders and prospective board members with the skills and behaviors to help you clarify and achieve your objectives and overcome business challenges. Using our People-Service-Profit methodology we show you how to get all your employees headed in the same direction with shared business and align the resources and processes and systems to achieve that purpose.

Program Summary:

- Clarify your business vision, strategy and values
- Be totally customer focused
- Develop world class people
- Continuously improve processes and systems
- Positively control performance and results
- Deliver consistent standards of service
- Ensure you and your board works collaboratively
- Make and communicate decisions to keep the business on track

What is

‘BEING A SUCCESSFUL BUSINESS OWNER & BOARD MEMBER’?

This brand new program is tailor made to meet the demands of business owners/leaders and current or prospective board members. Virtual, flexible, interactive and working with a maximum group of **20**, the program is fast paced and challenging.

OUR OBJECTIVES

What skills, tools and attributes do I required to be a competent 21st century entrepreneur, business owner or leader?

Our informative, supportive and clearly defined step-by-step program will help participants to answer important questions such as

‘How to connect employee behaviors to the business mission turning intentions into actions?’

‘How to link teams and processes to the changing needs of our customers?’

‘How to shape my business strategy with real time information from customers?’

‘How to create a culture of performance in which these elements all work together seamlessly?’

This weekly programme, over 8 weeks of 75 minute webinars, will give you the resources to be confident about who you are as a business owner or leader, what you and your business has to offer and the benefits you can bring to your customers. The emphasis of this program is learning and development to help you to achieve your full potential as an entrepreneur leader.

Promise Training & Consultancy is a leading strategy implementation and behavioral training & consulting company. Our mission is to deliver performance improvement and operational effectiveness through the alignment of vision, values and strategies with employees, processes and systems (information technology).

WHO SHOULD ATTEND?

This course is specifically designed for:

- o Business owners
- o CEO & Managing Directors
- o Decision makers
- o Entrepreneurs
- o SME Owners
- o Leaders wishing to become board members or Non Executive Directors

WHAT WILL YOU GET OUT OF this course?

You will work in an interactive and challenging way that is always thought provoking in a supportive and informative way. Pre-work and engagement with others between webinars will ensure that you gain maximum benefit from the live sessions. You will have the opportunity to engage in a potentially life changing program.

By participating in this program, you will be able to put to one side for a moment your daily challenges and:

- Transform your business into a better version of itself
- Maximize the potential of your existing business assets
- Improve the (behavioral) effectiveness of yourself and all your employees
- Deliver (consistent and predictable) results on a scale and speed you might not be able to achieve on their own





COURSE OUTLINE

DELIVERED BY A WEEKLY 75 MINUTE WEBINAR THAT WILL BE RECORDED TO GIVE YOU ONGOING ACCESS, THE PROGRAM IS AS FOLLOWS:

WEBINAR 1 - WHO WE ARE AND HOW WE WORK TOGETHER

Introductions and virtual networking. Familiarising yourself with the webinar way of communicating, establishing the ways we will work together.

WEBINAR 2 - CLARIFY YOUR BUSINESS VISION, STRATEGY AND VALUES

So how aligned is your business? What does this really mean? Do you and all employees understand your vision, strategy and values?

WEBINAR 3 - BE TOTALLY CUSTOMER FOCUSED AND DELIVER CONSISTENT SERVICE STANDARDS

For each service your business provides is there, an agreed-upon, prioritized list of what customers care about? How to really determine customer needs? What service standards are critical? How to make them consistent?

WEBINAR 4 - DEVELOPING WORLDCLASS PEOPLE

Is information collected from each team member about how well things work in the team? Are employees rewarded for outperformance as a team? Teams cooperate to achieve customer satisfaction? When processes are changed, the impact on employee satisfaction is measured?

WEBINAR 5 - CONTINUOUSLY IMPROVE PROCESSES AND SYSTEMS

Do all your business processes/systems meet the needs of your customers? Are the strategy and values translated into work that employees are trained and rewarded to do? Are core processes/systems designed to deliver what your customers really want?

WEBINAR 6 - POSITIVELY CONTROL PERFORMANCE AND RESULTS

Make and communicate decisions to keep the business performance on track. Using delegation and Empowerment. The use of positive 'control' and motivation.

WEBINAR 7 - ENSURE YOUR BOARD WORKS COLLABORATIVELY

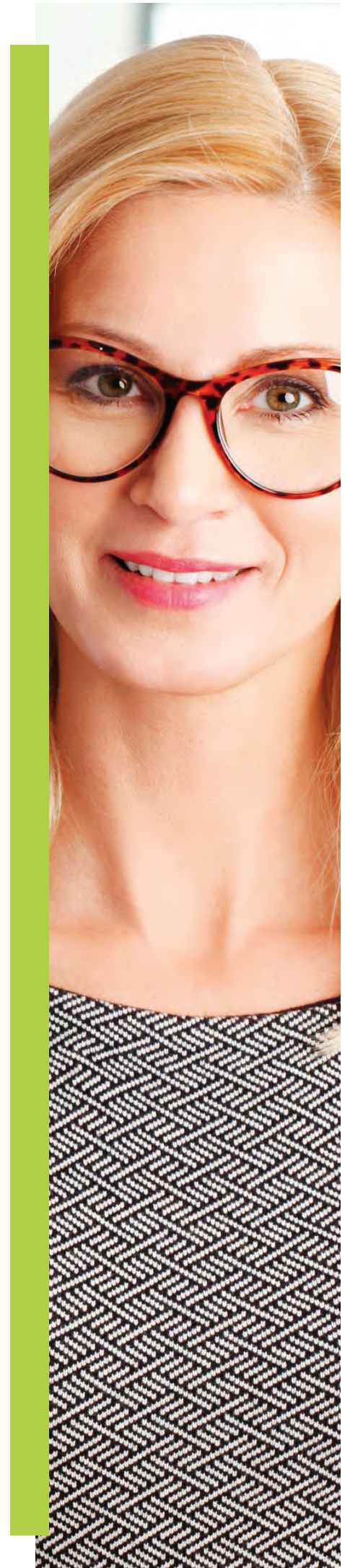
Understanding governance and required board behaviors. Collaboration at board level. Being a board or non executive director.

WEBINAR 8 - PROGRAM REVIEW AND NEXT STEPS

Measuring your success? What still needs to be done? Optional 1:1 coaching or interim consulting. Actions for the next 100 days.

BY PARTICIPATING IN THIS PROGRAM YOU WILL LEARN TO USE THE LATEST LEADERSHIP RESEARCH TO IMPROVE THE WAY YOU ANALYSE, STRATEGIZE AND DELIVER 21st CENTURY LEADERSHIP AT EXECUTIVE AND AT BOARD LEVEL.

ENHANCE YOUR LEADERSHIP AND STRATEGIC VISION AND COMMUNICATION SKILLS TO COMPARE WITH THE BEST ANYWHERE.



RECORDING THE SESSIONS

We understand that people have busy lives and that sometimes life steps in the way, meaning that you may miss the occasional webinar. What we do therefore is record every webinar and we make the recording available to every participant in the program. You can then review it at your leisure as often as you like.

Please note, recordings are confidential and will only be available to people who are participating in that particular program. They will not be released to anyone else. They will be available for a month after the first webinar session.



COURSE LEADERS

NIALL FOSTER

Niall is an interim manager, consultant, facilitator and executive coach/trainer who specializes in delivering transformational change and operational performance efficiencies by aligning an organisation's vision, values and strategies with its people, processes and IT systems. He does this by managing the core disciplines of:

Process and Systems: bridges the gap between where the organisation is now and where it wants to be. He reviews and aligns processes and IT data quality to remove bottlenecks and delivers measurable performance improvements by ensuring all the vital elements in the organisation are headed in the same direction at the same time.

Behavioral Change: ensures employee behaviours and objectives are in line with organisational vision, values and strategies and processes/systems through the design and implementation of balanced scorecard style operating systems.

A published author, he has written on performance improvement themes with the best seller 'Kaizen Strategies' series published by the Financial Times/Prentice Hall in 2000. The Institution of Engineering and Technology (IET) published his book 'Effective Team Leadership for Engineers' in 2009.

Career Background: Director of Learning & Development at Sterling Software (now Computer Associates) (1994-97), Country Manager with Krauthammer International (culture specialists) (1989-94) and Business and Skills Analyst with Alexander Proudfoot (process specialists) (1985-89).

Qualifications

Academic qualifications include a BA in Economics and Politics and an MSc in Organisational Development. A qualified coach, Niall is certified in Level A&B [SHL] Occupational Testing, OPQ32 [SHL], MBTI, DISC and Assess profiling tools. He works with Executive MBA students at Edinburgh University Business School, the Baltic Management Institute (Vilnius) and Kiev National Economic University.

NEXT AVAILABLE PROGRAMS

SESSION	DATES
WEBINAR 1	Wednesday 9th January, 2019, 7pm
WEBINAR 2	Wednesday 16th January, 2019, 7pm
WEBINAR 3	Wednesday 23rd January, 2019, 7pm
WEBINAR 4	Wednesday 30th January, 2019, 7pm
WEBINAR 5	Wednesday 6th February, 2019, 7pm
WEBINAR 6	Wednesday 13th February, 2019, 7pm
WEBINAR 7	Wednesday 20th February, 2019, 7pm
WEBINAR 8	Wednesday 27th February, 2019, 7pm



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