

## General Management Services

### Level 3 – Leadership Training

#### What Is It?

'Level 3' is an introduction to the basic principles of leadership and how they can be applied to the senior management of small and medium sized enterprise. Leadership is a complex subject and there are many books and papers available which cover the topic in depth.

However, for the General Manager there are some practical tools available which are invaluable in helping to achieve the organisational goals. In order to be able to use these tools and develop leadership skills, we must assume that good basic management skills have been already acquired through training or experience. The key tools are:

- Holding Effective Team Meetings
- Problem Solving
- Decision Making
- Process Improvement
- Communication
- Organisation

#### What are the advantages to my organisation?

- **Experienced General Management:** Your team will be able to work with an experienced General Manager and learn how to hold effective meetings which focus on facts rather than suppositions or emotions. They will show you how to identify critical business issues and develop solutions and action plans based on quality principles.
- **Cost Effective:** Many small and medium sized businesses can not justify the expense of a full time General Manager. With the EBS service a client can use the services on an hourly, daily or project basis.
- **Senior Management Development:** Our General Management professionals are experienced business coaches who can help grow the knowledge, skills and confidence of the whole team as well as specific individuals.

#### What Is Included?

Working with an experienced EBS General Manager you will learn techniques for :

- **Team Meetings** – plan cross functional team meetings and chair them effectively.
- **Problem Definition** – identify critical problems based on Key Performance Indicators.
- **Problem Solving** – use problem solving techniques to develop solutions and action plans
- **Decision Making** – making individual and collegiate decisions and communicate them clearly.
- **Organisation** – developing cross functional working.
- **Process Improvement** – identifying where key processes are deficient and have the tools to improve them.
- **The Role of the Director** – working through the main legal requirements of the role of a being a Director in the UK.

## How Do We Work?

The work would be carried out by an experienced EBS General Management professional who would work closely with your team on an hourly, daily or project basis.

## What Does It Cost?

The cost for this service is just **£140 per hour + VAT**. Alternatively for larger projects an all inclusive project fee can be developed.

## About EBS General Management Services

EBS General Management is a specialist area of service from EBS Management Resources, a multi-disciplinary provider of business support services to companies with 15 - 100 employees. Service portfolios are provided for the key functions of Human Resources, Occupational Health, Marketing, Sales and General Management. EBS clients cover a wide range of industries and include Dayla, Bucks Net Services, Nottingham Forest Football Club and Red Door Communications.

The complete set of EBS General Management services includes:

- Level 1 – Senior Team Effectiveness
- Level 2 – Business Process Definition
- Level 3 – Leadership Training and Training in the Role of a Director
- Level 4 – Enhancing the Performance of The Senior Management Team
- Level 5 – Company Strategy and Business Planning

For more information on this service, please contact us on 01844 211084, or visit our website: [www.ebs-management.co.uk](http://www.ebs-management.co.uk).