



Solve and Thrive: *Empowering Managers to Lead and Succeed*

Management & Leadership Development Programme for **New / Newer or Managers who have being post for some but are struggling**

The detailed structure of the programme

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Next Steps

Once you have read through all of the information, if you have any questions, or are ready to talk further please do drop me an email on pam@pmbusinesssupportservices.co.uk or just pick up the phone on **07487380714**



Monthly Training Webinars and Q&A (90 minutes)

Monthly training reactive management or leadership topics and after each session, an actionable key takeaway suite of checklists, key points, and templates will be available to reinforce learning.

The focus with our monthly training webinars is on foundational management skills – core skills and covering common challenges, building confidence, and providing practical tools for day-to-day operations:

1. Wednesday 3rd September 2025 - Basics of Management
 - Note-Taking
 - Consistency
 - Communication
 - Your Position Now as Opposed to Before
 - Your Management Style
2. Wednesday 1st October 2025 - Performance Management Basics
 - Setting clear expectations and goals
 - Providing regular feedback and reviews
 - Addressing underperformance and building improvement plans
3. Thursday 4th November 2025 - Managing Team Dynamics
 - Effective team communication
 - Identifying team strengths and weaknesses
 - Conflict management at the team level
4. Thursday 4th December 2025 - Managing Multi-Generational Teams
 - Recognising Different Work Preferences
 - Motivating Different Generations
 - Building an Inclusive Culture
5. Thursday 8th January 2026 - Conflict Resolution in the Workplace
 - Mediation techniques
 - Managing difficult conversations



- Strategies to maintain workplace harmony during reactive processes
6. Wednesday 4th February 2026 - Introduction to Investigations
- Understanding the basics of investigations
 - How to gather and document information
 - Conducting interviews and assessments
 - Ethical and legal considerations in investigations
7. Tuesday 3rd March 2026 - Disciplinary Procedures
- Framework for disciplinary action
 - Communicating with employees during disciplinary processes
 - Corrective actions and documentation
8. Wednesday 1st April 2026 - Grievance Procedures
- Identifying common grievance issues
 - Handling grievances with fairness and transparency
 - Managing formal grievance processes and resolutions
9. Wednesday 6th May 2026 - Managing Adjustments (Health and Caring-Related)
- Health-Related Adjustments
 - Caring-Related Adjustments
10. Wednesday 3rd June 2026 - Managing Short-Term Absence
- Identifying and managing patterns in short-term absenteeism
 - Best practices for return-to-work plans
 - Communication strategies for short-term absences
11. Wednesday 1st July 2026 - Managing Long-Term Absence
- How to manage employees on long-term sick leave
 - Understanding the legal and organizational implications
 - Developing a long-term absence plan with HR support
12. Wednesday 5th August 2026 - Managing Lateness and AWOLs

- Setting clear expectations for punctuality
- Handling frequent lateness or unreported absences (AWOL)
- Dealing with recurring lateness with constructive feedback and potential consequences

The dates and times for these sessions are:

Wednesday 3 rd September 2025	10:00 – 11:30
Wednesday 1 st October 2025	10:00 – 11:30
Thursday 4 th November 2025	10:00 – 11:30
Thursday 4 th December 2025	10:00 – 11:30
Thursday 8 th January 2026	13:00 – 14:30
Wednesday 4 th February 2026	10:00 – 11:30
Tuesday 3 rd March 2026	10:00 – 11:30
Wednesday 1 st April 2026	10:00 – 11:30
Wednesday 6 th May 2026	10:00 – 11:30
Wednesday 3 rd June 2026	10:00 – 11:30
Wednesday 1 st July 2026	10:00 – 11:30
Wednesday 5 th August 2026	10:00 – 11:30



Monthly Proactive Risk Management Sessions (90 minutes)

A monthly session to stay ahead of emerging risks in your management role.

Each session focuses on real-world issues, helping you anticipate challenges before they become problems.

This is a combined session of newer managers and more experienced managers and leaders – all benefitting from different perspectives and insights

What You'll Gain:

- Practical insights into the latest legal challenges and business risks
- Proactive strategies to protect your team and business from common risks
- A toolkit of actionable steps you can apply immediately
- The chance to discuss and learn from your peers' experiences

The dates and times for these sessions are:

Wednesday 17 th September 2025	10:00 – 11:30
Wednesday 15 th October 2025	10:00 – 11:30
Wednesday 19 th November 2025	14:00 – 11:30
Wednesday 17 th December 2025	10:00 – 11:30
Wednesday 21 st January 2026	10:00 – 11:30
Wednesday 25 th February 2026	10:00 – 11:30
Wednesday 18 th March 2026	10:00 – 11:30
Thursday 22 nd April 2026	10:00 – 11:30
Wednesday 20 th May 2026	10:00 – 11:30
Wednesday 17 th June 2026	10:00 – 11:30
Wednesday 15 th July 2026	10:00 – 11:30
Wednesday 19 th August 2026	10:00 – 11:30

Monthly Ask Me Anything Day (MAMAD) (15 minutes)

Monthly day in which you can ask me anything

- 1 - 08:00 – 08:15
- 2 - 08:30 – 08:45
- 3 - 09:00 – 09.15
- 4 - 09.30 – 09.45
- 5 - 10.00 – 10.15
- 6 - 10.30 – 10.45
- 7 - 11.00 – 13.15
- 8 - 11.30 – 11.45
- 9 - 12.00 – 12.15
- 10 - 12.30 – 12.45
- 11 - 13.00 – 13.15
- 12 - 13.30 – 13.45
- 13 - 14.00 – 14.15
- 14 - 14.30 – 14.45
- 15 - 15.00 – 15.15
- 16 - 15.30 – 15.45
- 17 - 16.00 – 16.15
- 18 - 16.30 – 16.45

First come first serve on the time slots

The dates and times for these sessions are:

Tuesday 16 th September 2025
Tuesday 21 st October 2025
Tuesday 11 th November 2025
Tuesday 16 th December 2025
Tuesday 27 th January 2026
Tuesday 24 th February 2026
Tuesday 24 th March 2026
Tuesday 28 th April 2026
Tuesday 19 th May 2026

Tuesday 23 rd June 2026
Tuesday 21 st July 2026
Tuesday 25 th August 2026

Quarterly Reflection, Reset & Ready-To-Go (90 minutes)

Reflection on the last quarter, reset with coping/processing tool, and set intentions for the next quarter

The dates and times for these sessions are:

Wednesday 26 th November 2025	10:00 – 11:30
Friday 27 th February 2026	10:00 – 11:30
Friday 22 nd May 2026	10:00 – 11:30
Thursday 27 th August 2026	10:00 – 11:30



Ongoing Access to Resources

Training, templates, and guides that will continue to grow



Terms & Conditions for the Management Development Programme

Introduction

By enrolling in the Management Development Programme, you are agreeing to the following terms and conditions. Please read them carefully. The programme is designed to provide managers with a structured, year-long development journey, including training, bespoke advice, reflection opportunities, and real-world applications. As part of this commitment, we require all participants to adhere to these terms to ensure a smooth, professional, and valuable experience.

1. Programme Structure and Commitment

This programme is a 12-month commitment, running from September to August each year. Participants are expected to engage fully in the programme and attend all scheduled training sessions, Q&A sessions, and reflection opportunities.

The programme Includes:

- 36 hours of training across monthly sessions
- 3 hours of bespoke advice via Monthly Ask Me Anything Days (MAMAD)
- 6 hours of self-development and reflection during quarterly reflection sessions
- A comprehensive resource suite which includes checklists, key points, and templates for ongoing use
- A risk management radar and actionable steps to implement in your day-to-day role

We work with a maximum of 18 managers into each cohort of which there are 2 different types of cohorts for New Managers and Experienced Managers.

2. Pricing for September 2025 – August 2026 and Payment Terms

The pricing structure is as follows:

- For 1-5 Managers: £149 per manager per month
- For 6-10 Managers (5% Discount): £140 per manager per month
- For 11+ Managers (10% Discount): £125 per manager per month

Please note: All prices quoted are exclusive of VAT.



These fees are charged on a monthly basis and are payable throughout the 12-month programme.

This equates to a total annual commitment as follows:

- £1,788 per manager annually (1-5 managers)
- £1,680 per manager annually (6-10 managers)
- £1,500 per manager annually (11+ managers)

Please note: All prices are exclusive of VAT.

3. Cancellation, Refunds & Waiting List

By enrolling in the programme, you are committing to the full 12-month term. We understand that life circumstances may change, and we have outlined the following cancellation and refund policy:

Before the Programme Starts:

- More than 30 days before the programme starts: Full refund (if any payments were made).
- Between 30 and 14 days before the programme starts: 50% of the first month's payment will be retained as a holding fee. If your seat is filled from the waiting list, the remaining payment will be refunded.
- Within 14 days of the programme start: No refunds will be provided. You may transfer your seat to someone else (subject to my approval), or defer your enrolment to the next cohort.

Once the Programme Starts:

- If you decide to leave the program after the first month, you are still responsible for full payment for the first three months of the programme.
- If you decide to leave after the first quarter, you are fully responsible for the remaining months of the 12-month contract, as there will be no refunds for unused months.
- Exceptional Circumstances: In cases of severe illness, hospitalisation, or bereavement, we will review your situation and may offer an option for deferment or partial refund at our discretion.

Waiting List: If you need to cancel, and we have a waiting list, we will make every effort to fill your spot. If the spot is filled from the waiting list, a refund will be issued

(minus the holding fee). However, you may also transfer your seat to someone else you know who wishes to take part, subject to our approval.

4. Participant Behaviour and Professionalism

The success of this programme relies on mutual respect and professional conduct. All participants are expected to:

- Engage respectfully with their peers and instructors.
- Contribute thoughtfully to group discussions, case studies, and feedback sessions.
- Be punctual for each session, ensuring that all managers benefit from the training.
- Adhere to the confidentiality of any case studies, personal information, or sensitive content discussed in the group sessions.

Any behaviour deemed disruptive, unprofessional, or detrimental to the learning environment may result in the participant being removed from the programme, without a refund.

5. Confidentiality & NDA (Non-Disclosure Agreement)

To maintain a safe, respectful, and trustworthy learning environment, we require that all participants sign a Non-Disclosure Agreement (NDA). The NDA covers:

- Confidentiality of Shared Information: All discussions and shared materials within the group are confidential and cannot be shared outside of the programme without prior written consent.
- Intellectual Property: All training materials, checklists, templates, and resources provided during the programme remain the intellectual property of PM Business Support Services and may not be reproduced or distributed without our permission.

The NDA ensures that all participants feel comfortable sharing challenges and experiences within the cohort, and that any personal or sensitive information shared is protected.

6. What's Included from PM Business Support Services

As part of your enrolment in this programme, you will receive the following:

- Comprehensive Training: Monthly webinars and Q&A sessions focused on key management and leadership topics.

- Bespoke Support: Access to the Monthly Ask Me Anything Day (MAMAD) for personalised advice and guidance.
- Development Tools: Access to a suite of checklists, templates, risk management toolkits, and other practical resources to apply immediately in your role.
- Quarterly Reflection: Sessions to reflect on your progress and set actionable development goals for the upcoming quarter, supporting your continuous professional development (CPD).

7. Termination of Agreement

We reserve the right to terminate your participation in the programme if you fail to adhere to the terms and conditions outlined above, including failure to make payments or disruptive behaviour in sessions. In such cases, no refund will be issued.

8. Amendments to the Terms

We reserve the right to update or amend these terms and conditions if required. Any changes will be communicated to you in writing and become effective once agreed upon.

9. Data Protection & Privacy

In order to provide you with the best possible service, we collect and process certain personal data.

- Personal Data Collected: The data we collect includes your name, contact information, job title, business information, and any other information necessary to facilitate your participation in the program.
- Purpose of Data Collection: This data is used solely to manage your participation, send training materials, communicate about the program, and support your development throughout the year.
- Confidentiality: We are committed to ensuring that all personal data is kept confidential and secure. Your data will not be shared with any third parties, except where required by law or for the purpose of fulfilling the terms of the program (e.g., payment processing or session delivery).
- Data Protection Compliance: We comply with all relevant data protection laws, including GDPR, and you have the right to access, modify, or delete your personal data upon request.

10. Force Majeure



Neither we nor the participants shall be held liable for any failure to perform any obligations under these Terms and Conditions where such failure is caused by events beyond our control, including but not limited to:

- Natural disasters (flood, fire, etc.)
- Pandemics or health crises
- Government actions or legal changes
- Acts of terrorism, war, or civil unrest
- Technical failures such as website downtime or email issues

In the event of such circumstances, we will make every effort to reschedule or modify the programme delivery. If rescheduling is not possible, participants will be notified as soon as possible, and we will discuss options for deferral, credit, or refund.

12. Acceptance of Terms

By enrolling in the programme, you confirm that you have read, understood, and agreed to these terms and conditions. You also agree to adhere to the behaviour and confidentiality expectations outlined above.

Signature:

Date:
