

# Mitchell Phoenix

## Foundations of Management: Results

Typical Results Created by Delegates on Mitchell Phoenix' Foundations of Management Program

### Program Details

**Level:** middle and first-line managers

**Principal Focus:** for professionals seeking to build their career in management, this program defines the principles of leadership and management excellence, and lays the foundation for effective management practice

**Typical Structure:** 5 days over 5 months

#### Locations:

**Public Courses** held in London  
**Tailored in-House Courses** run for companies including HSBC, Alderley Group, Retail Decisions and Canopus Managing Agents

#### Result 1: Creating an Environment in which Staff can Excel

A manager in a technology company had two teams: sales support and account management. Sales support felt the manager had neglected them, and were demotivated as a result. Using material from the Foundations Program, the manager ran a brainstorm on how sales support team members could work more closely with the account managers and improve the quality of their activities. The outcomes were as follows:

- Sales support people to physically work alongside account managers

#### How do participants create results?

Foundations of Management runs for a day a month over 5 months. In the month-long gaps between seminars, delegates are asked to apply the material from the previous seminar to the challenges they face in the workplace at that moment, and in doing so to create results.

At the start of the subsequent seminar, delegates deliver a 3 minute formal business presentation on how they applied the concepts in their role, what results they produced, and what their recommendations are for their colleagues on the program.

The creation of results in this way allows delegates to develop their management skill just like any other skill: through their own cumulative experiences. Each delegate leaves the program with a set of concrete business results created through their own efforts in the workplace, and a practical, personal understanding of how to apply the material to future business challenges.

- A concrete timetable for the daily activities of sales support was created
- 3 concrete objectives were agreed for the sales support team to achieve during the next period
- Provision was made to address sales support's training needs
- Monthly meetings were agreed
- Development plans were made, so that sales support people could see how they would be able to progress into sales roles

The manager implemented the recommendations, and reported on Day 3 of the program that morale and confidence among the sales support team had gone up.

*"Every aspect of the course has been excellent. Every page of the handouts contains useful information that can be applied to real world situations. The best course I have been on."*

**Nick Franklin,  
Retail Decisions**



UK public courses are held at the Research House in central London

**Result 2:  
Communicating a Challenging Decision and Retaining Commitment**

A manager had to run a difficult bonus review meeting with one of her direct reports. Under previous arrangements, put in place when the company was much smaller, the direct report only had to satisfy some basic requirements in order to qualify for his bonus. The manager wanted to change this situation, and link the direct report's bonus to target achievement. Mindful that this was likely to be unpopular, the manager booked out a whole morning for the meeting in which she was going to broach this subject.

Using concepts developed on the Foundations of Management Program, the manager first agreed with her direct report that bonuses should be based on performance. This done, they worked together to create a set of objectives for the coming year relating to a particularly important aspect of the direct report's role. With the objectives agreed, the manager told the direct report that his bonus for the coming year would be dependent on the achievement of the objectives they had just created. After a short discussion, the direct report agreed to this and they set a follow up meeting to monitor progress towards the achievement of the first objective.

The manager felt in complete control in the meeting, and concluded it in 20 minutes, leaving a whole morning free for other work. She later reported that it was 100% successful in terms of creating motivation in the direct report and securing agreement to a difficult decision.

**Result 3:  
Raising Staff Performance**

A manager in a bank had a member of staff whose day-to-day contribution to the team was not as valuable as it could have been. The manager resolved to raise the member of staff's level of performance:

The manager ran a brainstorm on improving the team's performance, at which the member of staff in question had one of the best ideas. The manager praised the member of staff in front of the whole group, sufficiently emboldening the member of staff to volunteer to monitor the project he had suggested.

Some weeks later, building on the success of the brainstorm and the subsequent growth of the member of staff's confidence, the manager asked the member of staff to work with a colleague on how to improve a particular process. The improvements they developed were so successful the manager proposed that these improvements be rolled-out across the business. This further strengthened the member of staff's confidence, which has raised their level of performance in all areas.

*"I've been given a set of tools to constantly refer to and pull out of the toolbox helping me to deal with almost all situations I'm going to come across in my management role."*

**Carina Tonge, Ergonomic Solutions**

*"It is the most well structured and useful business program I have attended and would recommend it to anyone currently pursuing or seeking to pursue a career in management."*

**James Whittaker, Sorex Ltd**

*"Having been on numerous training courses I have no hesitation in recommending the Mitchell Phoenix course as the best yet. There is no management-speak or pointless exercises - instead the course is tailored to each and every delegate due to the focus on practical results and making improvements in your workplace."*

**Mark Lowe, Midwich Ltd**

*"A hands on immersion into management skills that goes well beyond the traditional lecture - small classes allows for in-depth discussions and debate of management theory and techniques."*

**Jenna Cordone, HSBC**

*"Really effective toolkit which produces tangible results."*

**Stephen Chaffin, Canopus  
Managing Agents**

Companies from across the whole spectrum of industry have sent managers on Foundations of Management, including those below. For a full client list, see our website.

