

Mitchell Phoenix

Governing Change: Results

Typical Results Created by Delegates on Mitchell Phoenix' Governing Change Program

Program Details

Level: senior – for managers of managers

Principal Focus: leading, directing and mobilizing staff

Typical Structure: 6 days over 6 months

Locations:

Public Courses held in London and New York

Tailored in-House Courses run worldwide: 2010 – 2011 venues include Amsterdam, Athens, Barcelona, Beijing, Dubai, Florida, Singapore and various locations in the UK

Result 1:

Persuading others - moving projects forward

A manager was responsible for a project that relied heavily on the contribution of executives from different areas of the business – executives over whom the manager had no direct authority. When the manager started attending the program, this project had not progressed for some months.

In the time between Days 2 and 3, the manager used the communication tools from the program to persuade two senior colleagues from other areas of the business to

How do participants create results?

Governing Change runs for a day a month over 6 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.

Typical results include: time savings, bottom line contribution, increased confidence, higher levels of motivation in their teams, higher levels of motivation on the delegates' part, a stronger culture, enhanced influence, quicker decisions from above, a stronger reputation with clients, succession planning...

The areas where delegates will focus their efforts are tailored to business priorities, after close consultation with the delegate and the program sponsor in the client business. See below for specific examples of individual, team and company wide gains.

commit their time and expertise to the stalled project. On day 3 the delegate reported that, with their help, the project had now been scheduled to go live in Q4.



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

“A 6 month Mitchell Phoenix management program that, frankly, changed my life. It broadened my outlook and since completing it my enthusiasm soared and the techniques he showed us to deal with difficult or sensitive management challenges have been invaluable to me, and of course my business.”

Ian Ford, Director,
Watts Group

Result 2:

Bringing about a difficult structural change – retaining staff commitment

A sales manager was underperforming, so the Operations Director decided to demote him. The demotion involved a salary cut, removal of management responsibility, and loss of a certain standard of company car. The Operations Director was concerned that the sales manager's pride would be stung so sharply that he would resign altogether. The very reason the sales manager had been made a manager, however, was because he was an excellent salesperson and very valuable to the company in this role.

When addressing the issue, the Operations Director followed the concepts explored in Governing Change exactly, praising the sales manager's qualities and then asking whether he agreed that the role of the sales manager was to maximise the potential of the people in the sales team. The sales manager agreed and in the conversation that followed they explored the Sales Manager's abilities to run the team. He quickly realised that his talents lay in selling and not managing, even expressing a wish that he might return to the sales role. They agreed that the best for both the company and the individual would be a return to the sales role.

Result 3:

Improving the culture of communication within a business

As part of a wider initiative to build a stronger management culture, an in-house group and the Managing Director in Dubai reviewed the quality of communication in their business, and chose two areas for particular focus. It was felt that the regular operations meetings could be made more disciplined and productive. The group decided to improve the quality of these meetings by setting agendas and ensuring that minutes are taken, actions recorded, and timescales for activity are met.

Further, now the group share a common management language in meetings, they all understand the purpose of the meeting, how it should be run, and what the desired outcomes are. This allows them to continue to run meetings in the productive, time-effective manner they have established. The group also chose to address how e-mail was used within the business. They developed an e-mail protocol which proposed that e-mail should be used to confirm agreements reached in one to one discussions, rather than to replace those discussions.

The protocol also demands that e-mails are prepared in such a way that the recipient can understand them, that the information contained within them is concrete, and that they are distributed only to those to whom they are directly relevant. All of this is indicative of a new clarity of thinking about communication and its purpose in the organization.

"The Mitchell Phoenix Governing Change course took me out of my comfort zone and challenged me to think and act in new constructive ways. I would recommend this course to anyone who wants to develop or sharpen their leadership skills."

Mike Lloyd, Microsoft Schooling Solutions Lead

"I have been on a number of courses in my time. Forget the rest, this is the best. It holds your attention all the way through. Unlike other courses, you are not distracted or fighting to get out. Amazing experience."

Darren Lewitt, Director, Midwich

"Mitchell Phoenix assisted in creating a common management culture, a greater focus on results, heightened awareness on adding value, much greater focus on planning and preparedness, more focussed communications and ultimately, increased effectiveness within the business."

Stuart Taylor, Managing Director, HSBC Private Bank

Governing Change is a superb senior management training course which I have used for my managers in many companies, all who take part gain great benefit. The 6 month structure, 1 day per month, embeds the techniques much better than the normal 3/4 day courses.

Ross Stuart, Interim CEO, Linpac, Astir, Westinghouse, Crompton, Invensys, Alderley

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

