



THURSDAY 7TH, FRIDAY 8TH &
THURSDAY 14TH MARCH
09.30 – 16.30 each day

Leading Empowered Organisations (LEO)

LEO is a powerful programme designed to develop resilient, confident, inspirational leaders. Designed for people in any organisation, LEO is based on principles of respect, dignity and empowerment. The full LEO course is 3 days – day 1 and 2 run consecutively, and day 3 is held the following week.

Suitable for: Managers, Team Leaders and Supervisors and anyone in a leadership position. It is recommended that a minimum of 2 people from different areas of an organisation attend so that the principles of LEO can be communicated and championed across the organisation

Course objectives:

Personal Development in your leadership role
Leading change through consensus and dialog
Skills development to build relationships based on trust and respect
Implement effective, non-punitive responses to mistakes

Attendance, including lunch and refreshments:
£450.00 plus VAT for ICCM members
£550.00 plus VAT for non-members



An ICCM/Heartled
Wellbeing quality
management training
event

Part of a new suite of
management training
courses for
bereavement
services

In depth training

Learn new skills



Newmarket Rd Cemetery
Newmarket Road
Cambridge
CB5 8PE

www.iccm-uk.com

Leading Empowered Organisations (LEO)

LEO is a powerful three-day programme designed to develop resilient, confident, inspirational leaders. Designed for people in any organisation, LEO is based on principles of **respect, dignity and empowerment**.

What that means for you is that you get the chance to try out tried and tested tools and techniques that develop your personal resilience, leadership skills and confidence, making you even more effective at what you do. This transformational leadership programme is fun and highly interactive.

What our delegates say

'LEO gave me the confidence to have a conversation with my manager about my priorities and workload'
Team Leader Local Authority

'LEO has helped me with my new job role, specifically in discussion with senior management. My communication is now so clear and it has really sorted out reporting relationships with my boss and the people I come into contact with' Senior Manager Local Authority

'LEO has transformed my working life, I wish I had had this years ago' Ward Sister NHS Acute Trust

'I have become better at listening. I have stopped finishing other people's sentences. I am also better at managing people who try to steal my time. I say 'no' now when I receive unexpected requests and arrange to meet them when I can give my time to fully understand their needs' Admin Worker

Who should attend?

Managers, Team leaders, Supervisors and anyone in a leadership role.

Duration 3 days in total, day 1 and 2 held consecutively, day 3 the following week 09.30 -16.30

Course Objectives

- Identification of your current level of responsibility, authority and accountability
- Skills development to build honest, open relationships based on trust and mutual respect
- Ideas to develop your personal and organisational capacity
- Ways to implement effective, non-punitive responses to mistakes
- Leading change through consensus and dialogue
- Creating a personal development plan for your leadership role

Course Overview

Day One

Responsibility, Authority and Accountability
The LEO Framework
Organisational Culture and Decision Making
Developing Effective Leadership
Linking Expectations and Needs
Assessing and Supporting Development in Others

Day Two

Successful Teamwork and Collaboration
Developing Interpersonal Relationships
Communicating Directly and Honestly
Collaborating to Produce 'Win-Win' Results
Developing Capacity in Individuals and Organisations
Promoting Positive Discipline

Day Three

Leading Change
Establishing Constructive Dialogue and Effective Problem Solving
Converting Ideas Into Action
Action Planning: Personal
Action Planning: Departmental

Follow on Options

Half-day action learning sets are available to complement LEO material in:
Social Styles at Work
Managing Conflict and Difficult Conversations

Booking Form

I wish to attend/send the following attendee(s) to the ICCM and HeartLed Wellbeing Leading Empowered Organisations Training Course at the Newmarket Road Cemetery, Cambridge on 7th, 8th and 14th March 2019

Name 1: _____ ICCM Member?
Y/N

Name 2: _____ Y/N

Representing: _____

Email: _____
Confirmation of attendance will be sent by email

Phone No: _____

Address for invoice: _____

Order No: _____

Any Special Dietary Requirements: _____

The fee for the course covers attendance, documentation, lunch and refreshments. The fee is £450.00 + VAT for ICCM members and £550.00 + VAT for non-members.

Please do not send cash or a cheque with the booking form – an invoice will be sent to you at the address you give above.

Cancellations and refunds – receipt of the completed booking form is a contract. Cancellations must be made in writing at least 10 working days before the workshop, and will incur a 20% administration fee. Cancellations made after 10 working days before the workshop will not be refunded. No refund will be given for non-attendance. Substitution of delegates at no extra charge may be made by emailing julie.callender@iccm-uk.com. In the event of cancellation by the organisers, any fees paid will be refunded but no further liability will be accepted. The organisers reserve the right to make changes to the programme, speakers and venue should this be necessary.

Please note that a minimum number of delegates is required to run this course. If the minimum is not reached within one week of the training dates, the course will be rescheduled or cancelled. The ICCM will not accept any liability for any fees incurred in booking the training course, other than the course fees.

Please return completed forms to Julie Callender at julie.callender@iccm-uk.com, or to

ICCM National Office, City of London Cemetery, Aldersbrook Road, Manor Park, London, E12 5DQ