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# learning that matters

People Management &  
Leadership Competency Framework

# People Management & Leadership Competency Framework

**The Management Development team wants to unlock your potential and enable you to achieve extraordinary things. Our mission is to help individuals achieve a positive sense of well-being, belonging, meaning, and purpose through workplace-focused self development.**

We can create training which is tailored and contextualised to your organisation's specific needs, supporting your staff to develop competencies that are key to the success of your organisation in a fast moving, ever-changing world. Choose from our range of courses to build a training programme that suits your requirements, which can be delivered in the classroom, online, via e-learning or a combination of all three.

This framework defines the key competencies required of anyone responsible for leading, developing and supporting staff so they can perform their roles effectively, and the courses we can offer to help your staff develop these skills.

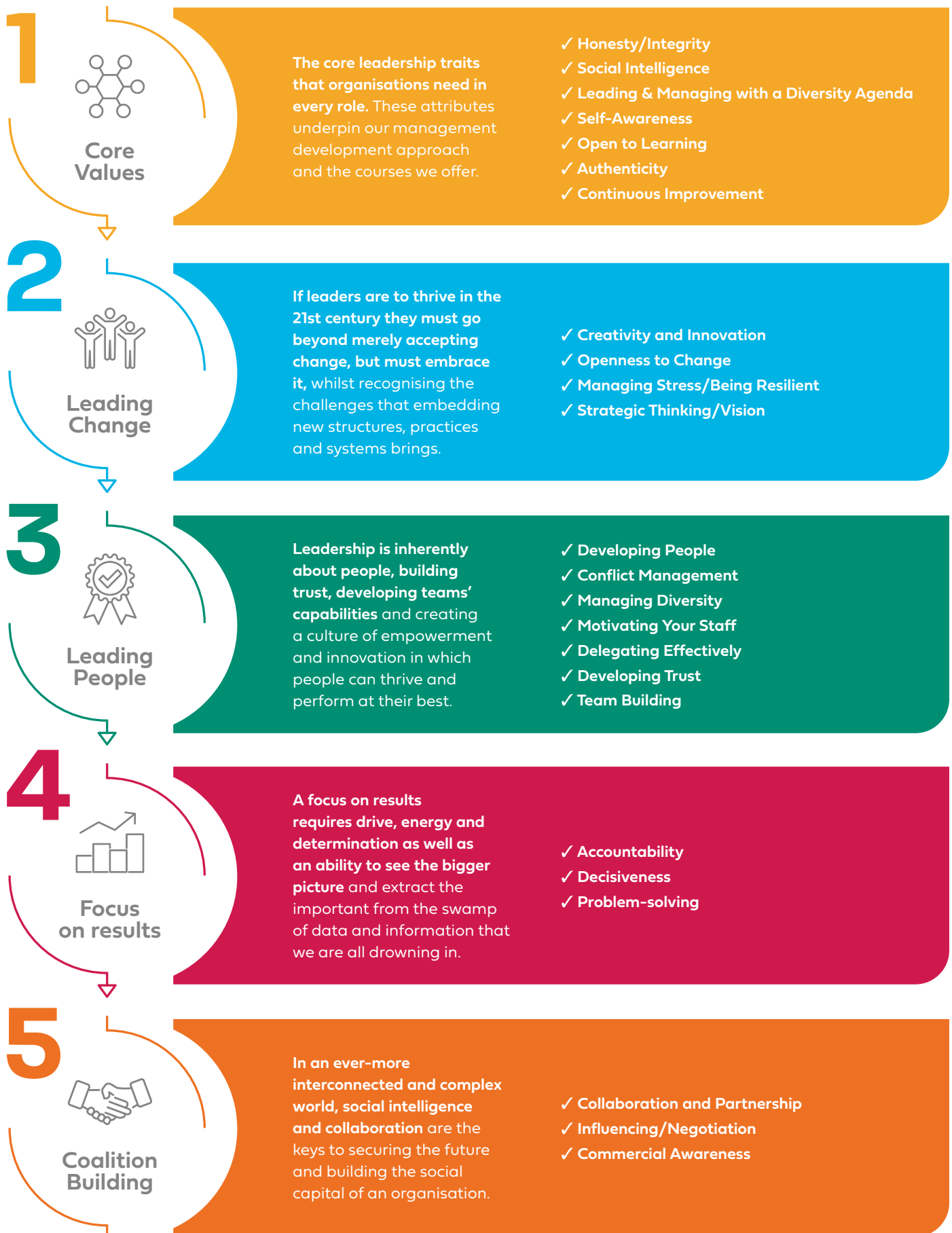


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# Summary Page

## People Management & Leadership Competency Framework





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# Core Values

The values that sit at the heart of what we do



Unlike traditional skills-based training, we focus on ensuring that anyone who attends our courses leave with the confidence and desire to put what they have learnt into practice. We do this by working with our clients to discuss and challenge their existing perspectives, collaborate with them to develop new ways of thinking about work and empower them to apply these insights on their return to work.



### **Honesty/Integrity**

A person of integrity displays a principled dedication to values and beliefs. They always seek to reflect ethical standards and do the right thing regardless of the circumstances.



### **Social Intelligence**

Notices and understands emotions in others and uses this understanding to build successful relationships and navigate social environments.



### **Leading & Managing with a Diversity Agenda**

Promotes equality on the basis of characteristics such as gender, age, race, disability, sexual orientation, religion and employment status as organisations norms, thereby allowing diversity through difference to be nurtured, valued and celebrated.



### **Self-Awareness**

Notices and understands emotions and thoughts within oneself.



### **Open to Learning**

Being creative and open to new and different ideas and experiences.



### **Authenticity**

Behaves in a manner that is genuine, self-aware and transparent.



### **Continuous Improvement**

Looks for opportunities to build professional skills and competencies of both themselves and others.



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Leading Change



## Creativity and Innovation

Adept at problem identification and idea generation, works collaboratively with others to select and develop ideas for change.

**Innovation and Creative Thinking**



## Openness to Change

Recognises and responds to the need for change and uses it to improve organisational performance. Identifies ways in which the organisation needs to change, personally championing change while encouraging and supporting managers to make it happen.

**Leading Successful Change**



## Managing Stress/Being Resilient

Effectively handles highly stressful or adverse situations, makes good decisions, works calmly and accurately, and helps to calm others.

**Building Personal Resilience**



## Strategic Thinking/Vision

Demonstrates the ability to think proactively and consider longer-term opportunities as well as challenges that might develop in the future.

**Strategic Thinking Skills**





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**Leading People**





## Developing People

Develops and coaches others and constructively reviews their work to improve and advance the skills, knowledge and performance levels of those who report to them.

Coaching Skills for Managers

Train the Trainer



## Motivating Your Staff

Empowers others and energises them to do and to be their best.



## Delegating Effectively

Effectively assigns responsibilities and authority to the right employees, taking their interests, ambitions, development and competency into account.



## Developing Trust

Drives a diverse and collaborative working culture which encourages openness, approachability and is supportive of challenge however uncomfortable.

Leadership in Action

Managing People Effectively



## Conflict Management

Successfully mediates conflict between individuals and groups; can negotiate tough agreements and settle disputes equitably; can find common ground and obtain cooperation with minimum noise.

Having Difficult Conversations



## Managing Diversity

Demonstrates an ability to promote a sense of belonging for direct reports across cultural groups and promotes awareness about cultural differences and attitude change.

Equality, Diversity and Inclusion in the Workplace

Mental Health Awareness (Half Day)

Mental Health Champion (MHFA)

Mental Health First Aider (MHFA)



## Team Building

Increases mutual trust and encourages cooperation, coordination, and identification amongst team members with the wider team.

Emotional Intelligence (EI) - An Introduction

Practical Performance Management

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**Focus on Results**





## Accountability

**Takes responsibility for all work activities and personal actions;** follows through on commitments; implements decisions that have been agreed upon; maintains confidentiality with sensitive information; acknowledges and learns from mistakes without blaming others and recognises the impact of their behaviour on others.



## Decisiveness

**Makes decisions and takes responsibility for them in a timely manner and demonstrates commitment to them.** Ensures that decisions are made based on policies, rules and organisational directives and solving emerging problems.



## Problem-solving

**Analyses situations and applies critical thinking** in order to resolve problems, decide on courses of action and implement the solutions developed.

Time Management - Improving Personal Effectiveness

Action Learning Sets: A Practical Introduction

Commercial Awareness

Finance for Non-Financial Managers



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**Coalition Building**





## Collaboration and Partnership

Builds a strong network of collaborative relationships and partnerships across their organisation and beyond. Demonstrates highly effective listening skills.



## Influencing/Negotiation

Demonstrates the ability to probe and understand interests of all parties in a conflict. Advocates and adopts a win-win collaborative approach to conflict to transform conflict into effective and collaborative problem solving. Uses respectful, attentive, and constructive techniques to deal with pressure, uncertainty, or opposition in groups or one-to-one settings. Demonstrates the ability to bring people round to their way of thinking about a certain topic, without force or coercion whilst acknowledging their opinions.

Effective Communication

Running Effective Meetings

Influential Negotiation Skills

High Impact Presentation Skills



## Commercial Awareness

Understands the inner workings of both the organisation they work for and the industry it operates within and recognises the different trends (both political and economic) that can impact their workplace.

Commercial Awareness

Finance for Non-financial Managers



# Delivery Options

## Courses

From the courses listed, you can choose any combination you wish to create your own training programme and the delivery method that best suits you and your staff:



Classroom-based training



Virtual classroom



Tailored e-learning content



If you want to mix things up and take a blended approach, we can do that too! Email us at [sales@quanta.co.uk](mailto:sales@quanta.co.uk) or call us on 01905 610600 if you'd like to discuss this further.



## Content

Training content can be tailored to suit staff at any level, including:



Team Leaders/Supervisors



Junior Managers



Middle Managers



Senior Managers





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## Meet the Team

### Alex Smith

**Management Development Programme Lead**

Alex leads our Management Development Programme, which covers all our management and leadership, personal effectiveness and mental health and wellbeing courses and interventions. Prior to joining Quanta, Alex worked for a number of years working with vulnerable young people in residential care, before moving into the world of training as a project and programme management trainer and consultant, specialising in change management.

### Adam Montgomery

**Head of Digital Learning**

With over 20 years of experience in the industry, Adam specialises in designing and delivering training in Leadership, Management Development and Project & Programme Management. Adam is instrumental in the continued development of our E-Learning Capability and is the course director and principal course developer for our flagship residential Leadership in Action programme.

### Miles Huckle

**Facilitator & Coach**

Miles has a wealth of experience and expertise working in the UK and overseas specialising in management development and coaching. Miles is an executive coach accredited with the International Coach Federation. Miles holds full membership with the Institute of Leadership and Management, the International Coach Federation, and the Association for Project Management.

### Philip Gilbert-Smith

**Mental Health & Wellbeing Trainer & Facilitator**

Phil is a Mental Health First Aid England Instructor and is qualified to deliver the Adult 2 day First Aid Course, the Adult One Day Champions Course the Adult 1/2 Day Awareness Course. Outside of work, Phil has also been a telephone volunteer for Herefordshire Samaritans for 9 years and heads up the training team training all new volunteers.

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