



**Leadership  
in Action** 

**Overview and Key Competencies**

# Leadership in Action: Overview

This programme aims to propel performance and strengthen organisational capability to innovate, adapt to change, and realise growth. Leadership in Action is an ILM recognised 4-day experiential learning programme designed to foster leadership excellence through practical application, individual and collective reflection, and conceptual learning.

## Purpose of the Programme

Leadership in Action seeks to equip top talent with the skills and mindset required to lead effectively in dynamic environments. It focuses on but not limited to, strategic thinking, effective decision-making, building resilience, and emotional intelligence ensuring participants can lead with clarity, accountability, and adaptability.

## Delivery Methodology

The programme is delivered face-to-face over four days at The Speech House, Coleford.

It combines experiential learning cycles with interactive presentations, feedback sessions, and self-reflection; plus includes pre-programme 360 surveys and optional Lumina Spark Portrait, with post-programme coaching and access to online resources support continued development beyond the experience.

### What is Lumina Spark?

Lumina Spark psychometric testing reveals your whole personality, providing a unique portrait of who you really are. Increase self-awareness, reveal hidden potential and cope better under pressure. Discover practical actions for improved communication, teamwork and leadership.



# Key Competencies Supported

The programme supports the development of key leadership competencies, including:

## Dealing with Uncertainty & Ambiguity

The programme places delegates in situations where tasks are complex and information is incomplete. They learn to clarify goals, adapt to changing scopes, and build confidence in uncertain environments. This competency helps leaders remain calm and decisive when the full picture is not immediately available. It encourages resilience and flexibility in problem-solving.

## Decision Making

The programme challenges participants to make timely, well-considered decisions under pressure. Leaders explore whether to involve their teams or act independently and justify their choices. They learn to cope with incomplete data without paralysis. This competency builds confidence in making sound decisions quickly when required.

## Handling and Dealing with Change

Delegates face tasks with evolving goals and constraints, testing their adaptability. They learn to pivot strategies and maintain team morale during transitions. Reflection sessions highlight how individuals and teams respond to change. This competency strengthens resilience and flexibility in dynamic environments.

## Handling Conflict

Team-based tasks often lead to personality clashes and differing opinions. Delegates practice open communication and constructive feedback during reflection sessions. They learn to resolve conflicts appropriately with facilitator support. This competency fosters collaboration and trust within teams.



# Competencies Continued

## Emotional Intelligence (EI)

The programme emphasises self-awareness, self-management, social awareness, and relationship building. Delegates reflect on their strengths, weaknesses, and impact on others. They develop empathy and build strong, trusting relationships through dedicated exercises. Emotional intelligence is reinforced throughout the week as a cornerstone of effective leadership.

## Accountability

Reflection sessions encourage delegates to own their performance and progress. They identify strengths and areas for improvement and set learning objectives. Accountability is reinforced through continuous feedback and team discussions. This competency ensures leaders take responsibility for outcomes and growth.

## Integrity

Delegates explore personal values and how they apply in leadership scenarios. Integrity is tested during negotiations, reflection sessions, and team exercises. The programme promotes ethical decision-making and consistency between values and actions. This competency builds trust and credibility in leadership roles.

## Critical Thinking

Participants learn to step back from immediate tasks and analyse broader implications. They practice weighing competing options and asking better questions under pressure. This competency develops a habit of thoughtful analysis rather than impulsive reactions. It strengthens problem-solving and decision-making skills.

# Competencies Continued

## Adaptability

Delegates experience shifting goals, unexpected constraints, and changing team dynamics. They learn to adjust priorities and communicate effectively during uncertainty. Adaptability builds confidence and resilience in fast-changing environments. This competency prepares leaders to thrive when change is constant.

## Customer Focus

Certain tasks require creating business cases that prioritise customer needs. Success depends on understanding and addressing what matters most to end users. Delegates learn to link decisions and recommendations to real-world value. This competency ensures leadership actions are customer-centric and impactful.

### More Information

Learn more about Leadership in Action.  
Scan the QR Code to view the programme  
outline and to book your place on an  
upcoming event.

Click [here](#) if viewing digitally.



*Since returning to work I have found on multiple occasions that I refer back to my experiences on the course. I am doing things differently; not only drawing on some of the course content and reflection sessions but also thinking about the rest of the team that I worked with and what they had said or did,. Only a few weeks later I can already see how changing some of my leadership ways has had a positive impact on my team and I hope this continues going forward.”*

**LIA Delegate, Head of Development  
M & M Direct**

## 2026 Event Schedule

Monday 9<sup>th</sup> March - Thursday 12<sup>th</sup> March  
 Monday 11<sup>th</sup> May - Thursday 14<sup>th</sup> May  
 Monday 15<sup>th</sup> June - Thursday 18<sup>th</sup> June  
 Monday 21<sup>st</sup> September - Thursday 24<sup>th</sup> September

Places are available for all events. Reach out to your Account Manager to discuss your requirements or to book a meeting with a Leadership in Action facilitator.



*“LIA is the foundation that I’m going to build my career on- It taught me to be confident, to make swift decisions and to take charge and lead should nobody step forward. It’s helped me manage my time and taught me to confidently delegate to the members of my team. An extremely hard course but the end result was well worth it! Thank you for all your help and support during!”*

**LIA Delegate, IT Technical Manager, Kingspan International**



*“I’ve learnt some incredible things about myself and the way in which I deal with other people and about how my actions and personality impacts upon others both positively and negatively. I identified where I needed to modify my behaviours to become a better leader. I always thought I was pretty self-aware but it has been extremely illuminating to compare my own thoughts with what others perceive of me.”*

**LIA Delegate, Operations Director, Ability Net**

### Get in touch



[contact@quanta.co.uk](mailto:contact@quanta.co.uk)



0800 018 5597

