



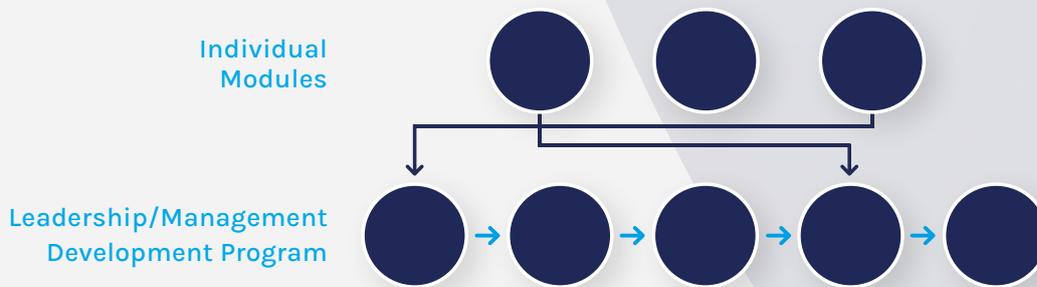
Course Catalogue

About Us

In 2014, Dr Martin Egan and Matthew Burdock established ndc (New Direction Consulting), specialising in executive coaching, leadership development and culture consultancy. Through their experience of executive development and culture consultancy, Martin and Matt identified how, with the right content and backing, management development programs had the power to bring about culture change and transformation in the working environment.

Course Design

This catalogue includes some of our most popular courses, which are designed in a modular format and can therefore be delivered independently or integrated into a customised leadership program.



It is imperative that you have the most impactful training for your leaders and managers, so we regularly co-create courses with our clients and collaborators. Once we understand your specific management needs, we work with you to create a tailored solution to meet them. But don't just take our word for it...



“ndc use a bespoke group process for team coaching that creates more cohesion and partnership between individuals and other teams. They have applied a consistent approach and methodology in all their interventions which enables each business unit to design tailor-made solutions that address their individual challenges.”

Anders Linblad, Head of IT & Cloud, Ericsson

If there is a course you particularly need which isn't listed here, please let us know as we can work in partnership with you and design course content to fit your specific requirements.



Dr Martin Egan
Co-Founder



Matthew Burdock
Co-Founder

The Leader/Manager as Coach course equips participants with the skills and awareness to have effective coaching conversations, listen to others at a deeper level, and improve team engagement.

Adopting a coaching approach will improve delegation, increase the capacity for self-solving in your team, and therefore create strategic-thinking time for the leader.



Course Aims:

Our half-day training will allow participants to:

- ✓ Practice having better conversations for more effective team management
- ✓ Learn how to listen more intently at different levels
- ✓ Explore how to make measured and informed responses

Course Objectives:

The key learning outcome is that participants will be able to apply their coaching skills in any situation and at any time. The main areas covered are:

- **Contracting:** Structuring a conversation for success
- **Levels of listening:** Listening at a deeper level for improved employee engagement
- **Inner Presence:** Building relationships that create trust, open dialogue, and transparency
- **Non-Judgemental Feedback:** Creating psychological safety
- **Open to Options and Possibilities:** Unlocking the potential in their teams
- **Action Steps:** Motivating others to take action

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

This course helps participants unlock more effective ways of working and thinking, and moving towards action by regaining control and influence in a disrupted world and challenging times.

The course clarifies the difference between ‘above and below’ mindsets and behaviour. This in turn creates a shared understanding, language and standard for understanding behaviour in the workplace.



Course Aims:

Our half-day training will allow participants to:

-  Identify new ways of thinking and working which they can leverage in moments of high challenge and disruption
-  Inspire high-performance behaviour
-  Create an environment of accountability and responsibility through improved employee empowerment

Course Objectives:

By the end of this workshop, delegates will be able to:

-  Shift from ineffective to effective mindsets: a ‘below the line’ mindset dilutes human potential and effectiveness, and an ‘above the line’ mindset enhances the performance and effectiveness of leaders and their teams
-  Identify the links between mindsets and results in order to reduce the personal and business costs of a ‘below the line’ mindset
-  Recognise when they and others are not in an ‘above the line’ mindset and have effective strategies to turn it around
-  Create an action plan to apply the critical elements of this course to their current challenges and workplace environment

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

-  Pre-work included in course handbook
-  Virtual working facilitated by 1 or 2 tutors depending on size of group
-  Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

-  Team leaders
-  Middle Managers
-  Heads of Department
-  Executive Leaders

This course looks at the reactions we make when we respond to a situation; judging and learning.

Judgemental mindsets limit wisdom, our ability to innovate and our growth potential. Learning mindsets encourage a more open environment of high contribution, respectful challenge and a fully informed perspective.



Course Aims:

Our half-day training will allow participants to:

- ✓ Identify and overcome any entrenched and rigid patterns of thought and behaviour that limit their ability to be innovative, work collaboratively or effect real change
- ✓ Support their teams in leveraging their thinking patterns and increasing their capacity to collaborate, innovate, and take calculated risks to accelerate growth and connection in the workplace

Course Objectives:

By the end of this workshop, delegates will be able to:

- Apply and encourage a 'learning mindset' for greater impact
- Identify limiting mindsets and increase effectiveness
- Identify personal strategies to inspire others to move from a closed to an open mindset
- Create an action plan to apply the critical elements of this course to their current challenges and workplace environment

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department

Learning to navigate through volatility, uncertainty, complexity, and ambiguity (VUCA) has become a critical skill for leaders at all organisational levels. Addressing complex situations through the lens of polarities gives leaders and teams a powerful and sustainable competitive advantage.

Being aware of the distinction between problems to be solved and polarities to be leveraged is the difference between average performance and extraordinary results.



Course Aims:

Our half-day training will allow participants to:

- ✓ Explore ways to navigate and leverage the complexity of dynamic tensions in systems and organisations through applying BOTH “either/or thinking” AND “both/and thinking”.

Course Objectives:

By the end of this workshop, delegates will be able to:

- Apply additional approaches and techniques to complex challenges
- Differentiate between a problem to be solved and a polarity you can leverage
- Identify how and when to use polarity thinking methodology
- Apply the SMALL (Seeing, Mapping, Assessing, Learning, Leveraging) methodology to address specific polarity challenges they face in their teams and/or organisations

Duration
3 Hours

Max/Min
Delegates
16-12

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

Motivation is crucial for personal effectiveness and team performance. Increasingly, leaders need to identify their own 'motivators' to sustain them through challenging and changing times. But how much do we differ in our motivation, and how can these differences in motivation be managed and supported?



Course Aims:

Our half-day training will allow participants to:

- ✓ Explore their own performance by examining personal motivators
- ✓ Improve team performance by understanding the complex nature of personal motivation
- ✓ Create strategies for managing team motivation

Course Objectives:

By the end of this workshop, delegates will be able to:

- Identify and leverage personal motivators
- Recognise the impact of motivation and identifying motivators and demotivators
- Adapt personal management styles through the appreciation of the diverse and individual nature of motivation
- Factor in how different situations and circumstances impact motivation
- Create personal action plans to identify and address issues affecting both personal and team motivation

Duration
3 Hours

Max/Min
Delegates
16-12

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

One of the most critical areas for leadership success and the sustainable high performance of a team is the giving and receiving of feedback. It is a skill which can be learned, honed, and perfected over time.

This course guides you on how to give and receive feedback in ways that encourage the professional growth of the individual. The result is more robust relationships, more connected teams, improved collaboration, and increased innovation.

Course Aims:

Our half-day training will allow participants to:

- ✓ Address the mindsets required to give and receive feedback effectively
- ✓ Practice techniques which build effective feedback skills in a safe environment
- ✓ Explore how the feedback process can be a mutually beneficial learning experience
- ✓ Gain new insights which will help them maintain and improve performance



Course Objectives:

By the end of this workshop, delegates will be able to:

- Adopt the mindsets and beliefs required for giving and receiving effective feedback
- Identify and manage the emotions triggered by feedback
- Enhance their own and others' ability to extract value from criticism, even when it's poorly delivered
- Proactively work with three critical triggers which are often in action during the feedback experience
- Apply the six steps to becoming better at receiving feedback
- Use two feedback models for giving more effective feedback

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

In order to improve performance, being able to help organisations, teams and participants understand reactions to change is critical. Navigating change effectively enables teams to work more cohesively and reduces resistance for maximum impact.

This course draws on the full range of human responses to change, enabling participants to work effectively with both their own and others' reactions. By working with the resistance - and not against it - even sceptics can learn how to work constructively and productively through change.



Course Aims:

Our half-day training will allow participants to:

- ✓ Explore the natural responses to change
- ✓ Help themselves and others to navigate their change reactions more effectively
- ✓ Learn from the experience of those who adapt most easily

Course Objectives:

By the end of this workshop, delegates will be able to:

- Apply additional approaches and techniques to complex challenges
- Engage in better conversations to respectfully navigate reactions to change
- Work with, and not against, natural resistance
- Empathise with individuals and teams about their reaction to change and adopt an appropriate response
- Draw on people's resilience as a way to adapt more easily

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

Values are of increasing significance to employees and organisations. They are the source of our drivers, motivators, emotions and engagement. By being congruent with our values and appealing to the values of others, individual and team performance can be greatly improved.

But what are my values? How do they help me? How do they hinder me? And how do they impact my management style?



Course Aims:

Our half-day training will allow participants to:

-  Evaluate personal values relative to individual needs, relationships, productivity, self-esteem, growth, learning and purpose
-  Improve working relationships through adapted management styles
-  Build a personal action plan to support your chosen values

Course Objectives:

By the end of this workshop, delegates will be able to:

- Influence culture and teamwork through a values-driven perspective
- Realise the untapped potential of values, both in and outside of work
- Identify potential leadership blind spots and unintended impact of management styles
- Create a personal action plan to apply a more-effective values-based leadership approach

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department
- Executive Leaders

When making business decisions or trying to solve problems, we have natural preferences in our approach.

- Some people focus on the measurable and logical
- Some show a natural bias to maintaining and strengthening working relationships;
- Others focus on their individual experience and development

This course will demonstrate how you can make tough business decisions while maintaining strong working relationships.



Course Aims:

Our half-day training will allow participants to:

- ✓ Apply the three critical dimensions of business success against all business problems, situations and decisions
- ✓ Identify their own preferences and the impact of this on their decision-making
- ✓ Appreciate the negative impact when any one dimension takes priority over another
- ✓ Become more inclusive in their decision-making and problem-solving processes

Course Objectives:

By the end of this workshop, delegates will be able to:

- Balance the attention given to self, team and task for sustainable performance
- Use the three dimensions to plan and solve problems more effectively
- Develop tailored strategies to deliver the required business results whilst simultaneously improving individual wellbeing and building solid relationships with all stakeholders

Duration
3 Hours

Max/Min
Delegates
16-6

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department

Accountability continues to be an issue within organisations, despite roles and responsibilities being clearly defined. This course will examine why accountability can fail at both an individual and an organisational level. We will look at how mindsets and behaviours impact accountability and explore the links between accountability, responsibility, authority and empowerment.



Course Aims:

Our half-day training will allow participants to:

-  Explore how organisations can sabotage their own accountability
-  Understand the role of commitment conversations for accountability
-  Identify and role-model the mindsets and behaviours for effective accountability
-  Develop skills to identify when accountability breaks down and take action
-  Examine the importance of trust for successful delivery and strong working alliances

Course Objectives:

By the end of this workshop, delegates will be able to:

- Adopt new mindsets and behaviours - and encourage them in others - to improve accountability
- Challenge their own behaviour - and that of their team - in order to make better commitments to each other
- Apply the four practical steps to achieve a more productive way of working
- Identify organisation-wide systemic forces which impact commitments and accountability

Duration
3 Hours

Max/Min
Delegates
16-12

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 1 or 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- Team leaders
- Middle Managers
- Heads of Department

Whenever a group of people begin to work together, the leader needs to be able to intentionally address both the 'seen' and 'unseen' dynamics of the group. This applies to all teams and groups, from your individual teams, cross-functional projects through to temporary working groups.

Leaders often have a greater comfort in managing the business processes and deliverables, but can be less comfortable managing group emotions, e.g., frustration, anger, passive behaviour and resistance.

This program offers an increased skill set for the handling of group dynamics; tensions can be managed and released, allowing more effective collaboration and productivity.



Course Aims:

Our half-day training will allow participants to:

- ✓ Investigate group behaviour in order to effectively facilitate meetings (up to board level)
- ✓ Explore the impact of a structured or unstructured approach to meetings and when to use them
- ✓ Examine how emotions manifest within a group unconsciously, and how this impacts performance

Course Objectives:

By the end of this workshop, delegates will be able to:

- Address group issues quickly and skilfully
- Identify and navigate the team dynamics for more effective and sustainable decision-making outcomes
- Identify their role in a group and how this role may impact their attitude, reaction and performance
- Recognise the stage of development of the group and how to manage it
- See what is happening at the different levels of the group - process, content and emotion - and discern how to manage them
- Respond to and manage group energy for improved collaboration, decision-making and results
- Recognise where 'group-think' is active and how to challenge this phenomenon

Duration
1 Day

Max/Min
Delegates
16-12

Assessment
Qualitative
assessment
by tutor

Format:

- Pre-work included in course handbook
- Virtual working facilitated by 2 tutors depending on size of group
- Experiential process to engage and motivate learning from personal and group perspective

Target Audience:

- CEOs
- Project Managers
- Team leaders



ndc