



## **MANAGEMENT AND LEADERSHIP PROGRAMS**

- ◆ **Know Yourself**
- ◆ **Build Resilience**
- ◆ **Achieve Your Potential**



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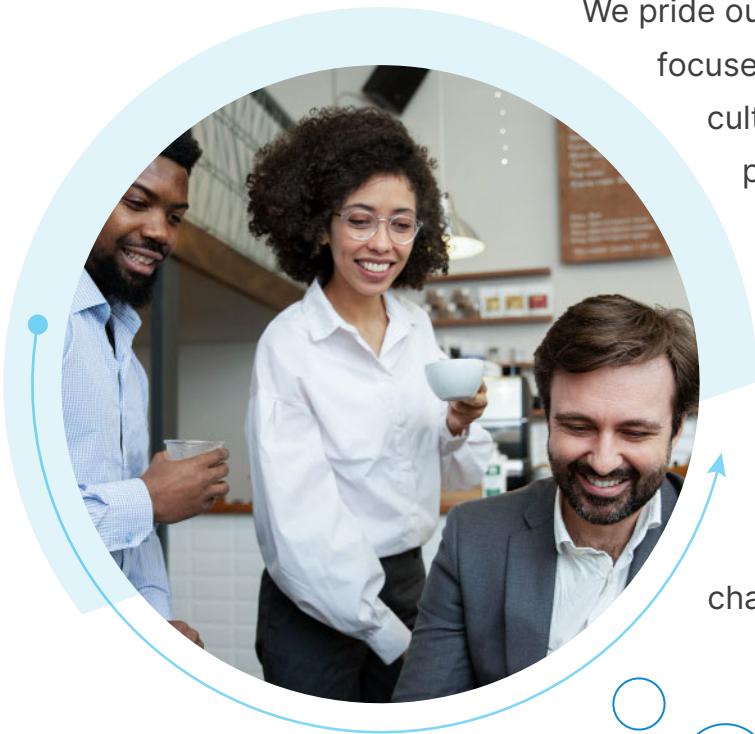
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# ABOUT US

The LookBack Group unlocks leadership potential and supports build high-performing businesses by developing people first.

Working alongside LookBack HR Consultancy experts in people processes and workplace culture. LookBack Design & Media, create impactful branding and digital content, we help organisations grow their people, strengthen their culture, and communicate with clarity and confidence.



We pride ourselves on being truly customer focused—taking time to understand your culture, challenges, and goals so every programme feels relevant and meaningful. Our workshops move away from traditional, slide-heavy training and instead use interactive, practical, and engaging methods designed to bring learning to life. Every session is crafted to be immersive, energising, and tailored, ensuring real behavioural change and lasting impact.

## ACHIEVEMENT

At LookBack Training, we're obsessed with developing others. With over 50 years of combined experience, we work with clients across the UK to unlock leadership potential and build high-performing organisations.

**JACK**, Founder Lookback Group

Our niche is simple: we work with you, not at you. Every workshop is carefully tailored to your culture, challenges, and goals, ensuring learning is relevant, practical, and immediately applicable.

**MARK**, Founder Lookback Group

# INTRODUCTION

## About Lookback Training

At LookBack Training, we specialise in bespoke leadership and management development built to transform both individual leaders and entire teams. With a deep commitment to learning and service, we don't believe in one-size-fits-all training: every programme is carefully tailored, grounded in research, practical tools, and realworld application.

Our team of facilitators bring real industry experience — they've led, managed, and grown businesses themselves. This perspective ensures that our workshops, coaching, and immersive learning experiences feel grounded and relevant.

## What Makes Us Different?

**Hands-on, high-impact programmes:** From fast-track leadership accelerators to executive coaching and team development, we deliver interventions that align with participants' real-world challenges.

**Tailored learning design:** Programmes are designed around your organisation's goals, culture, and needs — not off-the-shelf slides.

**Real business impact:** We emphasise measurable outcomes. For example, our Impact Supervisor Programme helps supervisors not just manage, but lead, translating training into stronger accountability, communication, and performance.

**Flexible delivery:** Whether you prefer in-person workshops, virtual coaching, or faster micro-learning bursts, we adapt to you.

### HR-specific expertise:

Our HR workshop offerings cover a broad spectrum — from performance management to inclusion & belonging, handling grievance or absence, and more.

# OUR WORKSHOPS

All of our workshops can be tailor made to suit every level of management from early career, new to role, through to those who are more experienced and looking to hone and further enhance their skills.

*Furthermore, each workshop can be delivered in various formats to suit your needs 24/7 including 4 × 3 Hour, workshops through to 1-2 Day, events.*

Our Lookback brand focuses on post programme reflection and continued learning.

To support this each delegate will receive a post programme guide book which includes a reflection journal, questionnaire for continued learning and a short pocket guide which focuses on the key outputs from each workshop.

# OUR WORKSHOPS

## LEADING WITH IMPACT

This programme equips managers to set clear direction, inspire belief, and deliver measurable results. Participants learn how to translate strategic objectives into actionable plans, motivate teams, and lead with confidence. By the end, managers are ready to drive clarity, focus, and real outcomes across their teams.

## UNDERSTANDING SELF

Self-awareness is key to effective leadership. This workshop helps managers understand their personal style, emotional intelligence, and impact on others. Participants recognise strengths and potential blind spots, allowing them to lead authentically and build stronger relationships with their teams.

## THE ENGAGED MANAGER

Designed to tackle disengagement and “quiet quitting,” this workshop helps managers build motivated, resilient teams. Participants explore practical strategies for increasing ownership, fostering purpose, and maintaining high morale. Managers leave ready to create environments where employees are committed, productive, and inspired.



## RESILIENCE – SPRING FORWARD

Our Spring Forward workshop helps delegates improve their agility and confidence when facing change. The session focuses on maintaining control during disruption, adapting with greater ease, and recovering quickly when plans shift. Participants explore how to build personal resilience, lead with resilience, and embed these behaviours across their teams. The workshop also supports managers in identifying their own triggers, addressing resilience gaps, and mastering negative inner voice patterns that can hold them back.

## MANAGING FRUSTRATIONS

Managing frustrations isn't about suppressing emotion—it's about transforming instinctive reactions into calm, leadership-level responses. This workshop provides managers with the practical and psychological tools to recognise, regulate, and reframe frustration before it influences tone, decision-making, or team dynamics. Using the Lookback approach, we blend emotional intelligence, behavioural awareness, communication discipline, and cognitive reframing into a pragmatic set of workplace habits. Managers leave equipped to remain calm under pressure, maintain emotional control, turn frustration into constructive action, and protect trust and performance within their teams.

## THE TRUST MOUNTAIN

The Trust Mountain is a practical and challenging workshop that helps managers understand how trust is formed, strengthened, damaged, and repaired through everyday behaviour. Participants explore the different levels of trust—from uncertainty at the base to strong, resilient trust at the summit—and learn how people move between these stages. The workshop highlights the behaviours that build trust and those that break it, offering managers a powerful framework for leading with consistency, clarity, and credibility.

# OUR WORKSHOPS

## Dealing With Difficult Conversations

Difficult conversations are inevitable, but they don't have to be destructive. Managers learn how to approach challenging discussions confidently, reduce emotional triggers, and maintain control. The workshop focuses on resolving issues while preserving relationships and trust.

## Resilient Leadership

Thriving under pressure is a skill that can be learned. Participants explore strategies for managing stress, staying focused, and supporting team wellbeing. The result is leaders who maintain productivity and engagement even in high-pressure situations.

## Presenting With Passion

Presentation skills are a vital part of leadership. This workshop teaches managers how to structure and deliver presentations that captivate audiences. Participants learn to manage themselves and their audience, ensuring messages are clear, engaging, and impactful.

## How We Deliver

Our programmes are fully interactive and practical, designed to engage participants and embed learning that can be applied immediately. Each session is tailored to your organisation's real-time focus areas and challenges, ensuring relevance and impact.

Delivery is flexible, with options for online, hybrid, or in-person sessions available seven days a week.

*Learning can be structured as bite-sized 2-hour masterclasses or as intensive 1-2 day workshops, giving you the flexibility to fit development around your business needs.*

## The Impact

Working alongside your teams, our programmes aim to deliver measurable results.

Typical outcomes include:

- Increasing employee engagement scores by 25%
- Reducing staff turnover by 20%  
Boosting sales by 10%
- Developing a stronger leadership pipeline, ready to support future growth



# OUR WORKSHOPS

## Conflict Resolution

Conflict, if unmanaged, can harm productivity and morale. This workshop teaches managers to spot early signs of tension and address issues proactively. Participants gain practical skills to manage disagreements constructively, preserve relationships, and turn challenges into opportunities for growth.

## Communicating For Influence

Clear, confident communication is essential for leaders. Participants learn to convey messages with impact, inspire action, and influence stakeholders effectively. Through exercises in active listening, persuasive messaging, and presence, managers build credibility and alignment within their teams.

## Insights Psychometrics

Our Insights-based psychometric workshop helps individuals and teams understand their behavioural preferences, communication styles, and the impact these have on others. Using a simple and memorable colour-energy model, each delegate receives a detailed personal profile that highlights how their natural style influences decision-making, teamwork, conflict, motivation, and leadership presence.

This workshop goes far beyond theory. Participants learn how to apply their insights in real workplace situations, adapting their style to bring out the best in themselves and others. The session focuses on improving collaboration, strengthening working relationships, and creating team environments built on trust, respect, and psychological safety. Managers leave with a practical toolkit that helps them communicate more effectively, lead with greater emotional intelligence, and navigate day-to-day challenges with confidence.

## Walk In My Shoes – Management Programme

Walk in My Shoes is a high-challenge, mindset-shifting development programme for managers and supervisors who want to strengthen selfawareness, deepen their understanding of others, and improve their impact as leaders. Delivered across six focused workshops, the programme explores what it means to lead with fairness, consistency, and professional standards in real operational environments. Participants develop stronger behavioural awareness, build a people-first mindset, enhance communication and emotional intelligence, and learn how to embed clear operating practices that strengthen team culture. Each session provides practical tools that managers can apply immediately in the workplace.



# THE HEARTS AND MINDS OF PROJECT MANAGEMENT

## About The Workshop

This workshop focuses on the human dynamics at the core of successful project delivery. Delegates explore how communication, trust, clarity, influence, motivation and stakeholder relationships determine whether projects gain momentum or lose it. Instead of relying solely on processes and timelines, the session develops the people-

management behaviours that keep teams aligned, reduce friction, prevent misunderstanding and maintain commitment through pressure, change and shifting priorities. It equips project leads to inspire, engage and guide people—not just manage tasks.

## KEY OBJECTIVES:

- Strengthen the people-focused behaviours of project management, including communication discipline, clarity, trust-building and stakeholder engagement.
- Develop practical techniques to handle resistance, manage expectations, motivate teams, and maintain alignment under pressure or change.
- Apply relationship-driven leadership habits that reduce conflict, improve collaboration and increase the likelihood of delivering projects on time, on budget and with team commitment.

# ◆ DEALING WITH DIFFICULT CONVERSATIONS

This workshop equips managers and supervisors with the confidence, structure and emotional steadiness required to handle challenging conversations with clarity and professionalism. Delegates learn how to navigate conflict, address poor performance, manage heightened emotions, and maintain trust while holding people to account. The session focuses on practical application,

behavioural discipline and outcome-focused communication, ensuring managers can handle real-world people challenges with composure and credibility.

## KEY OBJECTIVES:

- Build a confident, structured approach to initiating and leading difficult conversations without avoidance or emotional escalation.
- Strengthen behavioural control, active listening and questioning techniques to address performance, conduct and attitude issues professionally.
- Maintain psychological safety, clarity and fairness while ensuring accountability and driving positive outcomes.



For those ready to look  
inward, not just forward

– “let the pen move  
before the mind edits it”

Lookback Training

- ◆ KNOW YOURSELF
- ◆ BUILD RESILIENCE
- ◆ ACHIEVE YOUR POTENTIAL

# LEADING WITH IMPACT

## ABOUT THE WORKSHOP

This workshop equips managers and leaders with the behaviours, communication habits and decision-making discipline needed to create strong, positive influence across their teams. Delegates explore how leadership presence is formed, how trust is built, and how everyday interactions shape culture and performance.

The session focuses on practical behaviours that elevate credibility, strengthen relationships and drive consistent results through people.

## KEY OBJECTIVES:

- Strengthen personal leadership presence by developing clarity, consistency and credibility in everyday behaviours and communication.
- Build trusted relationships through emotional intelligence, accountability, respectful challenge and purposeful direction.
- Apply practical leadership habits that motivate teams, shape culture positively and deliver improved performance outcomes.



# THE ENGAGED MANAGER

## ABOUT THE WORKSHOP

This workshop focuses on building managers who create genuine connection, clarity and motivation within their teams. Delegates explore what engagement truly looks and feels like, why it rises and falls, and how everyday management behaviours either strengthen or erode morale and performance.

The session provides practical tools for communication, consistency and recognition, enabling managers to foster a workplace where people feel valued, informed and committed.

## KEY OBJECTIVES:

- Strengthen personal leadership presence by developing clarity, consistency and credibility in everyday behaviours and communication.
- Build trusted relationships through emotional intelligence, accountability, respectful challenge and purposeful direction.
- Apply practical leadership habits that motivate teams, shape culture positively and deliver improved performance outcomes



# UNDERSTANDING SELF

## ABOUT THE WORKSHOP

This workshop equips managers and leaders. This workshop helps individuals build deeper awareness of their behaviours, triggers, strengths and impact on others. Delegates explore how their thinking patterns; emotional responses and personal habits shape their effectiveness and relationships at work.

The session encourages honest reflection, practical self-management, and a clearer understanding of the “shadow you cast,” enabling stronger teamwork, communication and leadership credibility.

## KEY OBJECTIVES:

- Build heightened self awareness by understanding personal behaviours, emotional triggers and the impact they create for others.
- Strengthen self management through practical techniques that improve emotional control, decision making and interpersonal effectiveness.
- Develop a clear sense of personal strengths, development areas and the professional “shadow” cast on good days and bad days.





# Developing others, is our obsession

Lookback Training

- Know Yourself
- Build Resilience
- Achieve Your Potential

# RESILIENCE – SPRING FORWARD

## ABOUT THE WORKSHOP

This workshop strengthens personal and professional resilience by helping delegates understand how they respond under pressure and how to build the habits that support recovery, adaptability and sustained performance. The session explores emotional regulation, stress patterns, practical coping strategies and the mindset required to operate effectively

in fast-paced, demanding environments.

Delegates leave with a clearer sense of their resilience profile and actionable techniques to spring forward rather than simply bounce back.

## KEY OBJECTIVES:

- Understand individual resilience patterns, emotional triggers and the behaviours that support or weaken performance under pressure.
- Develop practical techniques to build adaptability, focus, recovery and emotional control in challenging or uncertain situations.
- Apply proactive resilience habits that strengthen long-term wellbeing, decision making and day-to-day effectiveness.

# MANAGING FRUSTRATION

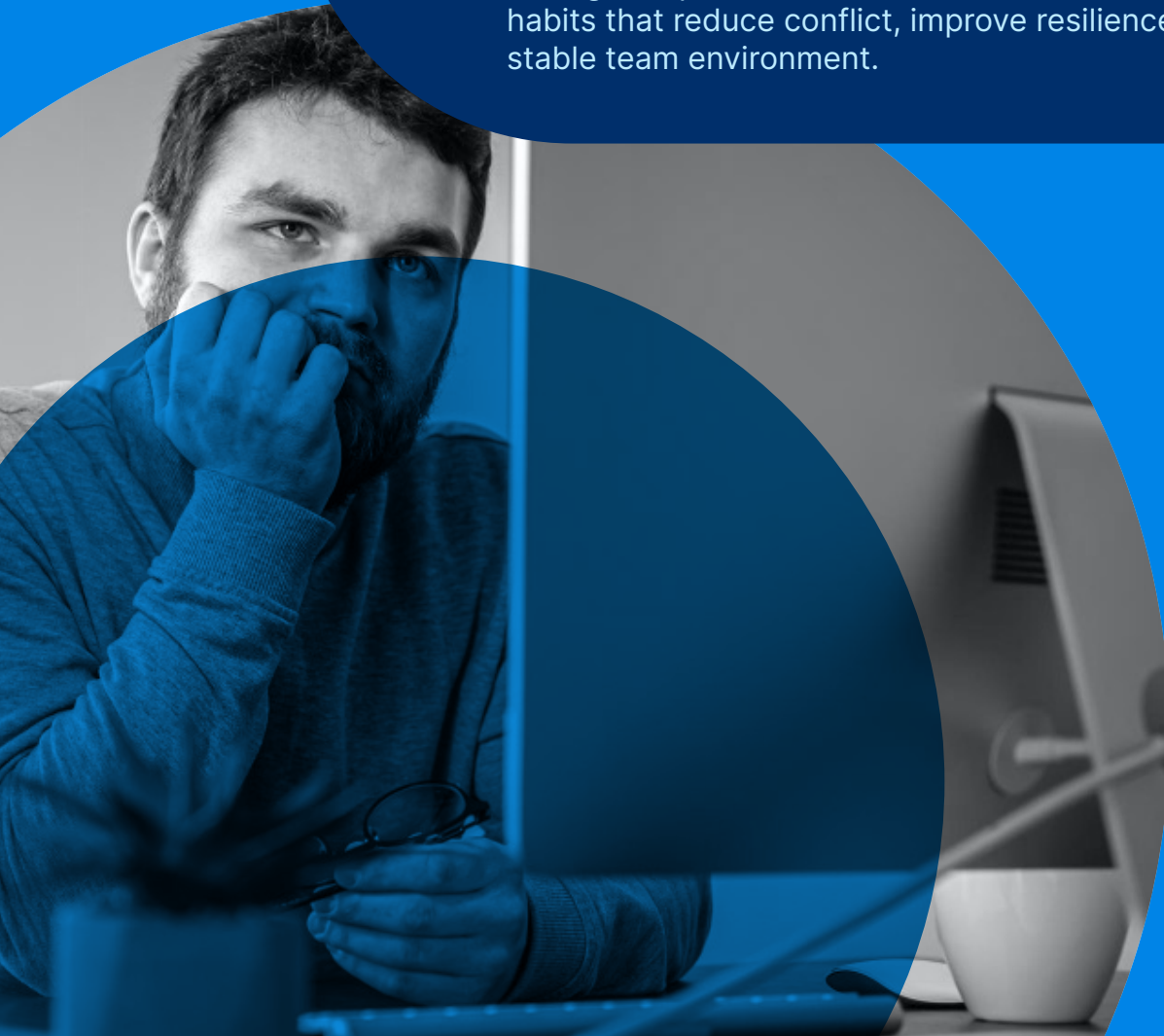
## ABOUT THE WORKSHOP

This workshop helps managers and employees recognise the sources of their frustrations, understand the emotional patterns that drive reactive behaviour, and develop practical strategies to stay composed and constructive.

Delegates explore how frustration impacts communication, decision-making and team culture, and learn how to reframe challenges, reduce triggers and maintain professionalism even under pressure. The session strengthens emotional intelligence, behavioural discipline and solution-focused thinking.

## KEY OBJECTIVES:

- Identify personal frustration triggers and understand how emotional responses influence behaviour, relationships and performance.
- Develop practical techniques to regulate emotions, slow reactive responses and apply calmer, solution-focused thinking.
- Strengthen professional communication and decision-making habits that reduce conflict, improve resilience and create a more stable team environment.



# THE TRUST MOUNTAIN

## ABOUT THE WORKSHOP

This workshop helps managers and employees recognise the sources of their frustrations, understand the emotional patterns that drive reactive behaviour, and develop practical strategies to stay composed and constructive.

Delegates explore how frustration impacts communication, decision-making and team culture, and learn how to reframe challenges, reduce triggers and maintain professionalism even under pressure. The session strengthens emotional intelligence, behavioural discipline and solution-focused thinking.

## KEY OBJECTIVES:

- Understand the root causes of conflict and how emotional responses, assumptions and communication styles influence escalation.
- Develop practical techniques to de-escalate tensions, listen actively, challenge respectfully and find common ground.
- Apply structured approaches to resolving conflict that protect relationships, strengthen teamwork and improve performance outcomes.

# CONFLICT RESOLUTION

## About The Workshop

This workshop develops the confidence and skill required to address, de-escalate and resolve conflict constructively.

Delegates explore why conflict emerges, how emotions and assumptions drive escalation, and the behaviours that either inflame or reduce tension. The session

focuses on practical communication, listening, questioning and boundary-setting techniques that enable managers and teams to handle disagreements with clarity, fairness and professionalism.

## KEY OBJECTIVES:

- Identify personal frustration triggers and understand how emotional responses influence behaviour, relationships and performance.
- Develop practical techniques to regulate emotions, slow reactive responses and apply calmer, solution-focused thinking.
- Strengthen professional communication and decision-making habits that reduce conflict, improve resilience and create a more stable team environment.

# WALK IN MY SHOES

## About The Workshop

This programme develops managers who truly understand the day-to-day realities, pressures and expectations experienced by their teams. Delegates explore perspective-taking, emotional intelligence, fairness, communication discipline and how assumptions distort leadership decisions. The session challenges managers to see the

workplace through the eyes of their people, enabling stronger trust, improved relationships and clearer, more compassionate leadership choices. It shifts leaders from reacting to behaviours to understanding the drivers behind them.

### KEY OBJECTIVES:

- Build deeper perspective by understanding the lived experience, frustrations and motivations of team members, reducing assumptions and bias.
- Strengthen leadership behaviours such as empathy, fairness, listening, communication discipline and emotionally intelligent decision-making.
- Apply practical habits that improve trust, reduce conflict and shape a more supportive, credible and people-centred management approach.



# INSIGHTS PSYCHOMETRICS

## TEAM BUILDING & PERSONAL DEVELOPMENT

### About The Workshop

This workshop uses Insights-style psychometric principles to deepen self-awareness, strengthen team understanding and enhance communication across different personality energies. Delegates explore their own preferences, strengths and pressure points

while learning how others see the world differently. The session improves collaboration, reduces friction and enables individuals to adapt their approach for stronger relationships, clearer communication and more effective teamwork.

### KEY OBJECTIVES:

- Build self-awareness by understanding personal psychometric preferences, communication tendencies and behavioural strengths under pressure.
- Improve team cohesion by recognising and valuing different personality energies, working styles and motivational drivers.
- Apply practical strategies to adapt communication, reduce misunderstandings and build stronger, more collaborative working relationships



# COMMUNICATING FOR INFLUENCE

## About The Workshop

This workshop builds the communication behaviours and techniques needed to influence decisions, shape thinking and create positive movement in others. Delegates explore how message clarity, behavioural presence, emotional intelligence and structured communication

all contribute to influence. The session strengthens how individuals position ideas, gain buy-in, navigate resistance and deliver messages with credibility and impact across different audiences.

## KEY OBJECTIVES:

- Strengthen message clarity, personal presence and emotional intelligence to communicate with greater authority and credibility.
- Develop practical techniques to position ideas persuasively, handle resistance and create buy-in across teams and stakeholders.
- Apply structured communication habits that improve engagement, decision-making and positive movement towards desired outcomes.

# THE MENTORS

## MENTORING PROGRAMME

### About The Workshop

This programme equips mentors with the mindset, structure and behavioural discipline required to support, challenge and develop others effectively. Delegates explore what highquality mentoring looks like, how to build trust quickly, how to hold professional boundaries, and how to guide mentees through growth, uncertainty and

real-world workplace challenges. The programme focuses on practical mentoring techniques, deep listening, questioning skill, rapport building and the consistent behaviours that create a safe, productive and forwardmoving mentoring relationship.

### KEY OBJECTIVES:

- Build the core behaviours of an effective mentor — trust, structure, psychological safety, deep listening and purposeful challenge.
- Develop practical mentoring techniques that help mentees explore thinking, overcome barriers, grow confidence and take accountable action.
- Apply a consistent mentoring framework that improves development outcomes, strengthens relationships and supports long-term talent growth

- ◆ Know Yourself
- ◆ Build Resilience
- ◆ Achieve Your Potential



Coaching and mentoring  
turn potential into  
performance by focusing  
on the individual, **not**  
**just the role**

Lookback Training

# THE MENTORS

## MENTORING PROGRAMME

### About The Workshop

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real-world workplace challenges.

The programme focuses on practical mentoring techniques, deep listening, questioning skill, rapport building and the consistent behaviours that create a safe, productive and forward-moving mentoring relationship.

### KEY OBJECTIVES:

- Build the core behaviours of an effective mentor — trust, structure, psychological safety, deep listening and purposeful challenge.
- Develop practical mentoring techniques that help mentees explore thinking, overcome barriers, grow confidence and take account able action.
- Apply a consistent mentoring framework that improves development outcomes, strengthens relationships and supports long-term talent growth



# ◆ COACHING FOR IMPACT

## About The Workshop

This workshop develops managers into confident, purposeful and disciplined workplace coaches who can unlock performance and strengthen thinking in others. Delegates explore how effective coaching shifts ownership, builds accountability, increases confidence and creates behavioural change through structured conversations.

The session focuses on live practice, questioning skill, listening intelligence and the behaviours that separate average coaching from high-impact, performance-shaping coaching. Managers leave with a clear framework they can apply immediately to improve results through people.

## KEY OBJECTIVES:

- Build a practical coaching mindset centred on ownership, accountability, deep listening and purposeful questioning that strengthens performance.
- Develop the skills to run structured, high-impact coaching conversations that challenge thinking, build confidence and create forward movement.
- Apply coaching habits that improve problem-solving, engagement, capability growth and day-to-day team performance.

# THE LOOKBACK LENS

## COACHING FOR PERFORMANCE

### About The Workshop

The Lookback LENS coaching model provides managers with a clear, disciplined and repeatable structure for coaching performance in real workplace environments. This workshop teaches managers how to use the LENS framework to shift ownership, strengthen accountability, challenge unhelpful behaviours and build capability through

focused, forward-moving conversations. Delegates learn how to coach with clarity, emotional intelligence and behavioural consistency—ensuring coaching becomes a natural part of everyday leadership rather than an occasional intervention.

### KEY OBJECTIVES:

- Develop confidence using the Lookback LENS model to run structured, high-impact coaching conversations that drive performance improvement
- Strengthen questioning skill, listening discipline, behavioural challenge and outcome-focused coaching that builds accountability and capability in others.
- Apply coaching habits that enhance problem-solving, engagement, ownership and the overall performance culture within the team.



When **learning** is tailored to real challenges, growth becomes both practical and **sustain**

Lookback Training

- Know Yourself
- **Build Resilience**
- Achieve Your Potential

# CUSTOMER SERVICE

## WITH A DIFFERENCE

### About The Workshop

This workshop elevates customer service beyond scripts and surface-level behaviours by focusing on mindset, ownership and the emotional experience customers take away. Delegates explore how small behaviours create big impressions, how frustration is transferred, and how consistency, empathy and

problem-solving shape reputation, loyalty and financial performance. The session challenges individuals to think differently about service — not as a task, but as a powerful differentiator that influences brand trust, repeat business and long-term commercial outcomes.

### KEY OBJECTIVES:

- Develop a service mindset that prioritises ownership, empathy, consistency and emotional intelligence to create memorable customer experiences.
- Strengthen practical behaviours that reduce friction, resolve issues professionally, manage difficult interactions and protect the organisation's reputation.
- Apply customer-focused habits that drive loyalty, advocacy and measurable financial impact through improved satisfaction and reduced rework or complaints.

# ◆ COACHING & MENTORING

*Coaching and mentoring provide personalised support that helps individuals develop confidence, capability, and clarity in their roles.*

By focusing on real challenges and goals, they enable meaningful behaviour change and sustained performance improvement.

Their flexible, one-to-one or small-group format allows support to be tailored to individual needs, making them a highly effective and adaptable approach to professional and leadership development.

# LOOKBACK COACHING

## 1:1, TRIAD COACHING & TEAM COACHING

### About The Workshop

Lookback Coaching provides structured, high-impact coaching experiences designed to shift behaviour, strengthen accountability and accelerate performance.

We offer 1:1 coaching, Triad Coaching – The Power of 3, and Team Coaching, each built around disciplined conversation, outcome-focused challenge and practical behavioural change. Sessions can be delivered as single

one-off interventions or through bundled programmes of 3, 6 or 9 sessions, enabling deeper reflection, consistent progress and measurable improvement.

Whether supporting individuals, leadership teams or newly formed groups, Lookback Coaching helps people think better, behave better and perform better.

### KEY OBJECTIVES:

- Provide flexible coaching formats—1:1, Triad Coaching (the Power of 3) and Team Coaching—that strengthen thinking, confidence, ownership and behavioural effectiveness.
- Deliver structured, outcome-driven coaching conversations that challenge unhelpful patterns, build accountability and support sustained personal and professional growth.
- Offer scalable coaching packages (1 session or bundles of 3, 6, 9) that give organisations choice, consistency and measurable impact across individuals and teams.

# LEADERSHIP AND MANAGEMENT PROGRAMMES

Our leadership programmes are tailor-made for experienced managers and leaders looking to sharpen and further develop their management and leadership skills.

*Programmes run between 2 – 4 days as stand-alone interventions.*

# ◆ CONNECTIONS+ COMMUNICATION PROGRAMME – INC INSIGHTS

## About The Workshop

The Connections+ Communication Programme develops managers and teams to communicate with clarity, consistency and purpose, directly improving trust, engagement and operational performance. This programme focuses on behavioural discipline, message clarity, listening intelligence and relationship-building habits that strengthen

collaboration and reduce operational friction. Built with measurable ROI in mind, Connections+ links enhanced communication behaviours to improvements in productivity, quality, engagement scores, absence levels and retention.

## KEY OBJECTIVES:

- Strengthen communication behaviours, clarity, listening discipline, respectful challenge and consistency, to improve trust and team alignment.
- Build connections that reduce misunderstandings, operational delays and people-related friction, leading to measurable improvements in engagement and performance.
- Apply communication habits that support quantifiable ROI gains across productivity, retention, quality, absence reduction and overall team effectiveness.



# ◆ DEM – DEVELOPING EXCELLENCE IN MANUFACTURING

## About The Workshop

This programme builds the capability, discipline and mindset required for highperformance manufacturing environments. Delegates explore the behaviours that drive quality, efficiency, safety and teamwork on the shop floor, while developing the communication, accountability and problem-solving habits essential for operational excellence. The

session strengthens leadership impact at all levels, ensuring managers and teams consistently deliver to standard, reduce waste and maintain a performance-driven culture.

## KEY OBJECTIVES:

- Strengthen operational behaviours that support quality, consistency, efficiency, safety and right-firsttime performance.
- Develop communication, teamwork and accountability habits that reduce errors, remove friction and improve manufacturing flow.
- Apply practical problem-solving techniques and leadership behaviours that drive sustained excellence across manufacturing operations.

# 3-DAY IMMERSIVE LEADERSHIP DEVELOPMENT PROGRAMME

## About The Workshop

This intensive three-day programme develops the behaviours, mindset and leadership presence required to lead teams with clarity, confidence and credibility. Through immersive practical exercises, deep self-reflection and real-world behavioural coaching, delegates explore what it truly means to lead, influence and shape culture. The experience challenges managers to understand

themselves, strengthen their impact, build trust, communicate with authority and make decisions that elevate team performance.

The programme is designed to shift habits, not just knowledge, creating leaders who are ready to step up immediately.

## KEY OBJECTIVES:

- Strengthen leadership presence, emotional intelligence, communication discipline and behavioural consistency to build trust and credibility.
- Develop practical leadership habits that improve engagement, accountability, decision-making and overall team performance.
- Apply immersive learning, feedback and real-world scenarios to embed sustainable behaviour change and elevate everyday leadership impact.

- ◆ Know Yourself
- ◆ Build Resilience
- ◆ Achieve Your Potential



Personalised support  
creates lasting  
change—coaching  
and mentoring  
develop confidence,  
clarity, and capability

Lookback Training

# CONNECTIONS

## BUILDING ENGAGEMENT & PREVENTING QUIET QUITTING

### About The Workshop

This workshop helps managers understand the early warning signs of disengagement and the behaviours that either prevent or accelerate quiet quitting. Delegates explore how connection, clarity, recognition and fairness drive motivation, and how inconsistent or avoidant management behaviours erode

commitment. The session provides practical tools to build stronger relationships, increase involvement and create a workplace where people feel valued, supported and willing to give their best.

### KEY OBJECTIVES:

- Understand the behavioural and environmental factors that lead to disengagement and quiet quitting, and how managers directly influence them.
- Develop practical habits that strengthen connection, clarity, involvement, recognition and fairness to improve motivation and commitment.
- Apply early-intervention strategies that address concerns, reduce withdrawal behaviours and build a more engaged, high-performing team culture.

# 3-DAY INTRODUCTION TO SUPERVISORY MANAGEMENT PROGRAMME

## About The Workshop

This three-day programme provides new and aspiring supervisors with the core behaviours, disciplines and foundations required to manage people effectively. Delegates explore the shift from colleague to supervisor, how to communicate clearly, manage expectations, address performance issues and build trust

from day one. The programme blends practical tools, real-world scenarios and behavioural coaching to create confident supervisors who can lead teams safely, fairly and consistently in fast-paced operational environments.

## KEY OBJECTIVES:

- Build confidence in the fundamental responsibilities of a supervisor, including communication, fairness, consistency, task delegation and setting expectations.
- Develop practical skills to manage performance, give feedback, handle difficult conversations and support the wellbeing and motivation of team members.
- Apply day-to-day supervisory habits that improvesafety, quality, teamwork and operational reliability across the shift or department.



# ◆ 3-DAY PROGRAMME FOR MANAGERS MANAGING PEOPLE

## About The Workshop

This three-day programme equips managers with the mindset, behaviours and practical tools required to lead people effectively and confidently. Delegates explore the core elements of people management: communication discipline, trust-building, accountability, performance conversations, motivation and conflict resolution. Through

immersive scenarios and realworld behavioural coaching, managers strengthen their credibility, decision-making and leadership presence, enabling them to create a positive and high-performing team culture.

## KEY OBJECTIVES:

- Strengthen foundational people-management behaviours including communication, trust-building, fairness, clarity and consistency.
- Develop practical skills to manage performance, address behavioural issues, resolve conflict, motivate teams and hold people accountable.
- Apply management habits that support engagement, productivity, wellbeing and sustained team performance across all operational environments.



# SHORT WORKSHOPS AND WEBINARS

Short workshops and webinars are an effective way to deliver focused learning without disrupting day-to-day operations. They allow participants to build practical skills quickly, respond to emerging business needs, and apply learning immediately. Their flexible format makes them easy to schedule, accessible from anywhere, and adaptable to different team sizes, ensuring development remains continuous, relevant, and cost-effective.



# BURST LEARNING

## 3-HOUR WORKSHOPS FOR TEAM LEADERS & MANAGERS

### About The Workshop

Burst Learning sessions are fast-paced, practical and behaviour-focused workshops designed to deliver maximum impact in minimal time. Each 3-hour module targets one essential leadership or management behaviour, providing clear models, real-world examples and immediate application tools. These

sessions are ideal for busy operational environments where managers need sharp, actionable skills that can be applied the same day to improve team performance, communication and consistency.

### KEY OBJECTIVES:

- Provide short, high-impact learning that builds essential leadership and management habits without removing teams from operations for full days.
- Strengthen practical, real-world behaviours— communication, accountability, engagement, feedback and problem-solving—through focused, immersive learning.
- Equip managers with simple, repeatable techniques they can apply immediately to improve team culture, trust, performance and day-to-day operational flow.

# WEBINARS4

## ABOUT THE WORKSHOP

Webinars4 delivers fast, sharp and practical online learning designed for busy managers and team leaders. Each session focuses on one high-impact behaviour and provides clear models, real examples and immediately usable techniques. The format is interactive, time-efficient and structured to

ensure participants stay engaged, build confidence and apply new skills straight away. Webinars4 brings high-quality development into short, accessible online bursts that fit the realities of modern operational life.

## KEY OBJECTIVES:

- Provide concise, high-impact online learning that builds core management and leadership behaviours in a time-efficient format.
- Strengthen confidence and capability by offering practical tools, real-world examples and simple techniques that can be applied immediately.
- Increase consistency and performance across teams by developing managers in short, interactive, behaviour-focused webinar sessions.



- ◆ Know Yourself
- ◆ Build Resilience
- ◆ Achieve Your Potential



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# WHAT MAKES LOOKBACK COACHING DIFFERENT

**LOOKBACK COACHING IS BUILT ON THREE PILLARS**



### 1. CLARITY

Exploring the real issue, identifying unhelpful assumptions, uncovering patterns and creating insight that sharpens thinking.



### 2. CHALLENGE

Stretching perspectives, holding individuals accountable, questioning limiting beliefs and nudging people beyond comfort zones.



### 3. CHANGE

Agreeing practical, specific, measurable behaviours that shift results in the workplace, not just in conversation.

This creates a style of coaching that is supportive yet uncompromising, reflective yet purposeful, and always focused on behavioural improvement.

# OUTCOMES AND BENEFITS

## PARTICIPANTS ACROSS ALL COACHING FORMATS EXPERIENCE

For organisations, Lookback Coaching becomes a cornerstone of leadership and talent development. It supports succession, strengthens culture, improves retention, and creates leaders who think clearly and behave consistently.

- Increased confidence and self-awareness
- Stronger communication and leadership presence
- Greater problem-solving ability
- Increased confidence and self-awareness
- Stronger communication and leadership presence
- Greater problem-solving ability
- Clearer decision-making
- Improved emotional control
- Stronger accountability and ownership
- Better workplace relationships
- Reduced conflict and frustration
- Enhanced resilience
- More effective performance behaviours

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# Thank You,

Lookback Training

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