

An Introduction to Challenge Manager

At Challenge Manager, we always prefer to work in partnership with our clients and that starts from identifying your needs and designing solutions to meet those requirements through to providing the learning event or programme and then on to supporting you to evaluate the outcomes.

Whatever work we do with you is designed specifically for you and your organisation. Any programme, course or workshop we offer you has been tailored to fit your organisation, your unique challenges and to match the needs of your managers.

Our aim is always to offer solutions that make a difference

We challenge participants to take the learning back to work and to make changes to their behaviours that will have a positive impact on them and on the business. We encourage your managers to use the best practice and processes that we help them devise, so that the business benefits.

We always work with respect for people, encouraging inclusion and recognising the contributions that people can bring to the business. We are innovative and creative in our solutions to management issues, our design of events and in our approaches within the learning environment.

We can provide consultancy for a one off project, or on an ongoing basis, and we can adapt to long-term programmes, short courses, one off workshops, bite sized learning sessions, or elements of a staff conference. We can provide coaching, offer facilitated meetings, learning sets and action learning programmes. We work at times and venues, and with group sizes, that suit your requirements and your budgets.

One of our key strengths is that we can combine our services to give you a total solution. For example, we might design a new performance improvement process, train managers to use it, provide workshops to introduce it to employees and then provide on-going coaching to managers as they implement and review the system.

These are some of the areas of your business where we can help you achieve greatness:

- ✓ Business Strategy and Organisational Culture
- ✓ Senior Executive / Senior Management Development
- ✓ Management Development – bespoke programmes or a series of ILM endorsed awards
- ✓ People Management Essentials – it isn't just for HR to worry about!
- ✓ Leadership – how to lead so others will follow
- ✓ Team Building / Team Development / Team Enabling

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- ✓ Customer Focus – pleasing your customers to the point of delight!
- ✓ Personal and Interpersonal Skills Development – for managers or employees
- ✓ Policies, Procedures, Processes and Documentation – getting it right and complying with legislation

We facilitate management development programmes that build on the great start you will have already made in developing your management teams, adding some more tools, techniques and experiences and concentrating on supporting you in translating all of this into everyday practice – making it “just the way it is around here”.

**We work on management team development so that
your good performers become top performers**

We devise development events that take the importance of the learning objectives seriously, and then identify a variety of innovative ways that managers might explore what these really mean to them and the organisation. These activities offer something a little different and will:

- ✓ Stimulate creativity which promotes growth
- ✓ Make challenges outside of normal working practices
- ✓ Offer opportunities to “think outside the box”
- ✓ Encourage people to work together in new ways
- ✓ Create huge amounts of energy during the day
- ✓ Promote the importance of fun and laughter at work
- ✓ Guarantee a memorable event for all!

The overall business goal of a development event or programme is to create sustainability, moving the whole management team forward so that everyone is operating at a minimum of 100%, and that they are all working with greater awareness of self and others. The result will be action plans, commitments and a continued enthusiasm for driving these forward in the coming months and years.

The development aims of the programme often include:

- Gain greater self awareness both of personal potential and opportunities
- Understand your own and colleagues’ motivations and priorities
- Build confidence within individual members and as a management team
- Acknowledge individual differences and recognize strength in diversity

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- Raise your 'game' and the management team 'game'
- Meet and exceed challenges
- Build relationships and understanding between team members
- Identify methods of addressing conflict within teams across the business
- Evolve an approach to leadership that strengthens the management team, fits with the company culture and that gets the best results
- Develop leadership skills that do not necessarily rely on line management
- Apply your learning to work and make positive changes
- Agree, progress and share personal development plans

Our approach is **always to tailor** each of our programmes to our client ensuring that the requirements of the business are paramount and that the events meet the needs and abilities of the delegates.

We run many development events in hotel and conference facilities, combining trainer led sessions with practical activities, opportunities to practice skills, group work and discussions to meet the learning preferences of all participants. All of our development events have high impact and create lasting change; we enable people to develop, practice and demonstrate their management skills, to build relationships, increase understanding and communication and agree effective ways of working together to achieve the common business goals.

If you prefer something a little more unusual whilst still achieving your objectives, then a selection of ideas are presented here to give you a flavour of some of the activities we have undertaken with groups before; we would be pleased to design a tailor made learning event for you once we met with you to define a clear vision of the day's objectives and your anticipated budget.

The Great Outdoors

We have the use of excellent facilities at two different outdoor development centres in the New Forest region, both of which can offer high ropes and low ropes courses, zip wires and all manner of outdoor challenges, whilst at the same time providing a beautiful and tranquil retreat for the day to include other less physically demanding activity too. If this type of high ropes activity appeals, a lower budget and more local option would be to make use of the facilities at a Go Ape <http://www.goape.co.uk/> centre and then to spend the remainder of the day at a nearby venue.

Finding Our Way

We have run a number of team development days that involve treasure hunts and orienteering style challenges in both cities and rural locations. We have even provided tandems to one group to get from one location to the next!

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Messing About On The River

We have hired canal boats and then set groups any number of challenges to achieve whilst at the same time getting the boat successfully from one location to another. These are great activities for getting people really working together to achieve a common goal. We also have access to facilities where people might build rafts, learn to sail or canoe.

Ready Steady Cook!

How about providing your staff with a gourmet banquet... with just one catch – they must prepare and cook it for themselves. Small groups work together to prepare exciting and tantalising dishes for their colleagues. Other people work on table decoration and providing fine wine.

A Day With a Theme





Pick a theme that appeals to you and your staff, and we will build a day of team activities around that. In the case of a Robin Hood day it involved building woodland shelters, designing and making suitable hats, creating a rousing song for the band of merry men, and rescuing Maid Marion from a secret location!

A Wild Experience

We can source wonderful and unusual venues for your day together and arrange experiences that will never be forgotten. How about hand feeding the giraffes at Marwell Zoo or flying a Hawk at the Bird Sanctuary? These short activities are built into a whole day of learning and we aim for an experience that has relevance to your business, your goals and the management skills we are working on.

Team Challenge

We suggest a Team Challenge to consolidate confidence, teamwork, shared goals, and ways of working together; these challenge days are usually done as the finale to a programme of management development days. This day will:

-  Validate confidence with individuals and the team
-  Lead to higher expectations and greater achievements
-  Encourage leadership by those other than line managers
-  Enable working with others under tight deadlines with great stakes

Your team will work with the Challenge Managers [our facilitators] to complete a charity or community Challenge. The Challenges are just that – you will have objectives, guidelines, and deadlines. You will have to **do the impossible** and work together using all your skills and creativity to succeed in an exciting real life experience.

Everyone wins.....you by taking part, the charity or community, your organisation and us too

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