

Appendix B - Course Specification

LEO Kildare Training January 2023 - December 2023

Tender for delivery of training, workshops & business clinics for 2023-2023 [with an option to extend by 12 months to December 2024]

The following is an overview list of proposed Management courses to be hosted over the period. For full details on the course brief and objectives, please refer to detailed breakdown in this document before applying for any LOT. Training providers may tender for multiple Lots. Please note LEO Kildare will book venues, arrange times, and book programme advertising slots as required. The Tenderer is responsible for providing participant notes, content for all advertisements and taking queries on training programmes.

Please note that the target audience for all programmes are owner/managers or employees of businesses employing 10 or less, start-up businesses or those thinking of starting a business.

The listing below is an indication of programmes under consideration, and which will be scheduled subject to demand.

The workshops/programmes will be held at various locations and venues across County Kildare.

Approximate durations are included for each programme however this is indicative only and the Tenderer is responsible for suggestions on duration.

Lot 1	Managing A Business Team
Lot 2	Leadership & Planning
Lot 3	Business Innovation and Strategy
Lot 4	Management Capability

LOT 1	MANAGING A BUSINESS TEAM	Duration
MAN001	<p>Develop excellent Customer Service Skills for every business sector</p> <p>Description: The programmes' initial focus is on the strategic side of Customer Service, how to develop and implement a Customer Service Initiative. Conducting a customer service audit of your business, looking at best practice initiatives.</p>	1 full day session In person
MAN002	<p>Leading Hybrid teams effectively</p> <p>Description: This programme will provide an overview of how to lead remote workers and build a productive, positive culture with a remote or hybrid team.</p>	1 X Half Day online
MAN003	<p>HR Compliance for small business know your obligations</p> <p>Description: This programme will provide small business owners with the knowledge in relation to the required HR policies and legislation that affect the workplace on a day-to-day basis</p>	2 x ½ day in person
MAN004	<p>Setting Key Performance Indicators (KPI's) for your team and managing Team Performance</p> <p>Description: This programme will provide an overview of the process of setting team key performance indicators (KPIs) to maximize productivity and performance.</p>	2x ½ days in person

LOT 2	LEADERSHIP & PLANNING	Duration
LEPL001	<p>Leadership - Leading Your Small Business Through recessionary times or times of Crisis</p> <p>Description: This programme will provide a safe space and aims to equip business owners with the tools required to help assess the business situation and explore creative solutions.</p>	5 X Half Day Sessions inclusive of 1 on one mentoring & provide an individual client road map report to the LEO office identifying potential growth for this client and supports that might suit the client's needs
LEPL002	<p>Effective Time Management skills</p> <p>Description: Participants will gain the skills to take control of their time and how goals are achieved at work and develop the knowledge skills awareness and attitudes necessary to manage time in an effective and efficient manner and to ensure that the objectives of work are met whilst still leading a balanced life.</p>	1 Half-day/evening workshop online
LOT 3	BUSINESS INNOVATION AND STRATEGIC THINKING	Duration
BIS001	<p>New Product Development & Innovation Programme certified</p> <p>Description: Discover the innovation potential of businesses and develop a bespoke Implementation Plan which has the potential to yield: Revenue Growth, Export Growth, Improved Profitability, Greater Efficiency, Increased Employment.</p>	12 X ½ days Combination of in person and online & provide an individual client road map report to the LEO office identifying potential growth for this client and supports that might suit the client's needs
BIS002	<p>Develop a 3-to-5-year Strategic Plan for your business</p> <p>Description: Programme is designed to help participants develop a long-term strategic plan to optimise revenue potential, and keep to their brand alive, visible, and relevant.</p>	2 X Full Days in person followed by one-on-one mentoring & provide an individual client road map report to the LEO office identifying potential growth for this client and supports that might suit the client's needs
BIS003	<p>Develop the most appropriate Business structure for Investment</p> <p>Description: Programme is designed to give participants the tools to select the best business structure for success.</p>	1 ½ day online followed by one-on-one mentoring

LOT 4	MANAGEMENT CAPABILITY	Duration
<p>MAC001</p>	<p>Certified Management Development Programme</p> <p>Description: This programme is for owners-managers planning for the next stage of their 3 - 5 year business cycle.</p> <p>In addition to the fundamentals of Management Development this program content should include reference to Lean , green/sustainability, digitisation and trading online practices</p> <p>Audience: It is recommended that businesses are established a minimum of 3 years such that the calibre of participants is high and business needs are similar.</p>	<p>A combination of workshops, over 20 mornings , one per week AND 2-3 Mentoring Sessions per participant over the period of the programme & provide an individual client road map report to the LEO office identifying potential growth for this client and supports that might suit the client's needs</p>