

NCC Management and Leadership suite of qualifications is aimed at industry leaders, managers, supervisors and customer facing professionals across three primary areas of responsibility.

These work streams would add skills and value to each cohort under the NCC's accreditation and validation set, creating an industry standard for development in the allocated areas which is scalable.

The focus is on building skills and knowledge via blended learning, and recognising that within a disciplined and intense competitive environment there is a need for a strong skills ethos and best practice standard who holds true to the NCC's core values and its offer to industry.

Senior Leader

Those leaders are at the upper levels of the business and are charged with the future direction and control of the organisation. Their influence spans strategic control and business development as well as functional management. The programme upskills them in core areas enabling them long term to become coaches and mentors to other leaders/managers in the business. They facilitate the environment for other leaders to grow and prosper, adding value to the business at all opportunities.

Managers and Supervisors

Those people tasked with tactically driving the business forward through team and solo performance management, improvement, service delivery, planning, commercial acumen, innovation, creativity and ideas. These people may be running smaller teams or even be specialists. They have the potential to aspire to senior leadership roles through development.

Customer Services

These are the front facing customer services professionals on which the business depends. Their relationships with customers and suppliers/partners are critical and therefore they need the skills set to create and maintain superb customer journeys for all. They may, or may not, be managers or team leaders and may often work in small teams or even in isolation.

All our courses are:

- Industry specific and contextualised
- Cutting edge in theory
- Relevant and engaging
- Delivered professionally with strong evaluation and support throughout
- CPD Certified
- Available as stand-alone achievements
- Can be combined to achieve the overall NCC Park Management Qualification.

To find out more please visit [our website](#) or contact us for more details

Senior Leaders

Strategic Leadership &
Tactical Management

Leading Through Change

Coaching & Mentoring

Communications,
Influencing & Personal
Effectiveness

Commercial Acumen

Developing People &
Teams

Continuous Business
Improvement

Team & Personal
Development

Managers & Supervisors

Leadership &
Management (Tactical &
Transformational)

Team Dynamics
Business Acumen
Continuous
Improvement
Team & Personal
Development

Customer Services

Organise/Deliver/
Manage/Improve/Build/
Retain Customer
Relationships

Engage/Promote/
Create The Customer
Experience

Senior Leaders

Strategic Leadership
& Tactical
Management

Coaching &
Mentoring

Business Strategy &
Commercial
Acumen

Building High
Performing Teams &
Handling Conflict

Influencing,
Communications &
Personal
Effectiveness

Continuous Business
Improvement,
Innovation, Creativity

Developing People
& Teams

Leading Through
Change

All these courses are



Managers & Supervisors – Core Syllabus

Business &
Commercial
Acumen

The Manager as a
Developer of
Others

Leading Teams &
Individuals

Building High
Performing
Teams &
Handling Conflict

Managing Change

Performance
Management &
Motivation

Influencing,
Communications
& Personal
Effectiveness

Service Delivery
Improvement,
Innovation,
Creativity

Customer Services
Outlines and Learning
Objectives

Understanding
Customers & Mapping
the Customer Journey

Delivering Exceptional
Customer Services &
Maintaining
Relationships

Communications &
Presentation Skills