

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

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 which holds true to the NCC's core values and its offer to industry.

Senior Leader

These 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

These 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 one day unless otherwise specified.

***Customer Services can be delivered as a complete 3-day programme as well as independent one-day courses.**

All courses can be delivered consecutively

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 Learning & Development Programmes

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

All these courses are

Customer Services – Learning & Development Programmes

These courses can be taken independently or as a 3-day full course

Understanding
Customers & Mapping
the Customer Journey

Delivering Exceptional
Customer Services &
Maintaining
Relationships

Communications &
Presentation Skills

All these courses are



NCC Management Development Qualification

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