



## INSPIRED SERVICE LEADERSHIP

### A Structured Five-Month Leadership Development Programme

The Inspired Service Leader Programme is a practical, structured leadership development journey delivered by Inspired Leadership Solutions in partnership with GAMBICA. It is designed for team leaders and managers who want to lead with greater confidence, clarity and impact - both in their own performance and in the performance of their teams.

The programme runs over five months, with approximately one day of activity per month. It combines online virtual sessions, two full in-person days, individual coaching and on-the-job assignments to ensure that learning is embedded and applied in real-world situations.

#### WHAT THE PROGRAMME COVERS

The programme addresses six core leadership themes, progressing from self-awareness and personal effectiveness through to inclusive leadership, communication, conflict management and team leadership.

In addition to the core sessions, participants benefit from two supporting elements that run throughout the programme:

- On-the-job assignments - real-world tasks linked to each module, ensuring learning is applied directly in the workplace
- Knowledge Transfer Application (Clever Nelly) - a digital tool used between sessions to reinforce and embed key learning through short, regular interactions

#### INTERESTED?

To enquire about joining, please contact:  
[lab@gambica.org.uk](mailto:lab@gambica.org.uk)

Visit the GAMBICA leadership training page for further information:  
<https://www.gambica.org.uk/activities/leadership-training.html>

## Programme Structure

**Pre-Start Alignment:** A 45-minute one-to-one online meeting with each participant to explore key leadership mindsets and provide an overview of the programme. This ensures every participant starts with clarity of purpose.

### **Module 1: Time is Everything (Month 1 - Full day, in person)**

Time mastery, efficiency and effectiveness. Participants identify where they can make the biggest impact and learn to make deliberate choices about how they work. This session also features an industry leadership panel, providing participants with access to senior leaders from across the sector.

### **Module 2: Lead Yourself (Month 2 - 2 hours, virtual)**

An exploration of personal leadership identity - understanding who you are as a leader, identifying the barriers that hold you back and developing strategies to overcome them. Includes individual coaching.

### **Module 3: Lead with Inclusion (Month 3 - 2 hours, virtual)**

Understanding how neurodiversity strengthens teams. Participants learn how to have open, inclusive conversations that bring out the best in every team member.

### **Module 4: Communicate with Confidence (Month 3 - Full day, in person)**

Developing strong communication skills in practice. Participants learn to respond rather than react in challenging situations, and to communicate clearly and confidently across a range of contexts. Includes individual coaching (one hour).

### **Module 5: Conflict Resolution (Month 4 - 2 hours, virtual)**

A masterclass in defusing tension, handling objections and managing difficult people and situations. Practical frameworks and tools for turning conflict into constructive outcomes.

### **Module 6: Lead the Team (Month 5 - 2 hours, virtual)**

Focusing on getting the best from a diverse team. Setting clear expectations and standards, creating a culture of accountability and motivating people to perform at their best. Includes individual coaching.

### **Conclusion: Award Lunch and 'What Next' Session**

A full in-person day to celebrate achievements, consolidate learning and plan next steps. Participants receive their programme award.

## At a glance

Cost	£1,185 per person, based on a cohort of 10 participants
Duration	5 months
Time commitment	Approximately 1 day per month
Location	2 days in person, 4 days virtually
Coaching	Individual 1-hour coaching sessions included
Who it is for	Team leaders and managers