



The Leader of Managers

Elevate the leadership skills of your multi-unit managers





"MMU draw from their extensive experience to provide practical advice and proven strategies for managing diverse teams, operational disciplines, and delivering operational efficiencies.

Their insights into maintaining high standards, driving performance, and fostering team development are invaluable for achieving operational excellence."

Rob Hodges, Managing Director, Mission Coffee Works

The Leader of Managers

Elevate the leadership skills of your multi-unit managers

In today's fast-paced and financially challenging hospitality and retail sectors, the role of a multi-unit manager has never been more critical, or more complex.

With rising cost pressures, shifting customer expectations, and the need to grow top-line revenue while protecting margins, businesses are relying more than ever on their multi-unit leaders to deliver across all fronts. These managers must not only lead diverse teams across multiple locations, but also ensure consistently exceptional guest experiences, unlock local sales opportunities, and keep a tight grip on operational costs.

At Mastering Multi-Units (MMU), we understand that multi-unit managers are the heart of your business. They're the ones turning strategy into action on the ground; responsible for driving growth, maintaining brand standards, and sustaining performance across every site. And yet, many are expected to achieve all of this with limited development or support, often leading to frustration, burnout, and missed opportunities.

Common Challenges Faced by Multi-Unit Managers

1. Competing demands and priorities

Multi-unit managers often struggle to juggle competing demands across locations, resulting in poor planning and prioritisation. This can lead to a lack of focus on critical business goals, leaving teams under-resourced and disengaged.

2. Underperformance and missed opportunities

Without proactive management, underperformance and inconsistencies at individual sites can go unnoticed or unaddressed for too long. This not only affects the bottom line but also erodes team morale and customer satisfaction across the area.

3. Disconnected teams and remote leadership

Leading from a distance makes it difficult to foster meaningful connections with managers and their teams. Without a strong leadership presence, multi-unit managers may struggle to align their teams to business objectives, resulting in a lack of commitment and, ultimately, disengaged teams.

We understand these challenges. For over a decade, we've worked closely with multi-unit managers in hospitality, retail, and other industries, helping them overcome these obstacles and unlock their full potential.





Your Trusted Guide in Developing Multi-Unit Leaders

At MMU, we are more than just a training provider. We are your trusted partner in developing the next generation of multi-unit leaders.

The Leader of Managers open programme is specifically tailored to address the complexities of leading remote teams across multiple locations.

This year-long, in-depth journey combines proven leadership models with practical, real-world application, ensuring that your managers gain the skills they need to excel.

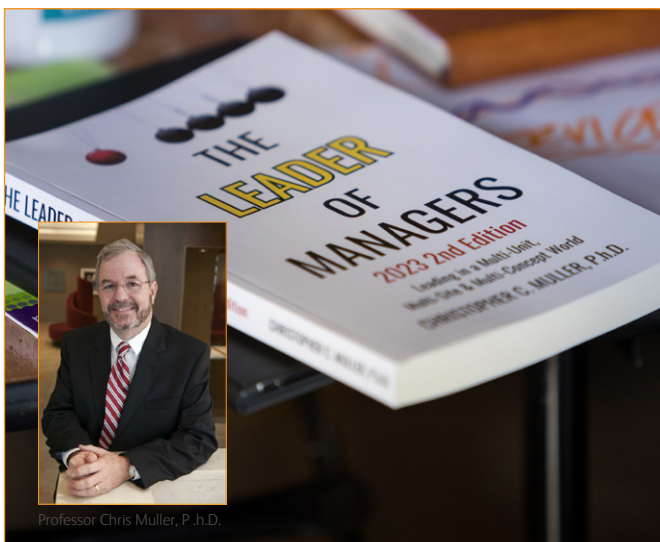
At the heart of the programme is a dual focus: the operational demands of multi-unit management and the adaptive leadership required to succeed. We bring to life the work of Professor Chris Muller, the renowned expert in multi-unit management, whose decades of research explore how leaders can effectively balance consistency and adaptability across different locations.

His book, *The Leader of Managers*, outlines the essential competencies and strategic insights needed to thrive in this demanding role, and we've built our programme around these principles.

Alongside this, we are proud to include SLII[®], the world's most widely taught leadership model, as a core part of the programme. As authorised channel partners of Blanchard, we provide multi-unit managers with a shared language and leadership framework that helps them match their style to the needs of each individual and situation.

This powerful combination of academic insight and practical behavioural tools ensures participants don't just understand what great leadership looks like – they know how to apply it consistently across their teams.

The Leader of Managers programme is designed specifically to equip leaders and managers with the skills and strategies needed to thrive in today's competitive environment.





“Taking part in The Leader of Managers programme has been inspiring, interesting, and has helped me develop my skills as a multi-site leader; further than what I would learn on the job alone. Lee, Daniel and David are fantastic presenters who are super passionate about what they do, and to have such a wide base of knowledge available is extremely beneficial. I feel more confident, knowledgeable and positive about my role and the development of myself, my business and my team. This is a great investment for anyone in the industry!”

Jade Ponomarenko, Operations Manager, Old Spike Roastery

The Plan for Success

At the heart of our programme is The Mastering Multi-Units Model™, a framework designed to drive operational excellence through four key disciplines.

1. **Clarity of expectations:** this includes brand standards and ways of working, continuous review and improvement, and accountability for resolution.
2. **The period review:** covering analysis and commentary by the manager, mitigating issues and exploiting opportunities, and manager and team growth/succession.
3. **Proactive planning:** focusing on quantifiable priorities, identifying high-leverage activities and going beyond SMART objectives.
4. **Critical impact visits:** involving a review of action plan implementation, asking better questions and creating a culture of exceptional service.

In our experience, these operational disciplines aren't a buffet where you can choose only a few. To truly transform your managers into world-class leaders, they need consistent attention across all these disciplines.

The Mastering Multi-Units Model™



Why Invest in Your Multi-Unit Managers?

The Leader of Managers programme is an investment in your company's future.

By equipping your multi-unit managers with the tools and strategies to thrive, you'll see improvements in team performance, operational efficiency, and overall business growth.

As the hospitality and retail landscape continues to evolve, the need for strong, adaptive leadership has never been greater. Don't leave your managers to figure it out on their own. Invest in their development and watch as they transform into leaders who drive success across your entire organisation.

This course, delivered at various points throughout a 12-month period, is tailored to address the unique challenges of managing multi-unit operations.

Unlike general management training, this programme focuses on:

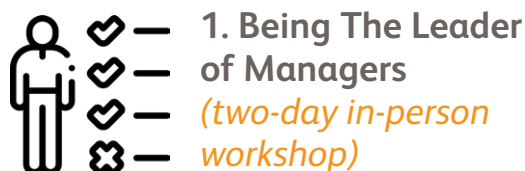
- **Developing leadership skills** – learn how to inspire and lead managers to drive performance and align their teams with your company's vision
- **Enhancing strategic thinking** – equip your leaders with the tools to make informed decisions, optimise operations, and respond to industry trends
- **Building high-performing teams** – master the art of coaching and mentoring managers to cultivate a culture of excellence and accountability
- **Driving growth and innovation** – foster innovation by encouraging creative problem-solving and proactive leadership among your management teams.

Programme Structure

Are you ready to elevate your team's leadership?

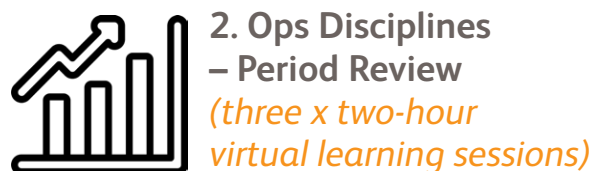
Let MMU guide you through this journey and ensure your business is equipped to thrive in a competitive and ever-changing marketplace.

Our programme is meticulously crafted to address the core competencies required for high-impact leadership in multi-unit operations. Participants will benefit from a blend of in-person training, personalised coaching, and interactive online learning, all designed to ensure practical and sustained application of the concepts.



Master the art of leading through others by developing the skills to inspire and guide your management team. Build a leadership style that fosters trust, accountability, and high performance across all levels.

- How to be an outstanding multi-unit manager: mindset, skillset, and toolset
- Explore Professor Chris Muller's Phases of Multi-Unit Management Development, identify the warning signs of falling into the 'Super Operator Trap', and learn how to avoid these behaviours
- Understand the challenges of remote management and the core behaviours that define world-class remote leadership
- Blanchard SLII[®] (Situational Leadership) – learn the world-renowned SLII[®] framework to adapt your leadership style based on the needs of your team members. Diagnose and adjust your approach depending on the task or goal
- The Mastering Multi-Units Model™ introduction – clarity of expectations, period reviews, proactive planning, and critical impact visits
- The first operational discipline: clarity of expectations – focus on what's non-negotiable versus what's optional. Ensure your teams understand the standards that must be met, who is responsible for delivering them, and by when. Most importantly, help them connect to the 'why' behind the 'what' and the 'how'.



Implement a structured review processes to monitor progress and make data-driven decisions.

- These periodic reviews, between multi-unit and site managers, must cover all the operational lenses:
 - Team member growth
 - Quality of operations
 - Customer experience
 - Financial/KPI results
- Apply the Three 'I's model – Incident, Impact, Insight – to help the GM analyse events and extract valuable lessons to replicate successes or prevent future issues
- Examine the skills, knowledge, and behaviours of the GM and their team by utilising the People Inventory and reviewing core competencies
- Implement the Rule of 7 team development plan to establish a meaningful succession strategy, enhancing the capabilities and experiences of the GM and their team.



3. Blanchard Essential Motivators

(one-hour self-learning plus 90-minute small group debrief)

Essential Motivators™ is a powerful and practical framework that helps leaders and teams uncover their core psychological needs, values, and behaviours. It provides valuable insight into individual motivation – one of the two key factors that make up commitment in the SLII® diagnostic process. It helps leaders better understand what drives their people and how to support them effectively.

Based on over 40 years of research by Linda Berens, this session offers a simple yet deeply effective tool for improving collaboration, empathy, and self-awareness.

Participants will:

- Discover their own Essential Motivators pattern (Earth, Air, Fire, or Water) and gain insights into their natural strengths, needs, and communication style
- Explore how these motivators influence workplace behaviour, leadership style, and decision-making
- Recognise patterns in others to better understand their colleagues and build stronger relationships
- Learn how to manage stress and identify personal 'shadows' that may show up under pressure
- Build a more inclusive and empathetic approach to teamwork and leadership.



4. Ops Disciplines – Proactive Planning

(three x two-hour virtual learning sessions)

Develop robust plans that anticipate challenges and seize opportunities for growth.

- Review performance of key performance indicators to identify the 'Big Rocks'
- Formation of the Quarterly Big Rock Action Plan to drive performance across KPIs
- Once core goals have been identified:
 - Determine quantifiable measures of success
 - Pinpoint key proactive actions that individuals can consistently take to maximise their chances of success
 - Establish accountability by defining when these actions will occur, who will be responsible for them, and how frequently they will be carried out
- Successful succession planning – the People Inventory and the Rule of Seven.

Programme Structure – continued



5. Full Focus Productivity (three x two-hour virtual learning sessions)

“Intend your time, spend your time and defend your time if you want to achieve the double win; to win at work and succeed at life!”

– Michael Hyatt, Founder and CEO, Full Focus Company

- The Eisenhower Time Matrix – developed over 50 years ago, this simple yet powerful model helps to prioritise your focus on what’s important, not just what’s urgent, and helps in taking a proactive approach to planning for the next 90 days
- Beyond SMART – more goal achievement than goal setting; we look beyond the SMART framework, and identify individual, specific steps that can be undertaken, and reviewed on a weekly basis to help deliver on the goals set
- Apply The Productivity Code – 60:30:10 – to structure planning activities, systematically linking daily tasks with quarterly objectives.



6. Ops Disciplines – Critical Impact Visits (three x two-hour virtual learning sessions)

Learn to conduct impactful visits, that focus on the delivery of the operational disciplines and that drive performance improvements.

- Planning and preparation – outline the necessary actions for both the multi-unit manager and site manager to optimise the visit
- Conducting the visit – determine the primary areas of focus, such as:
 - Evaluating the execution of operational priorities
 - Assessing progress on the Big Rock action plan
 - Observing the quality of the customer experience
 - Providing ongoing coaching to the manager and their teams, actively looking for opportunities to recognise and motivate them
- Complete the visit by providing feedback, setting commitments, and establishing accountability.



7. Wellbeing

(three x two-hour virtual learning sessions)

Explore strategies to enhance both personal and team wellbeing, supporting sustained performance and resilience. Understand the connection between wellbeing and productivity, and learn how to create a healthy work environment.

- Develop self-care practices to promote wellbeing and prevent stress from escalating into overwhelm, burnout, or serious mental health issues
- Identify what causes stress by recognising triggers and high-pressure areas
- Detect key stressors affecting your team
- Build resilient teams equipped to navigate today's complex and uncertain world
- Approach team setbacks constructively.



8. Blanchard Conversational Capacity

(one day in-person workshop)

Develops the skills to engage in open, honest, and constructive conversations, even under pressure. Enhances the ability to manage difficult discussions, keeping teams aligned and focused on shared goals.

- Build stronger communication and support
- Encourage the sharing of ideas, fostering creativity, innovation, and breakthroughs
- Close the gap between intended messages and received understanding, reducing confusion, improving accountability, and boosting productivity
- Transform meeting dynamics from competitive to cooperative
- Create a foundation of open and sincere communication, leading to higher morale.



9. Performance Coaching

(one day in-person workshop)

Gain the tools to coach your managers effectively, helping them to unlock their full potential. Learn how to provide feedback that drives improvement and fosters a culture of continuous learning.

- Define performance coaching – developing talented performers and dealing with poor performance
- Implement the Performance Agreement tool to ensure clarity and accountability
- Apply the Difficult Conversation and Feedback planner tools, building confidence to raise issues of poor performance or concern
- Leverage the Radical Candour® framework to strike the right balance between challenging directly and caring personally, ensuring feedback is delivered with clarity, impact, and respect.

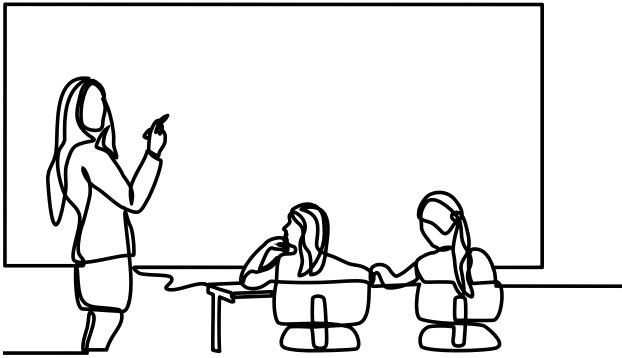




“This programme has been carefully designed to be relevant and helpful to our roles as multi unit managers. Lee and the team’s knowledge on all aspects of the role is second to none, using their depth of experience and established models to strengthen the foundations of the course. Every unit feels like something you can use to build structure within a business and help achieve the greatness we all strive to achieve.”

Zachary Silo, Area Manager, Heidi Bakery

Learning Formats

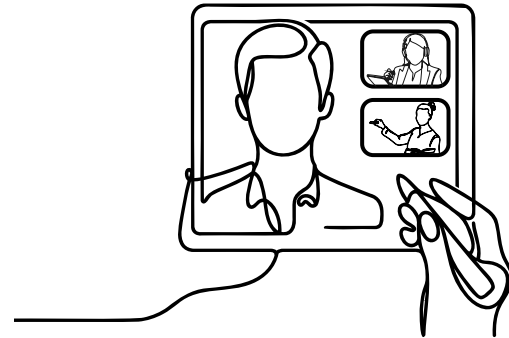


In-person and live virtual sessions – engage in immersive, hands-on sessions that bring programme content to life. Four days in-person sessions, plus 15 x two-hours live virtual sessions over the duration of the programme.

In addition to the programme modules, there will be self-analysis learning in the form of LBAIL, Essential Motivator feedback (what's your colour profile?), and 360° feedback.



One-to-one coaching sessions – receive personalised guidance from experienced coaches to address your unique leadership challenges. Two x two-hours online sessions per participant.



Learning group online reviews – Join collaborative online learning groups to deepen understanding and reinforce key concepts through peer insights.

In three one-hour sessions with groups of four, participants will exchange experiences, discuss real-world applications, and support each other's growth, creating a supportive learning community.



Site visits – apply what you've learned in your own real-world settings with expert-led visits to your operations for our 'Ops-servation' visits and feedback. One day visit per participant.

Momentum 360

Focused feedback for multi-unit leadership

MMU's Momentum 360 is a powerful feedback tool designed specifically for multi-unit managers. Built on our updated competency framework, it delivers deep insight into how leaders are perceived by their teams, peers, and line managers. The process is external, confidential, and expertly facilitated, helping leaders pinpoint development priorities and build momentum for lasting change.

Key features:

- Anchored in MMU's eight core competency clusters, including clarity of expectations, proactive planning, and coaching and development
- Feedback from up to 30 individuals across peers, direct reports, and line managers provides a balanced view

- Clear visual summaries – spider graphs and top/bottom variances – highlight alignment gaps and blind spots
- Open-text comments and a 'Start, Stop, Continue' section identify practical next steps
- Each participant receives a one-to-one, two-hour coaching debrief to understand results and set focused goals.

Momentum 360 is not just a snapshot, it's a catalyst for growth, designed to boost self-awareness, drive accountability, and support real behavioural change in multi-unit leadership.



Who Is The Leader of Managers Programme For?

- Senior operations leaders
- District, regional, area and operations managers
- HR/L&D managers focused on developing their organisation's managers
- Senior store/general managers looking to develop into a multi-site role

By investing in this programme, your business will:

- Elevate leadership skills – your leaders will learn the skills to inspire and manage their teams more effectively.
- Drive consistent operational excellence – build an approach that ensures every unit performs at its highest level.
- Enhance employee engagement and wellbeing – foster a culture where teams are motivated, supported, and ready to excel.
- Prepare for future growth – develop leadership skills capable of navigating the complexities of multi-unit operations and driving your business forward.
- Gain competitive advantage – develop a leadership mindset that is not only reactive but also proactive.
- Improve management performance – leadership skills that help effectively manage and mentor teams to drive better business results.
- Increase employee engagement – strong leadership leads to higher morale and reduced turnover among frontline staff.

Empower Your Leadership Team

Reach new heights with our transformative programme for an investment of £3,999 + VAT per participant.

Leadership is the driving force behind any organisation's success. By enrolling your leaders in The Leader of Managers open programme, you're not just enhancing skills; you're investing in the future of your business.

Beyond skill-building, this programme provides a powerful retention strategy by reinforcing your managers' growth, satisfaction, and commitment to your organisation – key factors in reducing turnover and building loyalty.

This all-inclusive journey includes:

- **Comprehensive access to all content:**
Dive into every module and workbook, with two immersive, two-day in-person sessions and 15 engaging, two-hour virtual sessions over 12 months. This blended approach combines hands-on learning with continuous online support, ensuring knowledge sticks.
- **SLII® participant materials and leadership insights:**
Gain access to official SLII® resources, including the powerful Leadership Behavioural Analysis report, equipping you with tools that create impactful and measurable change.
- **Lifetime SLII® app access:**
Enjoy unlimited access to SLII®'s world-class resources on iOS and Android – ideal for on-the-go learning and reinforcing leadership skills anytime, anywhere.
- **Personalised personality colour profiling:**
Through Blanchard's Essential Motivators, get a customised personality colour profile that boosts self-awareness and enhances interpersonal relationships – an essential skill for successful leadership.
- **Tailored 360-degree feedback:**
A bespoke 360-feedback report based on our competency framework for multi-unit managers helps participants identify key growth areas, enhancing both personal and team performance.
- **High-impact action learning reviews:**
With three focused one-hour review sessions, participants can apply learnings directly to real-life challenges, maximising the impact of their training on the job.
- **One-on-one coaching for individualised guidance:**
Enjoy two personalised coaching sessions led by an MMU coach. Tailored support means you can focus on the areas that matter most to you.
- **'Ops-servations' – on-site day with an MMU Coach:**
Benefit from an on-site day where an MMU coach collaborates with you and your team to deliver practical performance insights and guidance tailored to your operational challenges.
- **Seamless in-person experience:**
Accommodation and meals are included for the two-day in-person sessions, allowing you to focus entirely on learning and growth.

Seize this opportunity to retain, develop, and empower your multi-unit managers for lasting impact.

For just £3,999, this 12-month programme offers an outstanding investment in your team's growth – equivalent to only **£11 per day**.

This comprehensive package includes all materials, meals, and accommodation for in-person sessions (excluding travel and VAT), delivering exceptional value and preparing your leaders for sustained success.

To discover how The Leader of Managers programme can elevate your organisation, contact us at: bookings@masteringmultiunits.com.

Invest in a high-performing leadership team today – don't let this opportunity pass you by!



“Finally, a training consultancy that gets operations! Driving sales, managing margins and labour as well as developing the critical people skills needed.”

Peter Davies, Managing Director, Heriots Patisserie,
former National Retail Director, Starbucks UK

Testimonials

PIZZA PILGRIMS

"The OMs are acting in a consistent manner, and, quite frankly, behaving as professional OMs should. I can't emphasise enough how much the MMU programme has helped them to demonstrate the behaviours we needed and to keep them focused and on track."

Gavin Smith, CEO, Pizza Pilgrims

PAUL

depuis 1889

"The OMs are acting in a consistent manner, and, quite frankly, behaving as professional OMs should. I can't emphasise enough how much the MMU programme has helped them to demonstrate the behaviours we needed and to keep them focused and on track."

Gary Cowles, Operations Director, PAUL UK



"Super engaging and collaborative training with MMU. They are highly specialised experts in multi-unit management, who have made a significant impact on how we run our restaurants."

Anna Stewart, Area Manager, Where The Pancakes Are

MARAY

"The focus on discipline, structure and getting the basics right has laid a foundation for improvements. We were really excited about this opportunity, and we are 100% happy with the solutions delivered."

Dom Jones, Head of People, Maray



"MMU has delivered an awesome project at PizzaExpress for an aspiring group of talented leaders and the feedback from delegates is outstanding! Lee and his colleague Daniel, are a wealth of operational and leadership knowledge and expertise."

Their delivery style is down to earth, uncomplicated and fun, no corporate nonsense! I will definitely be using the MMU team at every possible opportunity to develop our managers."

Ian Watson, Director of Learning & Development, Pizza Express



"MMU has taken our development approach to an entirely new level. MMU doesn't just deliver content; they create programmes that land – practical skills and tactics that can be taken into the field from day one."

They have helped raise the capability and confidence of our leadership teams. Their partnership has been invaluable, and I would highly recommend them to any organisation looking to truly elevate their leadership culture."

Craig Benson, Senior Talent Manager, Wingstop UK

Meet Your Facilitators

A team with one driving focus: to develop managers to be the best they can be, because everyone deserves to have an outstanding manager.

We all understand operations because we've all been there; on the frontline, working with diverse teams to make a difference and drive performance. Our practical experience and know-how, coupled with academic research and insights, helps us to take an objective and fresh perspective on the organisation and the capabilities of its managers.



Lee Sheldon

Lee brings a practical, real-world approach to leadership development, shaped by years of experience in frontline operations across both single-site and multi-unit roles. This insight underpins MMU's core belief that "the road to operational excellence is paved with discipline and consistency", a mantra that runs through everything Lee delivers.

As an authorised training partner of Blanchard, FranklinCovey, and The Full Focus Company, Lee blends world-class thinking with hands-on tools to help managers improve focus, lead with clarity, and boost both personal and professional productivity.

His leadership perspective was shaped during his time as Director of Learning and Development at SSP Group and has been refined over more than a decade through his work with Mastering Multi-Units. Today, he supports leaders across hospitality, retail, and leisure by challenging unhelpful habits and equipping them with the behaviours needed to succeed in complex, fast-paced environments.



Daniel Mills

Daniel is a learning and development professional with over 20 years' experience in hospitality and retail catering. He has supported the opening of over 50 diverse food and beverage retail operations and has improved the quality of multi-unit operations through his ability to challenge and develop the operational mindset of the multi-unit manager. His research into the challenges faced by the multi-unit population has helped MMU create learning interventions that promote operational excellence and individual growth.

Additionally, Daniel has trained and coached hundreds of people, from diverse industries and levels of managerial responsibility. Such interventions include supporting participants to maximise their 360-degree feedback insights, develop actionable career development objectives and enhance key competencies, particularly in relation to personal productivity, performance management and leadership.



David Blackmore

David is a versatile, highly successful operations manager with over 30 years of diverse experience within the hospitality, retail and coaching business. David's experience includes working with industry-leading brands, such as Mitchells & Butlers and Welcome Break, where he worked with a range of respected partner brands, including Starbucks, Waitrose and KFC. A highly motivational leader and mentor, David has a strong record of hands-on, cross-functional leadership. He effectively managed and built teams to maximise performance, streamline processes, and deliver operational excellence.

He brings deep experience in managing projects from initial design to completion while balancing stakeholder and client expectations. David is passionate about using his expertise and wealth of knowledge to help professionals, business owners and leaders to grow in knowledge, expertise, and efficiency so they can flourish. He firmly believes everyone deserves to have a great manager, and that everyone should have the opportunity to fully unleash their potential.

The Leader of Managers 2026 Timetable

Dates	Activity	Duration	Delivery Type
27th Jan 2026	M1: Being The Leader of Managers & SLII (Day 1)	Full Day	In-Person
28th Jan 2026	M1: Being The Leader of Managers & SLII (Day 2)	Full Day	In-Person
5th Feb 2026	360 Set up	0.5 hr	Virtual
10th Feb 2026	360 Commences	N/A	Virtual
26th Feb 2026	M2: Period Review Part 1	2 hours	Virtual
12th Mar 2026	M2: Period Review Part 2	2 hours	Virtual
17th Mar 2026	360 Ends	N/A	Virtual
26th Mar 2026	M2: Period Review Part 3	2 hours	Virtual
7th April 2026	1-1 Coaching Round 1 - 360 debriefs (2-week window)	1.5 hours	Virtual
7th April 2026	Learning Group Reviews (Round 1, Group 1)	1.5 hours	Virtual
7th April 2026	Learning Group Reviews (Round 1, Group 2)	1.5 hours	Virtual
9th April 2026	Learning Group Reviews (Round 1, Group 3)	1.5 hours	Virtual
7th May 2026	M3: Proactive Planning Part 1	2 hours	Virtual
21st May 2026	M3: Proactive Planning Part 2	2 hours	Virtual
4th June 2026	M3: Proactive Planning Part 3	2 hours	Virtual
16th June 2026	Learning Group Reviews (Round 2, Group 1)	1.5 hours	Virtual
16th June 2026	Learning Group Reviews (Round 2, Group 2)	1.5 hours	Virtual
18th June 2026	Learning Group Reviews (Round 2, Group 3)	1.5 hours	Virtual
2nd July 2026	M4: Full Focus Productivity Part 1	2 hours	Virtual
16th July 2026	M4: Full Focus Productivity Part 2	2 hours	Virtual
30th July 2026	M4: Full Focus Productivity Part 2	2 hours	Virtual
3rd Sept 2026	M5: Critical Impact Visits Part 1	2 hours	Virtual
10th Sept 2026	1-1 Coaching Round 2 (2-week window)	1.5 hours	Virtual
17th Sept 2026	M5: Critical Impact Visits Part 2	2 hours	Virtual
1st Oct 2026	M5: Critical Impact Visits Part 3	2 hours	Virtual
13th Oct 2026	Learning Group Reviews (Round 3, Group 1)	1.5 hours	Virtual
13th Oct 2026	Learning Group Reviews (Round 3, Group 2)	1.5 hours	Virtual
15th Oct 2026	Learning Group Reviews (Round 3, Group 3)	1.5 hours	Virtual
29th Oct 2026	M6: Wellbeing Part 1	2 hours	Virtual
5th Nov 2026	M6: Wellbeing Part 2	2 hours	Virtual
12th Nov 2026	M6: Wellbeing Part 3	2 hours	Virtual
26th Nov 2026	M7: Conversational Capacity	1 Full Day	In-Person
27th Nov 2026	M8: Performance Coaching	1 Full Day	In-Person
30th Nov 2026	1-1 Coaching Round 3 (2-week window)	1.5 hours	Virtual
30th Nov 2026	Site Ops-Servations (1 day per participant over 3 weeks)	7 hours	In-Person



Let's keep in contact!

To receive best practices and insights that will help you to become an outstanding manager, follow our MMU page on [LinkedIn](#) or [subscribe to our community](#) for free resources.



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Developing Outstanding Managers