




# 2025 Skills, Management and Leadership Training Programme

Supporting your  
Professional Development



# Welcome to Mercia's 2025 Skills, Management and Leadership Training Programme

Mercia's extensive programme of technical and professional skills training is offered in a variety of formats, supporting members of all accounting and tax associations and institutes in meeting their CPD requirements.

Whatever your role and level of experience, Mercia is here to support you in 2025 and beyond!

All prices in this brochure exclude VAT



## Membership

Pay a monthly fee per person



## Pay as You Go

Pay per person per course



## In-House Training

Courses delivered exclusively to your team



## Bespoke Packages

Build your own solution

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Explore our interactive links by clicking on the course titles within this brochure



# Training Membership Options

Enjoy unlimited access to hundreds of courses for an annual fee, payable monthly by direct debit.



## CPD Digital PLUS Management and Leadership

Access to all online CPD courses PLUS Management and Leadership courses.



## Early Careers Digital

Access to all online Early Careers courses in the pathway.

To find out more visit our website [mercia-group.com/memberships](https://mercia-group.com/memberships)

## Included in all CPD membership options:

- Unlimited access to all course titles in your membership
- Verifiable CPD records
- Firm-wide CPD tracking
- Exclusive CPD Monthly Bulletin video updates
- Exclusive Members' events: Ask the Expert and Insights from Experts
- Discounts on Mercia products and services
- Complete Regulatory Training Series
- Future Ready Skills Series
- Professional Skills on-demand training

## Mercia Technical Team

Mercia has a dedicated, experienced in-house team of technical specialists who write and deliver our training programmes. This unique position allows us to respond swiftly to the rapidly changing technical landscape and our client's demands.



## Live Streamed

Live streamed courses are delivered via Zoom allowing learners to ask questions and interact with the expert and with other delegates. Detailed course notes and slides are provided, and the session is recorded so that it can be revisited.



## On-Demand Recordings

Mercia's on-demand courses offer you and your team the flexibility to learn at a time and in a place that works best. Recordings are available for 12 months from the release date and are broken down into chapters, allowing you to focus on the topics most relevant to your requirements.



## eLearning

Our award-winning multimedia eLearning is interactive and engaging. With features such as knowledge checks and tests, interactive videos, case studies and tutor-recorded debriefs, our rich eLearning supports the effectiveness and retention of learning.



## Bite Sized

Mercia's bite sized programme are on-demand modules, each less than 30 minutes long. The programme includes extracts from our key updates and topical issues and will develop throughout the year.



## Face-to-Face

Mercia is proud to offer our clients a face-to-face CPD programme in various locations across the country. Our programme of core updates provide those who prefer the dedicated face-to-face experience with the flexibility to choose this format.

To find out more visit our website [mercia-group.com/training](https://mercia-group.com/training)

# Early Careers

## Create Your Own Pathways

We know that one size does not fit all and with a wide range of workshops you have the flexibility to create a tailored and blended learning programme for each member of your team.

### Professional Skills

Personal skills play an important part in creating a rounded and effective professional. We have a series of courses for trainees to attend as their career progresses.

KEY

On-Demand

Tutor-Led Live Streamed

Professional Skills

Making the Right Start with Colleagues and Clients

Communicating Effectively

Professional Skills for Trainees - Year 1

Mental Health and Wellbeing Series

Time Management

YEAR ONE

Making Decisions and Prioritising

Writing Skills

Professional Skills for Trainees - Year 2

Mental Health and Wellbeing Series

YEAR TWO

Presentation Skills

Professional Skills for Trainees - Year 3

YEAR THREE

Click on the course titles to explore more

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COURSE	PRICE	DURATION	TUTOR LED LIVE STREAMED DATES						
PROFESSIONAL SKILLS									
Making the Right Start with Colleagues and Clients	£83	½ day	17 Jan (am)	28 Feb (am)	05 Sep (am)	12 Sep (am)	19 Sep (am)	26 Sep (am)	
Professional Skills for Trainees - Year 1	£166	1 day	8 May	25 Sep	14 Oct	19 Nov			
Professional Skills for Trainees - Year 2	£166	1 day	21 May	1 Oct	4 Nov	4 Dec			
Professional Skills for Trainees - Year 3	£166	1 day	5 June	16 Oct	26 Nov	17 Dec			

EARLY CAREERS MEMBERSHIP

All early careers tutor-led courses are included, see page 2 for details.

COURSE WEB LINKS

Click on the course titles above to view details online.

TERMS AND CONDITIONS

For full details on our terms, please visit our website.

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# Progression to Management

## Create Your Own Pathways

Our Manager Pathways are designed to support those progressing into the manager role, or who are newly promoted into the role, with the technical and professional skills needed to be successful.

### Professional Skills

Module 1 - Stepping into Management

Module 2 - You as a Manager

Module 3 - Succeeding at Management


Delivering an Effective Appraisal

KEY

On-Demand

Tutor-Led Live Streamed

Click on the course titles to explore more



### Module 1 - Stepping into management

Welcome to the daunting world of management. As your technical knowledge expands towards becoming an industry expert, you find yourself having to manage teams and tasks, and people, which is something that doesn't come naturally to all of us.

This course will provide you with the communication skills required to get the best from your people and help you to see delegation as a simple, positive process. It will also provide an introduction on relationship building and promote coping strategies to help you deal with the pressures associated with being a manager.

### Module 2 - You as a manager

At this point you will have experienced managing people, so you will know some of the challenges that can present. The best teams are made up of various personalities, which may differ to ours, so how can we best understand our people?

This course will provide you with the tools you need to get the best from individuals and from the team. It offers feedback techniques to ensure team members continue to strive and will teach you how to deal with those not so easy conversations. We will also delve into relationship building with clients.

### Module 3 - Succeeding at management

At this stage in your career, you have hopefully found your feet and are finding the journey of management an easier and less daunting one.

This session starts with self-reflection of challenges that we have faced and overcome and allows us to embrace what we have learnt on our journey so far.

This course will focus on team relationships, performance management to allow you to recognise and unlock your team's potential, networking tips and how to prepare for delivering an effective appraisal.

COURSE	PRICE	DURATION	LIVE STREAMED DATES	
PROFESSIONAL SKILLS				
Module 1 - Stepping into Management	£166	1 day	19 Mar	16 Sep
Module 2 - You as a Manager	£166	1 day	29 May	28 Oct
Module 3 - Succeeding at Management	£166	1 day	23 Jun	25 Nov

**CPD MEMBERSHIP**  
All courses in this pathway are included.

**COURSE WEB LINKS**  
Click on the course titles above to view details online.

**ADVANCED SKILLS COURSES**  
See our Skills, Management and Leadership programme on pages 10-11.

**TERMS AND CONDITIONS**  
For full details on our terms, please visit our website.

# Mercia's most popular courses

## Leading a Team

The emphasis for this course is on the word 'leader', and how you can recognise the traits required to become a great leader and allow your team to perform to their maximum potential.

The content for this course will include topics such as:

- Leader vs manager
- Recognising our own leadership style
- Understanding your team
- Coaching tips and techniques

## Delegation and Feedback

To progress ourselves and our team within our specific roles, delegation and feedback is key. This course will improve your understanding of the importance of delegation, and how feedback delivered in an appropriate, constructive way can improve overall team performance and dynamics.

The content for this course will include topics such as:

- Understanding delegation
- Reluctance to delegate
- The benefits of delegation
- Constructive feedback
- Recording feedback

## Performance Management

To effectively manage and develop teams' performance, you firstly need to understand what makes them tick, this will then allow you to adapt your management style to get the best from everyone. Improving and rewarding results will increase the overall team morale and engagement.

The content for this course will include topics such as:

- Improving the ability to monitor team performance
- Developing your team
- Coaching
- Performance management
- Employee engagement

## Effective Communication

Communication is the most important skill in life; therefore, it is important that we do this with clarity and ensure we choose the right channel. Also, we need to understand how and when to adapt the way in which we communicate to best suit the situation.

The content for this course will include topics such as:

- Methods of communication
- How to communicate effectively
- Communication barriers
- Body language skills
- Active listening
- Recording feedback

# Skills, Management and Leadership



## Live Streamed Programme

Our programme maximises learner engagement by using our state-of-the-art virtual online delivery platform and through restricting class sizes, so that learners are able to interact in small groups and with the trainer. See pages 10 - 11.

## In-House

As an alternative, bespoke in-house training for professional, management and leadership skills can be delivered either on your premises or virtually. Each training package is developed with your input so it can be tailored to meet your business needs and goals.



## Meet Louise Conner

**With 20+ years of experience in Learning and Development, Louise is Mercia's Management and Skills Trainer.**

Her motivational coaching delivers exceptional results and equips teams with the skills to reach their potential. Louise's industry expertise and personalised training approach make her training an invaluable asset to teams seeking to enhance their management and leadership abilities.

# Skills, Management and Leadership Programme

COURSE	PRICE	CPD HOURS	LIVE STREAMED DATES	
Coaching Skills	£105	2	6 Mar (am)	18 Sep (am)
Delegation and Feedback	£105	2	6 Mar (pm)	18 Sep (pm)
Effective Communication	£105	2	23 Apr (am)	24 Sep (am)
Emotional Intelligence	£105	2	23 Apr (pm)	24 Sep (pm)
Forming and Maintaining Client Relationships	£105	2	29 Apr (am)	7 Oct (am)
Leading a Team	£105	2	29 Apr (pm)	7 Oct (pm)
Multi-task Management	£105	2	13 May (am)	29 Oct (am)
People Management	£105	2	13 May (pm)	29 Oct (pm)
Performance Management	£105	2	17 Jun (am)	20 Nov (am)
Presenting with Confidence	£105	2	17 Jun (pm)	20 Nov (pm)
Wellbeing and Resilience in the Workplace	£105	2	9 Jul (am)	2 Dec (am)
Working and Communicating with Different Personalities	£105	2	9 Jul (pm)	2 Dec (pm)



## MEMBERS ONLY

Members enjoy firm-wide access to CPD courses, see page 2 for details.



## COURSE WEB LINKS

Click on the course titles above to view details online.



## BACK CATALOGUE

Our current version is available to view and download online.



## TERMS AND CONDITIONS

For full details on our terms, please visit our website.





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