

MANAGEMENT DEVELOPMENT PROGRAMME



PART 3 - STRATEGY & LEADERSHIP

5-9 DECEMBER 2022



COURSE DATES

MDP PART 3 STRATEGY & LEADERSHIP

05-09 December 2022

MANAGEMENT
DEVELOPMENT
PROGRAMME

VENUE

Hilton Stockholm Slussen
Guldgränd 8, Box 15270
Stockholm, 10465
Sweden



These courses form the first building blocks for those who wish to work towards taking their CCM exam.

Full details can be found by following the link below:
www.cmaeurope.org/education/mdp



OVERVIEW OF STRATEGY & LEADERSHIP

MDP 3 Strategy and Leadership is aimed at those managers who wish to learn how to enhance their management style and tap into their leadership potential in order to operate the club as a business.

Delegates will understand the responsibilities and characteristics required to exert the appropriate levels of power and influence so that their club can develop its creativity while focusing its strategic aims in line with its established culture and traditions.

Particular attention will be paid to establishing and enhancing an effective working relationship with the Committee, whilst mentoring, developing and leading the staff team. Delegates will also be invited to review their knowledge in all competency areas required to achieve success at their club and in their career.

One key component included within the week's learning is the Lumina Traits and Leadership Assessment. "Lumina Learning" maintains a global network of practitioners who specialise in helping individuals to identify areas of underlying strengths, and make personal development plans to improve their performance and relationships in and out of the workplace. Club Managers across the globe have evaluated the Lumina Portrait as one of the most illuminating sessions within the MDP curriculum.

- **NATURE OF LEADERSHIP**
- **LEADERSHIP TRAITS**
- **RESULTS BASED ACCOUNTABILITY**
- **SITUATIONAL LEADERSHIP**
- **NEGOTIATION TECHNIQUES**
- **COMMITTEE STRATEGY SESSION**
- **MEMBER PARTICIPATION STUDY**
- **MANAGERIAL ACCOUNTING**
- **ETHICS**
- **EFFECTIVE MEMBER COMMUNICATIONS**
- **ADVERTISING & MARKETING - DEMOGRAPHICS**
- **PROFESSIONAL IMAGE**
- **LUMINA LEADER**

*Please note that it is **not** obligatory for delegates to have attended one of our other MDP courses before attending this one.*



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HILTON STOCKHOLM SLUSSEN

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<https://www.hilton.com/en/hotels/stosli-hilton-stockholm-slussen/>

In the Södermalm district, our hotel is less than a kilometer from the Gamla Stan island, home to Stockholm's Old Town and Royal Palace. We're two blocks from Slussen underground station, which links to the city center, and Vasa Museum and ABBA The Museum are within five kilometers. Enjoy access to our 24-hour fitness center.



TESTIMONIALS

"After completing the CMAE MDP Strategy & Leadership, in addition to increasing the network of contacts, added value of CMAE, I learned significant notions about strategy, communication techniques and how to best organize your team to offer an excellent service. Always impressed from Lumina leader with Kevin Fish that gives the opportunity to develop your leader quality. My challenge is to be a good leader and MDP3 will help me along this path. - **Domenico Di Bari, Golf Operations Manager, Golf Club Milano**

"Attending MDP3, Strategy & Leadership, was extremely enjoyable and hugely relevant for my current role within Dubai Creek Golf & Yacht Club. I learnt an awful lot through the week and in particular enjoyed listening about Leadership versus management and the benefits of coaching your colleagues to gain the best results. Lumina Leadership was also a very insightful session which continued on from the previous Lumina Spark topic. As ever, the guest speakers and presenters were of a world class quality, all delivering relevant topics to assist in the progression of our managerial skills within the golf industry - **Craig Waddell, Director of Golf Operations, Dubai Creek Golf & Yacht Club**

"A fantastic week of learning at MDP Strategy and Leadership with great insight passed from the best in the business. As with all MDP courses, the subject matter, the sharing of experiences and the networking are essential for any successful club manager serious about progressing in the industry"
Phil Jones – General Manager Dreamland Golf Club, Baku Azerbaijan, MDP S&L 2018

Attending the MDP3 Strategy and Leadership course in Edinburgh has been such a great experience! An intense week of learning and sharing knowledge with professionals who are always willing to progress in the club industry. The course added all of the necessary skills to ensure that Club Managers fully understand how to make this industry work and develop in the near future. But also, meeting talented Club Managers from all across Europe provided us an amazing opportunity to expand our personal network within the industry. - **Debora Drago, Operations Manager, Army & Navy Club**



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PRESENTERS

The MDP pathway has been designed by the club industry for the club industry. The curriculum is delivered by external specialists with a history of working in the club industry and experienced qualified Club Managers.

Bill Sanderson Business Consultant bill@thebusinessperformancecoach.com

John Bull Management Futures john.bull@managementfutures.co.uk

Jeffrey Kreadle Congressional Country Club jskreadle@ccclub.org

Kevin Fish CCM Industry Professional kevin@ccl.services

Presenters subject to availability

PRICE

Course	Dates	Full Rate	CMAE Rate
MDP 3	5-9 December 2022	£1,980	£1,800

CANCELLATIONS AND AMENDMENTS TO BOOKINGS

- All requests for cancellations and/or transfers must be received in writing.
- Changes will become effective on the date of written confirmation being received.
- The appropriate cancellation charge will be applied to the cost of your booking, as shown below.
- Any extenuating circumstances will be considered, at CMAE's discretion.

CALENDAR DAYS NOTICE BEFORE THE START DATE OF THE COURSE	REFUND APPLICABLE
60 calendar days or more	Full refund minus a £30 plus VAT administration fee
Between 30 and 59 calendar days (inclusive)	50% refund minus a £30 plus VAT administration fee
Between 14 and 29 calendar days (inclusive)	No refund will be given
Failure to attend	Treated as late cancellation and no refund given

- In the event that an individual named on the booking form cannot attend, we will accept substitution of another delegate on the condition that written notification of the substitution has been received by us prior to the course date and an administration fee of £30 plus VAT has been paid.
- If the individual named on the booking form is unable to attend, and cannot or does not wish to transfer their place to another individual, then a part of the fee paid (after deduction of any relevant cancellation fee) may be accepted as payment towards a place on the same or another course that takes place within 12 months following the originally booked event.

BOOKING FORM

MANAGEMENT
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NAME: (block capitals please)

CLUB: (block capitals please)

POSITION AT CLUB:

PHONE NUMBER FOR WHATSAPP:

E-MAIL:

CMAE MEMBERSHIP NO:

POSTAL ADDRESS:

PLEASE SELECT ONE OF THE FOLLOWING OPTIONS

MDP 3 STRATEGY & LEADERSHIP

5-9 December 2022

PLEASE SELECT RELEVANT PRICE OPTION:

FULL RATE £1,980

Includes course, accommodation, CMAE membership, VAT & all course materials

CMAE RATE £1,800

Includes course, accommodation & all course materials

SUNDAY NIGHT ACCOMMODATION SUPPLEMENT - £105

Please tick this if you require accommodation on the Sunday night

PLEASE SELECT PAYMENT METHOD:

BANK TRANSFER

CREDIT / DEBIT CARD

Bookings are not guaranteed until payment is received in full.

Please read the information on cancellations and amendments on previous page.

PLEASE RETURN BOOKING FORMS TO:

office@cmaeurope.org

RULES OF ATTENDANCE

When attending a Management Development Programme for CMAE there is a demand of being present in the room during the 5-day programme. A delegate needs to attend each session in order to get credits for the entire week.

Expected circumstances

If a delegate knows that he/she will be away for any reason during the week (more than 1 minute), he/she needs to inform the facilitator before starting the course on day 1. It could be communicated with the CMAE office and in certain cases rules could be agreed upon between CMAE and the delegate to make up for the lost time due to the expected circumstances. More than 60 minutes will be dealt by on individual basis depending on what day of the week and the content of that day. Decision will lie with Director of Education.

Unexpected circumstances

As problems/issues can happen during 5 days (or before and after), the delegate might have unexpected circumstances with health issues, transport or family problems that must be dealt with. In those occasions, MDP facilitator will be responsible to make a plan together with the delegate to solve any issues that might occur from this unexpected issue.

Leaving early / Arriving late

CMAE is running a 5-day-programme and you are expected to attend from start to finish. The delegate must look at the starting time as well as the finishing time and is not allowed to leave early (or arrive late) because of then disturbing the education and all delegates on the course. If something is planned – see “Expected circumstances”. Travel problems – see “Unexpected circumstances”.

Consequences of not attending

If for any reason not communicated before or see “unexpected circumstances” the delegate misses more than 60 minutes of the content, he/she will not get the certificate for the week.