



General Managers Program

This program equips senior leaders to lead with confidence and to scale their impact across the business.

The General Managers Program supports leaders who are responsible for driving outcomes across teams, customers, operations and commercial performance. It provides a structured pathway to elevate leadership mindset, decision making and people management capability, while developing rhythm and focus around strategy, reporting and execution.

Key Details

DURATION: Six full day sessions delivered across a six-month period. Followed by a three-month post program check in.

DELIVERY:

Online, In-Person or Hybrid

INCLUSIONS:

- Six full day workshops delivered across the program
- Three-month post program check in with each participant
- Access to your facilitator via telephone and email for additional support as needed
- Post program evaluation survey with insights reported back to the business
- Epiphany Welcome Pack for all participants

Overview

STRONGER COMMERCIAL LEADERSHIP For senior leaders responsible for revenue, cost and operational delivery who need greater commercial clarity and confidence in financial decision making.

PEOPLE AND PERFORMANCE CAPABILITY For leaders wanting to improve delegation, accountability, communication and team development so they are no longer the bottleneck in delivery.

STRATEGIC THINKING AND EXECUTION RHYTHM For senior leaders who want to move beyond day to day operational pressure and lead with focus, planning and long-term direction.

INFLUENCE, CULTURE AND LEADERSHIP PRESENCE For leaders who want to elevate the way they communicate, motivate others and shape the environment and behaviour of the team beneath them.

Program Framework

KNOWLEDGE

The strategic and commercial insight required for effective leadership. This includes an understanding of business models, financial drivers, operational systems, industry context and organisational direction, providing clarity on where leadership focus is required.

SKILLS

Leaders will be equipped with the practical capability to execute. This includes planning, people management, communication, delegation, problem solving, sales and performance delivery. Skills turn knowledge into action, and ensure a senior leader knows how to lead.

MINDSET

The internal perspective, self awareness and operating style that shape behaviour. This includes resilience, accountability, confidence, openness to feedback, long term thinking and leadership presence. Mindset determines who the leader is when pressure rises.

Program Outline

MODULE 1



The Theory of Management

Examine the core principles of modern management and what it means to lead in a changing business landscape.

Participants build awareness of their leadership identity, strengths and development needs, while expanding the commercial understanding required to drive productivity and growth.

MODULE 2



Driving Performance

Develop the foundations required for strong business performance.

This module explores strategic planning, priority setting and the success principles that enable transformation, execution and sustainable operational momentum.

MODULE 3



Business Customer Experience Excellence

Learn how to create a customer journey that differentiates your brand and builds long term loyalty.

We explore the connection between sales and marketing, the role of digital and brand communication, and the drivers of a seamless customer experience from first interaction to delivery.

MODULE 4



People and Processes

Strengthen capability in managing people, projects and delivery.

Participants learn to structure teams, streamline process, manage workflow and put systems in place that support consistent performance and reduce operational friction.

MODULE 5



People and Culture

Develop the leadership skill set needed to inspire, coach and guide high performing teams.

The module covers talent attraction, development, retention and separation along with leading through change, risk and challenge. Culture becomes intentional, not accidental.

MODULE 6



Finance Management

Gain confidence in reading, interpreting and applying financial information to strategic decisions.

Participants learn the fundamentals of accounting, cost management, forecasting and commercial planning to improve profit, performance and business health.

Ready to take the next step?

Let's talk about how our General Managers Program can support your organisation and its people. Contact us to arrange an initial conversation and explore the right approach for your context:

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