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The Manager Confidence Programme

with Suzie Brightwell

Helping new and developing managers become more confident, capable and effective people managers



Because managing people isn't something you're just expected to know.

Stepping into a people management role is exciting, but let's be honest it can also feel overwhelming.

One day you're great at your job, the next you're expected to motivate a team, manage performance, navigate difficult conversations and support other people, all whilst keeping on top of your own workload.

The truth is, most managers aren't given the tools they need to manage and lead with confidence, they're expected to learn as they go.

In fact, research shows **82% of people managers receive no formal management training**, so it's no surprise many feel overwhelmed when they step into the role.

What I see time and again is managers defaulting to how they were once managed, or how they think they should lead, rather than being supported to develop a confident, effective style of their own.

That's where coaching can make all the difference. Coaching isn't about giving you a textbook answer or telling you how to manage and lead your teams. It's about helping you discover the people manager you want to be and giving you practical tools you can use every day.

What is this programme and who is it for?

The Manager Confidence Programme is a structured 1:1 coaching experience designed to help people managers build clarity, capability and confidence in how they lead others.

It is not training....and it is not theory....

It is practical, real-world coaching focused on how you actually show up as a people manager day to day.

Whether you are stepping into your first management role or have been managing and leading teams for years, there is always space to grow, reflect and strengthen your leadership approach.

What does the coaching journey look like?

Every coaching relationship starts with a conversation and this can take place online or face to face, depending on what works best for you.

We'll begin with a complimentary 20-minute Discovery Call to understand where you are now, what's feeling challenging and what you'd like to achieve, I always start with the end in mind, so this call helps us understand your goals and whether this programme is the right fit for you.

It is also a chance for us to make sure we work well together, because the right fit matters. If we decide to work together, you'll complete a DISC behavioural profile before our first coaching session. This gives us a fantastic starting point, helping us understand how you naturally communicate, make decisions, respond to pressure and build relationships with others.

The Manager Confidence Programme includes six one-hour coaching sessions, delivered over several months, giving you the time and space to put your learning into practice between sessions.

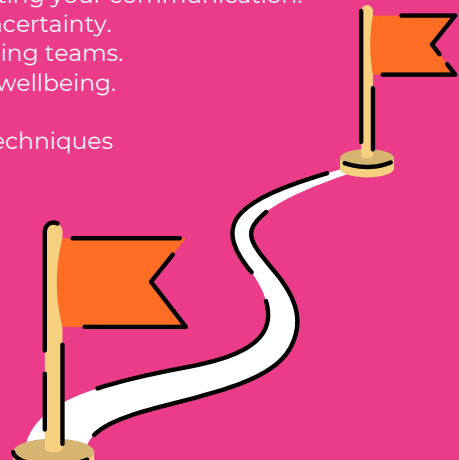
Each session is practical, focused, and tailored to your real workplace challenges and I will support you whilst also challenging your thinking to help you grow as a people manager.

Throughout the programme, you will take part in practical coaching exercises and reflection tools.

Together we'll focus on the areas that will make the biggest difference to you and your team. This could include:

- Developing your own authentic people management style.
- Building confidence to have honest and effective conversations.
- Managing performance positively and constructively.
- Understanding different personalities and adapting your communication.
- Leading through and managing change and uncertainty.
- Building engaged, motivated and high-performing teams.
- Balancing priorities whilst protecting your own wellbeing.

Every session finishes with clear actions, practical techniques and achievable goals, so you'll leave knowing exactly what to do next.



What can you expect?

By the end of the coaching programme, you'll have a clearer understanding of yourself as a people manager and have greater confidence in managing the people around you. You'll feel more equipped to:

- Lead with confidence rather than self-doubt.
- Handle challenging conversations with greater ease.
- Build stronger more effective relationships with your team.
- Create accountability without creating conflict.
- Make better decisions and lead with clarity.
- Develop a people management style that feels authentic to you.



Why work with me?

There are many leadership, management and coaching programmes available. What I focus on is different.

I don't believe people managers need more theory, models or leadership frameworks. Most already know what they should be doing.

What they often lack is the confidence, clarity and support to actually do it in real workplace situations especially when things feel busy, pressured or uncertain.

My approach is practical, grounded and real. We focus on how you manage and lead your team day to day.

With over 15 years' experience working alongside people managers and leaders in real organisations, I understand the pressures that people managers are under from balancing workload and people management, to navigating difficult conversations and performance challenges.

Alongside my coaching training, I bring a structured but human approach that encourages you to think differently, build your confidence and develop practical strategies you can apply every day. This isn't about becoming the "perfect" people manager.

It's about becoming a more confident, capable and authentic manager who leads in a way that feels right for you and brings out the best in your team.

Who Am I?

I've always been fascinated by people, what makes us who we are, how we communicate and, in particular, how different people choose to lead and manage others.

My career started in Learning & Development before moving into a HR Generalist role, where I spent many years working alongside people managers and leaders, supporting them through all kinds of people challenges. I've also been a people manager myself, so I know first-hand that managing and leading people can be incredibly rewarding, but it can also be one of the toughest parts of the job. There isn't a handbook that fits every situation because every person is different.

Throughout my career, I've found myself naturally observing different management styles and behaviours. I love understanding why some approaches inspire and motivate people, while others can create barriers. That curiosity is what has shaped my career and continues to drive me today.

Over the years, I've come full circle and returned to where my passion has always been, learning and development. Today, I design and write practical, engaging training programmes that give people managers the confidence, skills and mindset to lead their teams well. I don't believe in training that's full of theory and forgotten the next day. I want people to leave with ideas and tools they can actually use.

Wanting to develop my knowledge even further, I am an accredited coach and use DISC behavioural profiling. Coaching and DISC compliment my HR and learning background perfectly, helping leaders and people managers develop greater self-awareness, understand the people around them and an ability to adapt their approach to build stronger relationships and more effective teams.

For me, great leadership and management isn't about having all the answers or trying to be someone you're not. It's about understanding yourself, understanding others, communicating well and creating an environment where people can do their best work. I genuinely believe that great leaders and people managers never stop learning and I am passionate about helping people grow into confident, authentic leaders who inspire trust, bring out the best in others and create positive working environments.



Investment

The Manager Confidence Programme includes:

- Complimentary 20-minute Discovery Call.
- DISC Behavioural Profile.
- Six 60-minute one-to-one coaching sessions.
- Online or face-to-face coaching.
- £100 voucher towards any MUSE:HR & Training Ltd Service

Total Investment: £1,800

Ready to begin

If you are ready to invest in yourself and become a more confident, capable people manager, the next step is a conversation.

No pressure. Just a chance to explore where you are now, where you want to be, and whether this programme is the right fit for you.



Ready To Start?

If you would like to move forward with The Manager Confidence Programme, please sign and return a copy of this document to us.

Agreement & Payment Terms

Please refer to the attached terms and conditions. A 20% deposit of the total investment will be required to secure your coaching which is payable within 30 days of invoice date.

Client Details

I would like to engage MUSE:HR & TRAINING LIMITED for the Manager Confidence Programme.

Signed

Date

Print Name

Company Name



Testimonials

The coaching sessions have helped me move forward with my business goals - which were growing sales and building solid foundations in the first year. Suzie did a fab job - and it was great to talk through challenges.

Caroline Broadway

Working with Suzie has been genuinely brilliant. Suzie gave me that space. Each session helped me step back, look at things differently and make stronger decisions for both the business and myself. She has a calm and thoughtful presence and somehow always asks the right question at the right time. I found myself addressing things I'd been avoiding, getting clarity where I felt stuck and gaining confidence in the choices I was making. I left every session with a better plan, a clearer head and often a renewed sense of direction. She's been a fantastic coach and I'd highly recommend her to anyone who wants to think more clearly, lead more effectively and grow in a way that feels right.

Ian Looms
Managing Director
Anker Elemental

The sessions have been fantastic over the last few months. Suzie broke everything down and guided me to help create a plan. We focussed on a different element of the plan over each of the sessions and it has been a huge help. Suzie's coaching has been instrumental. Thank you Suzie!

Luke Jones, LAJ Marketing

Testimonials

Within these sessions Suzie has had a massive impact and helped me put things in place that I wouldn't otherwise have done without her holding me to account and helping me to bring ideas to the table I didn't know I had. I can't recommend her enough.

Phill Cierniak

Suzie has been a fantastic coach. She has helped me manage my confidence levels when things aren't going to plan and build self care into my daily routine. Suzie is a great listener, but is never afraid to ask probing questions to help me really get to the bottom of issues. Her engaging and approachable manner has given me the space to think about who I am, what I want and how to get there. She creates a respectful and professional environment that invites openness to explore situations fully to create a robust future plan. And along the way, Suzie has been there to celebrate every success with genuine enthusiasm. I am so grateful to Suzie for her superb coaching and can't recommend her highly enough.

Suzy Gallagher



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