



BAYES
BUSINESS SCHOOL
CITY ST GEORGE'S
UNIVERSITY OF LONDON

Confident Leadership programme

Thriving through change and uncertainty

Key information

Dates

Module 1: Thursday 15 October 2026 (In person)
Module 2: Thursday 12 November 2026 (Online)
Module 3: Tuesday 1 December 2026 (Online)
Module 4: Tuesday 12 January 2027 (Online)
Module 5: Tuesday 2 March 2027 (In person)

This programme has a mixed delivery format.

In person modules will take place from 09:30 to 16:30.

Online modules will take place from 09:00 to 13:00.



Find out more

Fee

Full fee is £945 per person.

This will include a deposit which is paid to secure your place on the programme (£225) and then you will be invoiced the remaining amount (£720) approximately a month before the programme starts.

Bursaries

Two bursaries are available for the reduced price of £695pp.

In order to be eligible for the bursary the applicant's organisation must have an annual turnover of less than £500,000.

We know that what got us here isn't going to be what serves us into the future.

Programme overview

We live in times of heightened uncertainty and upheaval, and this shows no signs of slowing down. But what does this mean for leaders and their leadership?

This five-module programme will address how leaders manage new and emerging challenges in a world that is constantly shifting. It will create the space to provoke your thinking, offer some practical applications and involve you in conversations that will shape how we lead and develop ourselves, and the future leaders of the sector.

Over the course of the programme, we'll cover:

- Managing change and communication
- Honing the skills that can't be systemised – developing our emotional intelligence and how we deliver through others
- How we create trust and psychologically safe working environments
- How we adapt and thrive
- How we influence others to deliver on purpose
- Updating our thinking around talent management and succession planning

This programme is an evolution of CCE's 14-year successful leadership breakfast series – The Outstanding Leadership programme. This new programme will continue the approach of sharing theory and best practice, mixed with peer conversations. Exploring how to make positive practical changes in our day-to-day leadership whilst examining some of the emerging themes that are requiring new skills and approaches of us all as leaders.

What you will gain

- Space to focus on your personal leadership development in an ongoing, supportive group of peers
- New approaches to help you make progress with your current workplace challenges
- Confidence to navigate current and upcoming change and uncertainty
- Feel prepared for what the future of work will demand of you and your leadership
- A support network of others in similar roles
- Models to reinforce and develop your leadership practice
- Enhance your ability to communicate effectively with your team and to lead with confidence

Who should attend

The Confident Leadership programme is for leaders and managers in the non-profit sector who want to explore the challenges and responsibilities of leadership, examine and develop their own leadership style and think about their impact and influence.

Examples of roles for participants may include: CEOs, head of departments, directors and managers.

If you have any questions about whether this programme is suitable for you, please email CCE@citystgeorges.ac.uk.

Programme delivery

This series of five modules is being run as a mixture of online and in-person sessions.

Modules 1 and 5 will be held in-person, at a location in the heart of the lively Bayes Business School campus. Modules 2, 3, and 4 will be run as online workshops using Zoom. Please see the [website](#) for more details.

Programme leads

This series is designed and run by Lisa Barry and Maggie Smith, expert CCE facilitators and coaches who bring a wealth of experience to this programme.

Lisa Barry

Lisa is a consultant for the Centre for Charity Effectiveness and Visiting Lecturer at City St George's, University of London. Lisa is a coach, facilitator and business psychologist who specialises in leadership development and coaching. She has worked in organisational learning and development for over 25 years in the charity and public sectors.

Maggie Smith

Maggie is a consultant for the Centre for Charity Effectiveness and Visiting Lecturer at City St George's, University of London. She is a coach and facilitator who engages in one to one and team coaching, and designs and delivers open and tailored in-house leadership programmes. She has worked in all sectors including over 25 years in the charity sector.

Modules



Module 1 Leadership: now and next

Module One introduces the programme and gives you a clear sense of what to expect from our time together. We will begin by building a shared learning community, drawing on the knowledge, insight and experience within the group. We will also explore current research on the leadership needed now and in the near future and consider what this means in practice.

Our extensive work with leaders across the sector shows that continuous change, complexity and uncertainty call for agility, resilience and innovation. These themes will run throughout the programme as we explore how leaders can respond thoughtfully and effectively in challenging environments.

We will also spend time considering 'you as a leader' and the importance of self-awareness in being an outstanding leader. We will examine emotional intelligence, and how we can build this around our personal strengths. Together, we will consider how adapting our leadership style can help us become more effective and confident leaders.

This session forms the foundation from which we will focus on all the other elements of this programme.



Module 2 Delivery through others

Building on Module One, this session invites you to apply the learning to your own context and leadership practice. We will explore how you show up as a leader and how you can develop a distinctive presence that strengthens your impact within your organisation and beyond.

We will also examine the systems you work within and how stronger communication and collaboration can help you build effective networks. The session will include a focus on using a coaching approach to encourage collaboration and strengthen empowerment, connection and accountability.



Module 3 Change and Communication

Periods of change and transformation bring both challenge and opportunity for leaders. The right answer is not always immediately clear, so leaders need to respond with agility in both thinking and action. In this module, we will explore how to support colleagues through transition, recognise opportunities for growth and innovation, and lead with both empathy and momentum. We will also consider the importance of developing key skills and drawing on multiple perspectives when navigating change.

Our experience shows that when colleagues are asked what would most improve organisational effectiveness, communication is always one of the top priorities, and never more so than when talking about change. But what does better communication actually mean? In this module, we will explore that question, recognising that effective communication is never finished. Like many aspects of leadership, it needs regular review and refinement. That does not mean we have got it wrong; it means communication is always evolving.



Module 4 Collective and collaborative working

Great leadership depends on delivering through others, but this is not always straightforward, especially in diverse workplaces. Diversity is not a barrier to success; it is a source of strength. In this module, we will explore how to draw on the wisdom of the team so that, together, we achieve more than we could individually. We will also consider how effective delegation can strengthen performance, develop others' skills and confidence, and support us to lead more effectively.

We will explore how to build trust through everyday interactions and how to model the behaviours that strengthen it. We will also consider how to manage conflict when trust is low, and how leaders can create a culture of psychological safety. From there, we will reflect on how best to support others' wellbeing and resilience by modelling the habits and discipline that help people thrive through challenge.



Module 5 Sustaining momentum


In this final module of the programme, we will pull together the learning and insights from the earlier modules with increased awareness of ourselves as leaders, the impact we can have and want to have and how we can be more intentional about our influence.

As well as clarifying each person's 'signature presence' as a leader, we will also recognise that each of us works within a system of some sort and how we can best navigate that and benefit from leading collective and collaborative working.

The programme will conclude with reflection, clear action planning, and opportunities to stay connected with the learning community you have built together.

Find out more and book at bayes.citystgeorges.ac.uk/cce/Confident-Leadership or contact CCE@citystgeorges.ac.uk

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