NORTHLINE

PEOPLE DEVELOPMENT

LEADERSHIP & TEAM DEVELOPMENT

PEOPLE
POTENTIAL
PROGRESS



Build stronger leaders. Create better teams.

Practical leadership, management and team development for growing organisations.

- Leadership programmes
- Team workshops
- Manager development
- Change support

IN-PERSON • VIRTUAL • HYBRID

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WHY NORTHLINE

When good people need clearer ways to lead.

Most organisations do not need more theory. They need practical development that helps managers and teams handle real work with more clarity, confidence and consistency.



New managers are learning on the job

Strong individual contributors can suddenly be responsible for feedback, priorities, performance and difficult conversations without a practical leadership toolkit.



Teams are busy, but not always aligned

Growth, hybrid work and competing priorities can create friction. Teams need shared expectations and better ways to communicate and make decisions.



Change is happening faster than habits can adapt

Processes can change overnight. Behaviour rarely does. Leaders need the confidence to explain change, involve people and keep momentum without losing trust.

Northline turns leadership development into practical behaviour people can use on Monday morning.

Clear language. Real scenarios. Useful tools. No management theatre.

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WHAT WE HELP YOU CHANGE

Development that connects people skills to business reality.

We focus on the moments that have the biggest effect on day-to-day performance: how managers set direction, how teams work through tension and how people communicate when the pressure is on.

Leadership confidence

Managers who set expectations clearly, give useful feedback and make decisions with greater consistency.

Team effectiveness

Teams with clearer roles, stronger working agreements and more constructive ways to solve problems together.

Communication through change

Leaders who can explain what is changing, what is not, and what people need from one another next.

NORTHLINE PRINCIPLE

Make the useful thing easy to remember.

Every session is built around language, tools and decisions participants can actually use at work – not content they admire once and forget.

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OUR PROGRAMMES

Built around the capability you need next.

Each programme is adapted to your organisation, audience and context. Delivery can be standalone or combined into a wider development pathway.

LEADERSHIP — 6-week pathway

Leading with Clarity

For first-line and emerging managers who need a practical foundation for everyday leadership.

- Setting direction and expectations
- Feedback and performance conversations
- Delegation and accountability
- Leading with confidence under pressure



TEAMS — 1-day workshop

Team Reset

A focused session for teams that need to reconnect around priorities, working relationships and how they operate together.

- Purpose and priorities
- Roles and decision rights
- Working agreements
- Constructive challenge



MANAGERS — 4 modules

Manager Essentials

A modular programme covering the conversations and routines managers use most often.

- One-to-ones that matter
- Coaching conversations
- Managing performance
- Motivation and recognition



CHANGE — Bespoke

Change Conversations

Practical support for managers leading teams through restructuring, growth, new systems or changing priorities.

- Communicating uncertainty
- Handling resistance
- Creating involvement
- Maintaining momentum



Formats include workshops, cohorts, manager toolkits and facilitated team sessions.

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HOW WE WORK

Designed around your reality, not a generic slide deck.

We keep the process simple. You bring the context. We bring the structure, facilitation and practical tools to turn it into useful development.

01 Discover

We clarify the business context, audience, desired behaviour and practical constraints.

02 Design

We shape the programme around real scenarios, language and decisions from your workplace.

03 Deliver

Sessions are interactive, well-paced and focused on participation rather than presentation.

04 Embed

Participants leave with simple tools, commitments and manager prompts that support follow-through.

WHAT THIS MEANS IN PRACTICE

Less generic content. More useful conversations.

- Relevant to your people
- Grounded in real work
- Practical tools for lasting impact

DELIVERY OPTIONS

- In-person workshops
- Virtual cohorts
- Hybrid programmes
- Facilitated off-sites
- Manager toolkits

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ABOUT NORTHLINE

Experienced facilitators. Practical operators. No empty theory.

Northline combines leadership facilitation with real-world management experience. We design programmes that are useful in the room and usable back at work.



FOUNDER SPOTLIGHT — HANNAH MERCER

Founder & Lead Facilitator

Hannah has spent 15 years helping growing organisations strengthen leadership habits, team communication and manager confidence. Her work is known for clarity, calm facilitation and practical follow-through.

> *"People development works best when it sounds like real work, not training jargon."*
> — HANNAH MERCER

MEET THE TEAM



Alex Reed
Programme Designer

Designs practical, engaging programmes that translate into real workplace change.



Maya Collins
Team Development Consultant

Helps teams build stronger communication, trust and collaboration.



Samir Patel
Leadership Coach

Supports leaders to build confidence, resilience and long-term impact.

What clients value

Clear structure
Well-designed programmes with a clear framework.

Useful tools
Practical resources that work in the real world.

Warm delivery
A supportive, down-to-earth style that gets results.

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WHERE WE FIT

Useful when the organisation is growing, changing or asking more of its managers.

Northline works best where there is a clear business need behind the development – not just a desire to run some training.

Growing SMEs

Building management capability as responsibilities expand.



Professional services teams

Strengthening communication, collaboration and client leadership.



People & HR teams

Creating practical development that supports wider people priorities.



Project-led organisations

Helping technical experts lead people, meetings and decisions more effectively.



What success can look like

- Managers are clearer about expectations, priorities and accountability.
- Feedback happens earlier and with less avoidance.
- Teams spend less time circling issues and more time making decisions.
- Leaders have practical ways to communicate change and uncertainty.
- Development feels connected to the organisation rather than separate from it.

Start with the business problem. Build the people capability around it.

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READY TO BUILD CAPABILITY THAT LASTS?

Let's make development useful where it matters most: at work.

Tell us what your managers or teams need to handle better. We'll help shape a practical development response around the outcome you need.

EMAIL US
hello@northlinepeople.co.uk

VISIT OUR WEBSITE
www.northlinepeople.co.uk

DELIVERY
UK-wide • Remote • Hybrid

TYPICAL WORK
Leadership • Teams • Managers • Change

CMS Client Mark Studio

EXAMPLE CONCEPT — Created by Client Mark Studio

Northline People Development is a fictional company created solely to demonstrate the type of client-ready brochure CMS can produce. No real client relationship is implied.