



MDP

MANAGEMENT DEVELOPMENT
PROGRAMME

STRATEGY & LEADERSHIP

19-23 MAY 2025



دبي لوجولف
DUBAI GOLF



CLUB MANAGEMENT
ASSOCIATION
OF EUROPE
MIDDLE EAST | NORTH AFRICA

CLUB BENCHMARKING



OUR STORY

Club Benchmarking was founded in the United States in 2009 in response to a clear and urgent need for facts to guide decision making in the private club industry. Soon after becoming involved in governance of his home club in Massachusetts, Founder Ray Cronin realized the discussions and decisions of club boards and committees were being driven by opinion in the absence of facts and data.

Club Benchmarking went on to create the market for data-driven insight in the club industry by gathering financial, operational and compensation data from more than 1,000 clubs. Their efforts began in North America and expanded to Australia in 2013. In late 2022, Club Benchmarking EMEA was born and work began in Europe and Middle East.

In-depth analysis of industry data and accompanying trends has generated fact based insight that is changing the dialogue in club boardrooms and allowing clubs to make sound decisions. Insights range from clarifying the financial outcome in F&B to determining Key Performance Indicators that relate to sustainable financial success over time. Club Benchmarking is on a mission to foster healthier clubs, more empowered managers, and more strategic boards by elevating fact over opinion.

BENCHMARKING PLATFORM SECTIONS

The Club Benchmarking Financial Platform is a subscription-based online management tool that allows you to accurately evaluate and benchmark your club's financial & operational performance against the industry's largest and most accurate standardized database.

CAPITAL PLANNING (COMPASS)

Are you tired of outdated furniture, potholes in the car park, or wondering how to fund replacements like irrigation systems and kitchen equipment? The answer is COMPASS; a comprehensive asset management framework comprising a state of the art, application-specific capital planning software platform backed by Club Benchmarking's proven capital planning process and the support and expertise of our team.

MEMBER ENGAGEMENT BENCHMARKING

Club Benchmarking goes beyond basic members satisfaction to explore what motivated your members to join, what they value most about that connection and how likely they are to stay as members and to encourage others to join.

TEAM ENGAGEMENT BENCHMARKING

Club Benchmarking offers the industry's only benchmarked, club-specific analysis of employee engagement, providing critical perspective on employment practices and club culture through the eyes of your staff

OTHER SERVICES

- Facilitation of Forward Looking Plans
- Board / Committee & Staff Education / Club Management Education
- Governance Policies, Procedures & Operational Reviews

COURSE DATES

MDP PART 3 STRATEGY & LEADERSHIP

19-23 May 2025



VENUE

HOTEL

Park Hyatt Hotel
Dubai Creek Club Street
Dubai, United Arab Emirates

CONFERENCE

Dubai Creek Golf and
Yacht Club
P.O. Box 6302
Dubai, UAE



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**
- **FINANCIAL MODELLING & CAPITAL PLANNING**
- **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.*

**PARK HYATT HOTEL /
DUBAI CREEK GOLF &
YACHT CLUB**

<https://www.hyatt.com/en-US/hotel/united-arab-emirates/park-hyatt-dubai>

Located in Dubai Creek Resort on the banks of the majestic Dubai Creek, Park Hyatt Dubai provides an idyllic setting for a luxury getaway. From an inspired assortment of award-winning restaurants to a luxury destination spa, every moment at Park Hyatt Dubai is meticulously curated to ensure a sophisticated, enriching, and uncommon experience.

The meeting rooms within the Dubai Creek Golf and Yacht Club provide a superb environment for the delivery of a modern business education course, with full flexibility for the varied styles of tuition and team-working. The Club has free Wi-Fi Internet access throughout.



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TESTIMONIALS

"I have taken a huge amount away from this course and can see how each of the subjects can be incorporated in to not only improving the way our club operates but how I can become an effective leader within the team. I thoroughly enjoyed my time listening to others in the room and how their clubs operate and look forward to continuing to network with them in the future" **David Tilbury, General Manager Sheringham Golf Club**

"The MDP3 Strategy and Leadership course in Prague has been a game changer for me in terms of understanding the complexities of successful club management and leadership. The lessons learnt during this course will last a lifetime and have challenged the perceived paradigms associated with a common way of thinking and judgmental bias surrounding strategy. This was further enhanced by sharing this week with likeminded professionals who are all striving to accomplish personal growth in the industry" **Mike McKenna, Deputy General Manager, Amata Springs Country 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 – Director of Projects, Golf Saudi**

MDP Strategy & Leadership in Prague was a superb week. These weeks, apart from the great education and networking opportunities, simply challenge your mindset and thinking. The Lumina Leader session was a particular highlight and one that has given me much to think about both now and in the future as I develop in the industry." **Charles Molony, Assistant Secretary, Royal Cinque Ports Golf Club**

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

James Burns CCM Club Benchmarking jburns@clubbenchmarking.com

Presenters subject to availability

PRICE

Course	Dates	Full Rate	CMAE rate	PEP Rate
Part 3	19-23 May 2025	£2900	£2400	£2650

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



NAME: (block capitals please)

CLUB: (block capitals please)

POSITION AT CLUB:

PHONE NUMBER FOR WHATSAPP:

E-MAIL:

PLEASE SELECT ONE OF THE FOLLOWING OPTIONS

MDP PART 3 - STRATEGY & LEADERSHIP

19-23 May 2025

PLEASE SELECT RELEVANT PRICE OPTION:

FULL RATE £2900 (FOR NON-MEMBERS)

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

CMAE RATE £2400 (FOR CMAE MEMBERS / MEMBERS OF OUR ALLIANCE PARTNERS OR REGIONS)

Includes course, accommodation & all course materials

PEP RATE £2650 (FOR MEMBERS OF OUR PREFERRED EDUCATION PARTNERS)

Includes course, accommodation & all course materials

SUNDAY NIGHT ACCOMMODATION SUPPLEMENT - £200

Please tick this if you require accommodation on the Sunday night

PLEASE SELECT PAYMENT METHOD:

BANK TRANSFER

CREDIT / DEBIT CARD

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

PLEASE RETURN BOOKING FORMS TO:

office@cmaeurope.org

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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.