

Calm Delivery Limited

G-Cloud 15 Framework Delivery Management Training

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Delivery Management Training Service Definition

Overview

Delivery Management training is a core part of Calm Delivery's mission to improve how organisations plan, manage, and deliver change. Our training helps people at all stages of their delivery journey build confidence, capability, and practical skills that can be applied immediately in real-world environments.

Our training is grounded in lived delivery experience across public sector, charities, and complex digital and service environments. We focus on what actually helps people deliver well – not abstract theory or rigid frameworks. The emphasis is on calm, clear, and sustainable delivery that works for people as well as outcomes.

We design and deliver training that:

- builds strong foundations in delivery management
- supports people working in complex, uncertain environments
- develops confident delivery leaders
- encourages reflective, thoughtful practice
- improves outcomes without increasing stress or burnout

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Training can be delivered as standalone courses, tailored programmes, or as part of a wider delivery improvement initiative.

What we mean by Delivery Management Training

Delivery Management Training at Calm Delivery focuses on developing practical knowledge, behaviours, and decision-making skills that enable effective delivery. It supports people to understand why delivery practices matter, how to apply them, and when to adapt them to context.

Our training covers the full delivery lifecycle and the human skills needed to navigate it well, including planning, coordination, communication, leadership, and continuous improvement.

We offer training across three core areas:

Introduction to delivery management

This training builds the foundations of effective delivery management. It introduces the core principles, language, and practices needed to plan, manage, and deliver projects, products, and services with clarity and confidence.

This course is ideal for those:

- new to delivery management roles
- moving into delivery from adjacent roles
- looking to strengthen their understanding of delivery fundamentals

Key focus areas include:

- the role and responsibilities of a delivery manager
- understanding outcomes, value, and user needs
- basic delivery planning and prioritisation
- working effectively within multidisciplinary teams
- communicating progress, risks, and uncertainty
- developing calm and sustainable delivery habits

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Participants leave with a clear mental model of delivery management and practical tools they can use straight away.

Managing complex delivery

This training develops the skills needed to work effectively in complex delivery environments. It focuses on navigating ambiguity, competing priorities, and interconnected systems while maintaining momentum and trust.

This course is suited to those who:

- already have delivery experience
- are working on complex or high-risk initiatives
- want to deepen their delivery capability

Key focus areas include:

- managing dependencies, risks, and constraints
- planning and replanning in uncertain environments
- handling difficult delivery conversations
- balancing pace, quality, and wellbeing
- working with suppliers and partners
- maintaining alignment across teams and stakeholders

The emphasis is on practical judgement and adaptive delivery, helping people move beyond rigid process and into confident decision-making.