



Management in a Box



Leadership is influencing, inspiring and directing the performance of people towards the achievement of key organizational goals and creating the sense of success in the short and long term



This 12 month programme has been designed to enable delegates to complete a total cycle of management skills and embed them into the business. Our trainers have over 20 years' experience of management, together with building and running a business for 17 + years. Experience comes from hands on experience, not from a text-book.

Real life experience and continued success is at the heart of this training, the trainers have extensive knowledge and knows the importance of getting the best from the role as a manager and the teams we manage.

This is a twelve month programme to develop manager's skills, knowledge and potential to enable them to become action-centred leaders

- Managers will attend one day workshops where each session will focus on developing a particular skill or area of knowledge.
- The sessions will be highly participative and different management tools and action centered theory will underpin them.
- Managers will have a folder to store session activities and hand outs and for them to maintain a development plan and log to record how they are applying new learning into their role
- Key to any development is evidence of application of learning to practice and measurable improved and sustained performance of self and those for whom they are responsible.

Additional coaching/mentoring (optional added value)

Alongside the training sessions, there is an opportunity for managers to have on-going mentoring/coaching with the course trainer to plan how they can utilise the skills being learned, identify strengths and weaknesses and to log continuous professional development.

Review/evaluation

At the completion of each set of sessions of one key area, there will be an action learning day for enhanced reflection and review and to enable the managers and trainer to identify any further development required for that area.



Programme Contents

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| 1. | Buddy to Boss | ½ day |
| 2. | Building High Performing Teams | 1 day |
| 3. | Coaching Essentials | ½ day |
| 4. | Delegation Skills | ½ day |
| 5. | Facilitation Skills (for Effective Meetings) | ½ day |
| 6. | Management Essentials | 1 day |
| 7. | Manager as Motivator | ½ day |
| 8. | Manager as People Manager | 1 day |
| 9. | Managing Gen Y | 1 day |
| 10. | Managing your Workload and that of your Team | 1 day |
| 11. | Mediation Skills for Managers | ½ day |
| 12. | Moving up to Manager | 1 day |
| 13. | Conversations Every Manager Needs to Have | 1 day |
| 14. | Taking the Team With You | 1 day |
| 15. | Team Dynamics | 1 day |

Please note: The below modules that are combined together:

- Buddy to Boss and Delegation Skills
- Coaching Essentials and Facilitation Skills (For Effective Meetings)
- Manager as Motivator and Mediation Skills for Managers



1: Buddy to Boss

Objectives

Making the move into a management role is an exciting and challenging time. From understanding the expectations of the role, to managing projects and managing people there's a lot to get your head around.

This training is designed to support you in the transition from team member to a manager. We explore the challenges faced as you balance your own workload with managing the workloads of others. You will look at your instinctive management style and explore the impact this style will have on those around you.

In particular we focus on the need for flexibility of management style when dealing with difficult situations and challenging people, helping you to develop a comprehensive management tool kit that you can call upon as you become a manager for the first time.

Who should attend?

The training will suit anyone making their first steps into a management role. It is also suitable as a refresher for more experienced managers who have had little or no formal training.

Course content

- Demonstrate your understanding of the role of Manager and the responsibilities it brings
- Understand how your instinctive management style impacts on others
- Hit the ground running – manage tasks, people and performance from the start
- Flex your management style to suit both the individual and the situation
- Use a variety of different tools and techniques to get the best out of those around you



2: Building High Performing Teams

Objectives

To look at strategies to really build a high performing team. Have the right people on board. Setting clear objectives, building trust and accountability. In your role as performance builder you will then need to make sure your team are engaged and feel stretched in their roles.

What drives employee engagement? How do you ensure your team members are engaged and feel truly empowered in their roles? What benefits will empowerment bring not just to the team member but also to you as manager and the business?

Who should attend?

This training is suitable for anyone who is responsible for getting the best possible performance out of others.

Course content

- Deep dive into the essential skills of people management
- Understand the role for the Psychological Contract in driving team performance
- Use a variety of simple and effective tools to use in everyday situations
- Explore how those tools can be used in even the most demanding of management situations
- Try out the skills in stretching and tailored role-play scenarios, with feedback from peers and facilitator



3: Coaching Essentials

Objectives

This highly practical and interactive workshop focuses on developing the core skills of coaching, giving confidence to those keen to try out a variety of different coaching tools and techniques.

Who should attend?

This training is suitable for anyone who's responsible for getting the best possible performance out of others.

What will I learn?

- Demonstrate a clear understanding of the skills and mind-set of an effective coach
- Know how to structure and lead a coaching conversation
- Understand the central role for questioning and listening to develop insight and understanding
- Steer the coaching conversation towards solutions and action plans
- Recognise and respond to some of the barriers that may inhibit the coaching process



4: Delegation Skills

Objectives

Delegation is one of your most valuable management tools. Done well, it saves you time, allowing you to focus on more of your longer term and more strategic tasks. It also helps to stretch, develop and motivate your team. And naturally it gets the job done. For you and your team, that means increased job satisfaction and greater success.

You will learn how to select the right tasks and the right people for delegation. You'll discover practical tools and tips that take you from the brief to the final appraisal of completed work.

Who should attend?

If you'd like to increase job satisfaction and productivity – for both you and your team – this delegation skills training will show you how.

Course content

- Know when it's appropriate to delegate – and when it isn't
- Get the brief right first time
- Engage the other person and be sure they've understood the task
- Empower them to get on with the task with minimal input from you
- Coach effectively from the touch line without getting too involved
- Know when to intervene – and how – and when to keep your distance
- Consolidate learning on completion of a task
- Use your own time more effectively



5: Facilitation Skills (For Effective Meetings)

Objectives

Today's organisations use meetings to share ideas, make joint decisions and plan actions. The facilitator and their ability to lead effective, results-oriented sessions often determine the usefulness of a meeting.

The difference between a successful outcome and a disappointing one can be down to a variety of factors including preparation, goal setting, dealing with disruption and managing unhelpful behaviour.

This highly practical session will show you how to prepare groups for a focused meeting, the importance of encouraging diverse points of view and how to keep the group focused and moving towards the achievement of the stated meeting objectives.

We'll also explore the important role of the action plan and the follow-up.

Who should attend?

Tailored to suit your experience level, this training is designed not only to give you tools, but to build your confidence when facilitating meetings. This course is right for you if you want to ensure that your meetings are engaging, on target, on time and are producing results.

Course content

- Prepare effectively for meetings, ensuring other attendees do so too
- Run engaging, well-paced meetings that deliver on set objectives and goals
- Ensure that all participants are engaged and contributing throughout your meetings
- Steer conversations and debates to a satisfactory conclusion



6: Management Essentials

Objectives

To be a successful manager you will need to develop a diverse set of skills, some of which will feel more natural and instinctive than others.

This training gives managers an overview of their role and responsibilities as a manager, and also looks in detail at what we believe to be the key skills of effective management.

We will look at the value of setting realistic but challenging objectives, how to build a strategy that enables the delivery of such objectives, and most importantly, how to build performance across your team through a combination of coaching, delegation and feedback.

We will also explore how to build momentum and motivation within your team in a way that really drives performance across the whole organisation.

This training will give you a fire proof set of skills that will provide you with a thorough grounding in today's management essentials.

Who should attend?

This session is suitable for anyone who is responsible for getting the best possible performance out of others. The training is a suitable refresher for those that are currently managing, and also a thorough introduction for those that are new to management.

Course content

- Build strong psychological contracts with your team members in a way that drives both performance and motivation
- Adapt your management style to the individual needs of your team members
- Build and manage performance around you
- Use a combination of feedback, delegation and coaching to develop and motivate others
- Handle challenging performance situations
- Make your meetings a key tool in your management and motivation armoury



7: Manager as Motivator

Objectives

Teams are exposed to a variety of different pressures, all of which can lead to periods of both motivation and demotivation for your team members.

In your role as manager you must work hard to understand the often quite complex set of variables that will exert an invisible influence on the motivation levels of your team.

This session will focus on how to provide inspirational management to your team as well as how to build and maintain momentum in the team's effort. Particular emphasis is given to the things you need to provide as a manager if you are to fully develop the Manager/Employee Psychological Contract.

We will look at just how easy it is to put the common motivators in place but also explore how to spot individual motivations and how such motivations can be harnessed to drive individual performance. We will also show you how to spot the early warning signs of demotivation and what you need to do to get things back on track.

Who should attend?

This training is perfect for managers who want to get to the heart of what makes their people tick and unlock even greater success.

Course content

- Build a deeper understanding of what motivation actually is
- Recognise the employer's role and the employee's responsibilities in building a motivational environment
- Create a motivational organisation
- Create a motivating job for yourself and for others



8: People Manager

Objectives

In business, your people can be your greatest asset - the key factor that sets you apart from the competition. And to keep that edge it is vital that continual development of your people is top of your development agenda.

This training explores the value of building a robust people management culture, one that stretches performance and builds skill and motivation levels across an organisation.

You will analyse your own management style and examine the impact this style has on your ability to motivate and manage others.

We explore how to develop your ability to read others and maintain a flexible approach to managing – covering the highs and lows of managing people in business.

The key is helping you to align your people management strategy with the achievement of business objectives making you a great manager for your business and for your team.

Who should attend?

This inspirational training is perfect for experienced managers who want to get to the heart of what makes their people tick and unlock even greater success.

Course content

- 'Read' the people you manage and make sense of their emotions
- Empathise in a way that draws people to you
- Accept that some members of your team are inherently different from you
- Understand different perspectives and motivations
- Adopt a flexible management style, tailoring it to each person in your team
- Motivate every individual and inspire their best possible performance
- Respond positively and constructively to challenging behaviours
- Channel the efforts of individuals into one united team effort
- Build and maintain team success



9: Managing Gen Y

Objectives

Three generations are now in the workplace, and the youngest – Generation Y – are making their mark. Having grown up with technology, they are digital natives – information and communication has always been instant.

They want to go a long way in a short time, they often don't settle for just being told - they want to know why, and being constantly connected with a social network is critical to survival.

They seem to want to work, but they don't want work to be their life. So what are you doing in order to get to grips with their way of thinking?

This session explores a range of issues and strategies associated with attracting, retaining, effectively managing, and capitalising on the strengths of Generation Y workers.

The session will raise your awareness of generational issues, create better relationships, and bring out the talent of the younger employees.

Who should attend?

This training is suitable for anyone who's responsible for getting the best possible performance out of young talent.

Course content

- Appreciate the need for flexibility of approach with young talent
- Adapt your management style to the individual needs of young team members
- Use a selection of practical tools that can be introduced and used in any typical working day



10: Managing Your Workload and That of Your Team

Objectives

One of your key challenges as a manager is finding the time to manage your own workload as well as managing the workload of your team.

This workshop aims to show you how to approach your ever expanding to do list in a way that guarantees you focus on the important things, helping you and your team identify the difference between quick wins, major projects and thankless tasks.

The workshop will show you how to delegate effectively, developing a sense of accountability and responsibility in others that motivates performance. We will also look at those things that can contribute to performance 'drag' and show you how assertiveness can be a key tool in helping you to gain control of your time.

Who should attend?

This training is designed for managers who are balancing managing their own personal workload with managing the workload of their team.

Course content

- Plan your time to achieve your objectives and priorities whatever the day throws at you
- Differentiate between the tasks on your to do list as quick wins, fill-ins and major projects
- Stay on track – avoiding distractions, handling interruptions, maintaining focus
- Manage the expectations of those around you
- Help others to prioritise their heavy workloads



11: Mediation Skills for Managers

Objectives

Human beings inevitably clash, especially at work. Different personalities, different communication styles, different motivations and ambitions can all give rise to ongoing workplace conflict. This can lead to fractured and damaged relationships and will ultimately have a negative effect on performance.

As managers our role is to usually manage the impact of these conflict situations, but what if we could work instead to resolve the conflict itself? By adopting the approach of a mediator and developing the skills to mediate successfully we can help those we manage to resolve their conflict.

This session gives you the tools and confidence to help those in conflict to identify and agree joint solutions, leading to the best possible outcomes for the individuals involved and for your organisation.

Who should attend?

This is a practical session for managers wanting to better understand conflict at work, and develop the mediation skills and approach to effectively resolve it.

Course content

- Understand conflict and the impact it can have at work
- Use informal mediation to resolve conflict in your team
- Adapt your personal approach to a mediator's approach
- Use skills that make you an effective mediator between people in conflict
- Quickly move mediation forward through your mediation inputs
- Avoid becoming diverted by difficult conflict behaviours and emotions
- Help those in conflict to reach a resolution and to make it last
- Know when to mediate and when not to
- Develop a sense of accountability across your team



12: Moving up to Manager

Objectives

You've worked hard and got that promotion – only then does it sink in that you are now responsible not just for your own workload, but also the performance of others. Becoming a manager for the first time is hard enough, but making the transition from colleague to boss has its own set of unique challenges.

Moving up to Manager explores how to make this transition as smooth as possible, through developing your own management style, setting the boundaries from the start, and building new and effective working relationships with those around you.

Who should attend?

Anyone new to management this training offers you a core competence framework for surviving the early days and establishing your path to management success.

Course content

- Establish immediate credibility as a manager
- Feel comfortable managing ex-peers – and make them feel comfortable too
- Hit the ground running – manage tasks, people and performance from the start
- Flex your management style to get the best out of every situation
- Deal with challenging scenarios and behaviours
- Be a positive, confident and effective manager



13: Conversations Every Manager Needs To Have

Objectives

Engagement levels, motivation levels, performance levels and general wellbeing can all be improved through the quality of conversations that are happening around your organisation.

Are the conversations happening? If they are, are they happening in a way that brings the results you want? In this training we aim to show you the most important conversations you need to master if you're to get the best out of your team.

Who should attend?

For any manager new or experienced that is responsible for the performance of others.

Course content

- Understand the different types of conversation a manager will need to master to build high performing teams
- Know when to have each type of conversation and how to prepare for each conversation
- Be able to use a structured approach for each conversation, using a variety of different frameworks
- Identify and handle some of the more common challenges that quite often occur as a result of such conversations
- Inspire your team to succeed



14: Taking the Team with You

Objectives

You've built your strategy and set your objectives. You feel confident you've got the right team in place. What matters now is getting the team on board and making sure they perform in a way that ensures they deliver. Setting and sharing your values and vision.

In this training we help you to develop a vision and values to engage the team in the direction you're headed. We also show you how to target and develop the skills set, mind-set and behaviours of others that will support you in the delivery of your objectives.

Who should attend?

This training is suitable for managers who are looking to engage and support their team in delivering on their strategic objectives.

Course content

- How to create and communicate your vision and values that informs, inspires and empowers those around you
- How to communicate your objectives so everyone is clear on their roles and what they are expected to deliver
- To explore the role of the talent audit in establishing where your recruitment, development and coaching needs might lie
- How the recognition of success and the investigation of failure can help to drive team performance even further



15: Team Dynamics

Objectives

Have the skills it takes to get a team of people really pulling together and maintaining high levels of performance. We believe that if a team is to achieve optimum effectiveness it must focus on more than just a common goal and individual objectives and responsibilities.

It is important for every team member to have a thorough understanding and appreciation of their own capabilities and work preferences as well as the capabilities and work preferences of those around them.

Using a variety of different models and techniques we will assess not just our own, but also our team member's communication and overall work behaviours and preferences. We can then explore the impact this will have on overall team performance.

Who should attend?

This training is designed for anyone who works as part of a team and values the importance of building relationships within the team.

Course content

- Understand where we are working well as a team
- Understand team pressure points and a practical understanding of what we need to undo to work better as a team
- An increased understanding of our own individual behavioural wake and the impact this has on those around you
- Personal commitment to minimising the behaviours that can lead to disruption
- Personal commitment to maximising those behaviours that builds team cohesion and trust
- An increased understanding of the behaviours and work preferences