

Course Duration

3-day workshop - 09:30 – 16:30 – virtual or face to face

Target Audience

This programme is aimed at people with some formal management training or those who are relatively new to leadership and management. It aims to provide delegates with a grounding in the necessary people skills to increase performance, maximise motivation and create a positive and 'can-do' working environment. It offers practical exercises, models, theories, and self-reflection to enhance results.

Session 1 – The Effective Manager – 1 day

Course Objectives

- Recognise the value of management and leadership
- Recognise the stages of development of their people
- Understand the dynamics of motivating and managing people
- To understand why effective communication is important as a manager
- Know how to modify their approach to empathise with the needs of the team members
- Be more aware of individual motivational factors and how to apply them
- Know the importance of setting meaningful objectives and their role in managing performance
- Examine the factors which build trust amongst themselves and the team
- Create a personal development plan to continue improving their performance
- **Pre work –**
 - To complete the leadership questionnaire (LPT)
 - To have identified and discussed their personal areas of development with their line manager

Course Outline

- Self-awareness icebreaker
- Rules of engagement during the programme
- Role of a manager – code quiz
- Like v Respect
- The differences between Leadership & Management
- Responsibilities and challenges of management/leadership
- What makes a good Manager/Leader – self assessment results using LPT and Adair Leadership Model
- Introducing the Trust Quotient
 - How to build stronger trust-based relationships with your team
- How to avoid behaviours, which can damage the level of trust

Session 2 – Communication is Key – 1 day

Course Objectives

- Recognise the value of management and leadership
- Recognise the stages of development of their people
- Understand the dynamics of motivating and managing people
- To understand why effective communication is important as a manager
- Know how to modify their approach to empathise with the needs of the team members
- Be more aware of individual motivational factors and how to apply them
- Know the importance of setting meaningful objectives and their role in managing performance
- Examine the factors which build trust amongst themselves and the team
- Create a personal development plan to continue improving their performance
- **Pre work –**
 - To have updated personal action plan from session 1
 - Completion of LPT personal communication self-assessment
 - To spend some thinking about a difficult conversation you have had or need to have. How did it go, how are you planning to approach this conversation?

Course Outline

- Communication cycle
- Rectangle's exercise – how challenging communication can be!
- Johari's Window – personal reflections
- Feel confident holding everyday coaching conversations with your team
- What is/isn't assertiveness
- Results from self-assessment LPT questionnaire
- Assertiveness case studies
- Assertive techniques
- The value of good feedback - feedback as a motivator.
- Feedback models to assist in both Positive and Constructive feedback
- Getting feedback to improve your performance
- Real scenario practice
- Bringing it all together- action and next steps

Session 3 – Building High Performing Teams – 1 day

Course Objectives

- Recognise the value of management and leadership
- Recognise the stages of development of their people
- Understand the dynamics of motivating and managing people
- To understand why effective communication is important as a manager
- Know how to modify their approach to empathise with the needs of the team members
- Be more aware of individual motivational factors and how to apply them
- Know the importance of setting meaningful objectives and their role in managing performance
- Examine the factors which build trust amongst themselves and the team
- Create a personal development plan to continue improving their performance
- **Pre work –**
 - To have updated personal action plan from session 2
 - Complete super motivation questionnaire

Course Outline

- Creating a High Performing Team and group dynamics theory
- Identify what it takes to create an environment of high performance in teams and the leader's role
- Team Health Check
- What motivates you?
- Ten deadly demotivators
- Super motivation Dean Spitzer results from self-assessment
- The delegation debate...
- Benefits and techniques of effective delegation
- Bringing it all together- action and next steps

Delivery Style

- Highly interactive and practical sessions, including group discussions and feedback, role-plays (in small groups), and case study examples and your scenarios.