

**Duration:** 3 Days

**Overview:**

In a working environment, a clear structure is vital. Having leadership roles will not only motivate employees and enable workers to have a clear point of call, but also ensure the company is running smoothly and all tasks are completed.

However, it is crucial for managers and others in leadership roles to know how to successfully drive their team members. Whether you are a new manager or are looking to develop your managing skills, this training programme can provide a clear and defined path to successful management.

Our Management Training course aims to enable a quick and developed understanding of the skills required for efficient management. Focusing on the role of the manager, the course follows how to manage effectively and what processes to follow and delegate for a successful outcome.

This course gives delegates a chance to reflect upon the challenges of their new role as a manager, explore relevant models and use a number of self-diagnostic questionnaires. There will be plenty of opportunity for discussion and the training will be a mixture of presenting and interaction

**Who is it for:**

Existing middle managers, team leaders, supervisors, new managers and potential managers of the future

**Workshop Objectives:**

- Identify the difference between leading/managing
- Describe the key roles and responsibilities of a manager
- Identify your current leadership style and the impact that has on people.
- Implement an effective delegation model
- Be aware of motivational theory and how to apply motivational techniques
- Identify your current communication style in the workplace
- Give constructive feedback and practice having challenging conversations
- Build effective relationship with your team

**Day 1 – The Effective Manager**

Pre-Work - To have identified and discussed their areas of personal development ideally with their line manager

## Session Content

- Self-awareness icebreaker
- Rules of engagement during the programme
- Vision Exercise and the role of a leader
- Role of a management – code quiz
- Friends vs. Friendly debate
- Importance of Like V Respect
- Ted Talk on effective comms
- Managing performance/conduct. This session will include - the importance of feedback/models. The identification of potentially difficult situations and real-life practical session
- Managing absence
- Holding 121s / catchups – the key points to these
- Effective communication - practical exercise highlighting how difficult comms can be in the workplace focusing on assertive communication (self-assessment to establish their current communication style).
- Key components of effective working relationships

**Day 2 – Communication is Key**

Pre Work - To have completed all work set at the end of day. 1

## Session Content

- Learning review from day 1
- The differences between Leadership & Management
- Responsibilities and challenges of management/leadership
- What makes a good Manager/Leader – self-assessment using the John Adair Action Centred Leadership questionnaire
- The impact of their leadership style on others
- Leadership Challenges they face and practical action-centered learning in groups to tackle these
- Introducing the Trust Quotient
- How to build stronger trust-based relationships with your team
- The importance of role modeling as a team leader
- How to avoid behaviours, which can damage the level of trust

**Day 3 – Building High Performing Teams**

Pre Work - To have completed all work set at the end of day. 2

**Session Content**

- Creating a High Performing Team and group dynamics theory - actions they can take to accelerate teams through this process and team health check
- Identify what it takes to create an environment of high performance in teams and the leader's role.
- Key strategies to ensure team alignment with vision and values
- This will include the importance of delegation as teams move through norming into performing
- The three causes of upset and the importance of managing your emotions
- Media clip looking at the 5 Behaviours of a Cohesive Team
- Motivation - self-assessment using Dean Spitzer Super motivation
- Personal Action planning and close