



MANAGEMENT ESSENTIALS

Overview

2 Day Programme

- Being an Effective Manager
- Conscious Communication

One Month Later

- The Ups & Downs of Performance Management

Total Programme Hours: 18

AIMS:

To be completed

PROGRAMME DESCRIPTION:

This programme will explore expectations and accountabilities, helping participants develop their skills and identify behaviours which will strengthen their role in leading their teams. A range of key management and leadership models will be explored, along with the emerging field of study Neuroleadership, looking at how practical use can be made of these. Success as a Manager depends to a large extent on the ability to influence people to do things willingly; to communicate ideas and get them accepted by others is critical.

We all take communication for granted – we must not. In today’s hectic world it is easy to become distracted and let our conscious attention slip – messages become mixed and we don’t notice until things have gone drastically wrong. Competence in communicating professionally is pivotal to becoming an effective in as a Manager. Participants will focus on building knowledge and undertaking a variety of practical activities to fully embed the learning. Participants will leave feeling more confident in their ability to deal with a broad range of work-based scenarios.

Practical learning will be given from expectations at induction, through daily performance management and handling typically difficult situations. Too often issues are not dealt with quickly enough and situations escalate out of control. The impact on the team member, team, Manager and business can suffer significantly as a result. Participants will gain an understanding on how to manage under performance and absence whilst ensuring consistency and fairness. The yearly cost of sickness absence to business is substantial; therefore it is vital that methods are taken to reduce it.





WORKSHOP SCHEDULE

BEING AN EFFECTIVE MANAGER (6 hours)

AIMS:

This workshop will look at your role as a Manager, putting it into context within your business. It will explore expectations and accountabilities and help you develop your skills and identify behaviours which will strengthen your role in leading your team. You will explore a range of key management and leadership models, along with the emerging field of study Neuroleadership, looking at how practical use can be made of these with your team. Success as a Manager also depends to a large extent on your ability to influence people to do things willingly; to communicate ideas and get them accepted by others is critical.

LEARNING OBJECTIVES:

During this workshop participants will:

- Clarify the different levels of management and the associated roles and responsibilities within the business
- Look at how to develop an appropriate 'leadership style' to most effectively manage the team
- Explore the concept of management and leadership by looking at practical examples and relevant models
- Investigate success behaviours demonstrated by well-known managers & leaders, identifying where they exist within your business and where changes need to be made
- Have the opportunity to learn about and discuss 'Neuroleadership' – a brain-based leadership development model which teaches you to form new neural brain connections
- Identify your personal leadership style and how to start accessing the power of your personal impact
- Identify your influencing style to gain an insight into why some encounters are successful and some fail

APPROACH:

This workshop will be highly interactive involving a range of trainer led discussion, group work, shared examples, case studies, expert talk and self analysis. Participants will be asked to complete an Influencing Style Audit before the workshop.





WORKSHOP SCHEDULE

CONSCIOUS COMMUNICATION (6 hours)

AIMS:

We all take communication for granted – we must not. In today’s hectic world it is easy to become distracted and let our conscious attention slip – messages become mixed and we don’t notice until things have gone drastically wrong. Therefore this workshop will give participants a practical insight into the essential processes of communication. Competence in communicating professionally is pivotal to becoming an effective Supervisor. The day will focus on building knowledge and undertaking a variety of practical activities to fully embed the learning. Participants will leave feeling more confident in their ability to deal with a broad range of work based scenarios.

LEARNING OBJECTIVES:

During this workshop participants will:

- Understand the importance of developing effective communications skills
- Look at the significant benefits to their role in terms of building relationships, trust, getting messages across with clarity, being understood (‘words’ and meaning)
- Gain an insight into the fundamental principles associated with communication - non verbal intelligence, tone of voice and the spoken word
- Be aware of listening as the foundation of all communication skills and undertake learning to retune themselves for conscious listening
- Focus on different types of communication in terms of positive and negative aspects – email, text/twitter, 1:1, meetings, grapevine, etc
- Identify the key barriers to effective communication and how they can tackle some of these
- Understand their personal style, personal impact & influencing style
- Develop a strategy for influencing people/situations in the future

APPROACH:

This workshop will be highly interactive using a range of trainer led discussion, group work, shared examples, case studies, expert talk and self analysis.





WORKSHOP SCHEDULE

THE UPS & DOWNS OF PERFORMANCE MANAGEMENT (6 hours)

AIMS:

This workshop provides practical learning from expectations at induction, through daily performance management and handling typically difficult situations. Too often issues are not dealt with quickly enough and situations escalate out of control. The impact on the team member, team, Manager and business can suffer significantly as a result. Participants gain an understanding on how to manage under performance and absence whilst ensuring consistency and fairness. The yearly cost of sickness absence to business is substantial; therefore it is vital that methods are taken to reduce it.

LEARNING OBJECTIVES:

During this workshop participants will:

- Understand the overall impact of an effective Performance Management System and their responsibilities in applying it to ensure equality and non discrimination.
- Review their current induction practices and put them to the SWOT test.
- Discuss their approach to performance management in terms of daily approach, frequency of discussions, development, valuing strengths and handling of challenging situations.
- Have looked at the difference between informal and formal discussions through case study examples to gain a practical insight into what is rarely a 'black or white' matter.
- Understand the systematic process needed to handle poor performers from clarity in the initial message, listening and questioning to establish facts, to monitoring and reviewing improvements.
- Discuss why it is so important to handle situations close the event by reviewing the mechanics of Confrontation & the Avoidance Cycle.
- Consider current methods of handling and monitoring absence levels (sickness or other) and discuss how this could be enhanced – fairness, consistency and issues about capability will be discussed.
- Be aware of the causes and issues of absence (short & long term) differentiating between sickness and those areas which may occur for other reasons.

APPROACH:

This workshop will be highly interactive using a range of trainer led discussion, group work, SWOT analysis, shared examples, real life industry based examples, video based learning, case studies and role play.

