

The Manager's Toolkit



It's not easy being a manager.

There are pressures from all directions – you need to get the job done, keep your team on track, and deal with both people and problems as they arise.

No wonder you find so little time to plan ahead or consider your own needs. You can't run on empty.

The Manager's Toolkit is a series of half day courses designed to refresh you, and to challenge you. They aim to get managers focussed, confident and energised. You'll be equipped to work smarter, perform better and - most importantly - feeling like you've topped up your professional development tank.

They will give you:

- An insight into current thinking and good practice
- A range of practical tools and strategies you can use to help you do the job better
- Space to reflect on your current skills and behaviour

Every course will be enjoyable, engaging, interactive and fast paced.

Training and development programmes should never be a drudge. We believe that learning is inextricably linked to enjoyment. The better the experience, the greater the learning. We always have a light touch and an easy manner that makes it easy to engage with the topic at hand.

There is no chalk and talk or death by PowerPoint here. All the content will be relevant, too. We are always purposeful and focused and haven't got time to waste building towers out of straws. We are much more concerned with seeing pennies drop, lightbulb moments and equipping you to thrive at work.



Flexing your Leadership Muscle



What type of leader are you? Does your behaviour inspire commitment and productivity from your people, or have the opposite effect? Do you know what can you do to motivate them so that they flourish and thrive? Or are you still hoping a carrot and stick will work?

This session explains what makes an excellent leader and helps you to see how you measure up.

From there, we'll move to explore when you need to adapt your leadership style so that you recognise the need to be proactive rather than just using the same old routine.

Content

- Traits of great leaders
- The Situational Leadership Questionnaire and model
- The three levels and the four dimensions of leadership
- Knowing when to change your approach
- Drive: What you can do to motivate your team
-

Outcomes

By the end of the session, you will:

- Know What Good Looks Like in Leaders: The Three Levels of Leadership
- Know what the job of Leadership involves: The Four Dimensions of Leadership
- Have considered how you can improve your skills in each dimension
- Will know when to adapt your leadership style to get better outcomes



Developing Resilience



The world we live is changing at an unprecedented rate, so are our workplaces.

Resilience has become a key skill we need to survive; there is no chance of thriving without it.

We need to recognise when our wellbeing is being threatened, be able to bounce back from challenging situations and learn to integrate self care into our lives - or we may not have the capacity to support or manage anyone else.

This session will help you recognise key stressors, and the impact they can have. You will explore strategies to help you minimise the impact of challenging times or people to improve your bouncebackability. You might want to pass the techniques on to your key people, to help them, too.

Content

- What resilience is and is not
- The difference between reflection and rumination
- The importance and impact of mindset
- Wake Up! A strategy for dealing with
- How mindfulness works and helps

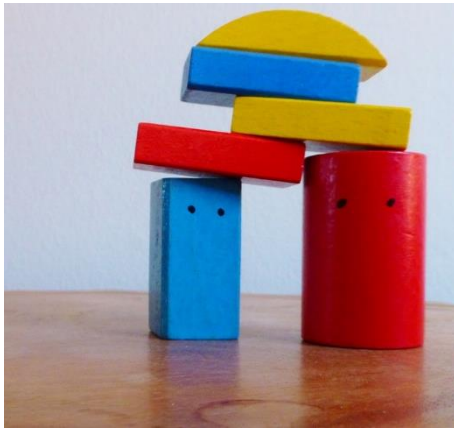
Outcomes

By the end of the session, you will:

- Recognise your key stressors and understand their impact
- Know some techniques to help you grow your resilience
- Have strategies for altering your mindset
- Have considered the importance of your own wellbeing



Building a Great Team



We often need to work as part of a team.

Sometimes there is synergy, with everyone pulling in the same direction. At other times, productivity is harmed by the inability of the team to work together. A lack of common goals or misunderstandings can cause chaos.

This session explores the role of the team leader. What does the leader need to do to build a high performing team? And what do they need to avoid, so that they don't get in the team's way?

We'll look at how to establish effective working relationships, and the four key behaviours of leaders of high impact teams.

Content

- What makes a great team?
- What does the team leader need to do to encourage synergy?
- The stages a team goes through
- The four behaviours of great team leaders
- Nurturing talent in the team

Outcomes

By the end of the session, you will:

- Be able to identify the characteristics of a great team builder
- Know what people a good team needs to have
- Have strategies for developing the team
- Have considered ways of aligning vision and improving cohesiveness
- Know what four factors encourage participation



Influencing and Persuading



Often we don't have the ability to control others, but we want them to behave or see things differently. We need to find ways of putting our point over and winning them round. How can we do this successfully? What works on most of the people, most of the time? Is this even ethical?

This session will take delegates through a process of recognising their own influencing style and then introduce several tools, strategies and models.

We'll discuss which methods might work best in your context and plan how you could implement them.

Content

- How are we influenced? Recognising the factors at work and how behavioural styles differ
- Personal Power – Knowing what you've got and how to use it
- Three Step Tango – a simple tool to find out what you are dealing with and get your own voice heard
- Cialdini's Seven Principles – which will work for you?
- Positions versus Interests – what Harvard discovered about how to 'get to yes'

Outcomes

By the end of the session, you will:

- Know the key factors that affect how we are influenced
- Have gained an understanding of the factors that impact on our ability to influence others.
- Considered how to integrate new strategies and behaviours that will help you influence others more effectively.



Handling Difficult Conversations



Why do we shy away from difficult conversations?

We have a tongue in our head, yet often we don't know how to approach an issue if it is sensitive.

Maybe we just can't find the words, we are concerned about hurting the other person or we don't want to deal with an emotional reaction. The result tends to be that we get frustrated with ourselves because we have not dealt with the situation effectively.

There are ways of having those conversations honestly. This session will help you to work out what is holding you back and give you strategies to help you handle difficult conversations so that your voice is heard.

Content

- The factors that make a conversation difficult
- The difference between assertiveness and aggressiveness
- How to prepare for a challenging conversation
- Structuring the conversation
- Tactics to defuse a tense situation

Outcomes

By the end of the session, you will:

- Have a range of strategies for dealing with a difficult conversation
- Have techniques for dealing with an emotional response
- Understand how to be more assertive
- Know how to deal with emotional hijack



Coaching in the Workplace



Managers need to develop their people – and to do this, coaching skills are essential.

The ability to help you people to become proactive problem solvers is key to management success. This half day session will give you an introduction to the Nice Day© model, so that you understand the coaching process and the tools you need to coach effectively.

It will help you identify when coaching is the best option to help others develop. There will be opportunity

to practise skills and receive feedback on your progress, so that you are equipped to get better results from your team.

Content

- What coaching is – and is not
- Recognising and taking coaching opportunities
- How adults learn and grow
- Essential skills, including active listening, questioning, exploring, generating options, goals setting and action planning
- How to challenge and give feedback effectively

Outcomes

By the end of the session, you will:

- Be fully conversant with a model of coaching so that you know the ‘flow’ that needs to occur
- Have a toolkit of skills and strategies for specific contexts
- Have an awareness of your own coaching skills and effectiveness

