

Management and Leadership -an Introduction

Course Outline



How do we learn to become an effective line manager?

Too often it's by trial and error. We get promoted because we're good at what we do and find ourselves with a whole set of different responsibilities. I can feel like a leap in the dark.

Sometimes people model themselves on leaders they've known, at other times they slip in to parent or teacher mode without realising it.

The result is often that effectiveness is patchy; some tasks are done well but others less so. The impact is that the team are not giving their best because they are not being managed well, so the manager finds themselves

picking up even more work, giving them less time to manage or lead. It's a downward spiral.

This three day course will provide you with an understanding of what the job is and how to do it well.

Content

Day One: Understanding the role

- What attributes does a good manager have?
- The difference between management and leadership
- The three levels of leadership: Public, personal and private
- The four dimensions of leadership: what you need to make sure happens
- What type of manager are you? When should you flex your style?
- The importance of self awareness

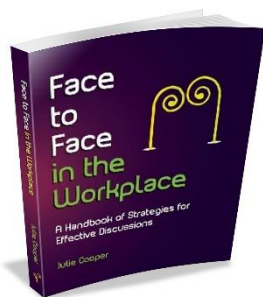


Day Two: Leading the team

- Characteristics of high performing teams
- Team Roles: What have you got and what do you need in your context?
- Providing vision and direction
- The team life cycle
- Leading the team through change
- How to motivate and inspire a team
- Running impactful and productive meetings

Day Three: Managing and developing individuals

- Performance management
- Having difficult conversations
- Employee engagement
- Coaching conversations: how to develop your team
- Dealing with mistakes and failure
- Giving and receiving feedback
- Using emotional intelligence



Every delegate attending this course will receive a copy of Face to Face in the Workplace

“The format is very reader friendly ,The content is very practical ...So overall a comprehensive handbook that is instructive and well structured. Well worth the read for even the most experienced manager.” **Manager magazine**



Outcomes

By the end of the three days, you will:

- Have increased your awareness of your own performance as a line manager
- Have strategies in place to develop your leadership and management skills
- Have increased confidence and techniques for dealing with individuals
- Know how to motivate and inspire your team

About Our Training

All our courses 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 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.



Get in touch to find out what we offer and how we can help you.

