

Debunk HR / Leadership Development Programme

Managers Make a Difference

DURATION

**7 days training
across 3 modules**

PARTICIPANTS

Supervisors taking on their first management role and for middle-managers expected to make a difference

SUMMARY

The roadmap to effective management. A no-nonsense guide for supervisors taking on their first management role and for managers who are expected to make a difference. The course raises the skill bar for developing people, demanding high performance and being a leader. It heightens self-belief and provides the capabilities to deliver performance and change throughout the business.

KEY TRAINING OUTCOMES

- Understanding of the Manager's mission.
- Being able to help others relate to the organisation.
- Being able to create a continuous improvement environment.
- Know how to use change as a primary management agent.
- Apply effective strategies for developing people.
- Apply effective strategies for building teams.
- Being able to create a culture of high-performance.
- Being ready to take on the job of leading.

PROGRAMME

The Manager's Mission

- Why are we here?
- A multitude of touch points and connections
- Values, Energy and Emotional Intelligence
- Stepping Up

The Service-Benefits Chain

- Organisation benefits
- The Customer's Journey
- Leaders creating productive conditions

Change is Changing

- Business changes
- Implications for people and practices
- Getting with a corporate Programme
- Improvement Planning

Leadership Styles

- Different styles for Individual and Teams
- Applying Leadership Styles
- Considering performance & potential
- Preparing the right words and behaviours

Developing the Individual

- Using competencies.
- Adult Learning tactics
- Tools for managing Potential
- High-Performance Coaching Framework
- Positioning delegation in the Coaching Framework

Developing the Team

- When to use teams and when not to
- How high-performing is the team I lead?
- Strategies to accelerate team performance
- Best practice communications

Creating high performance

- Setting expectations with people
- Looking at what enhances and reduces performance
- Confronting the Poor Performer.

Managing with the Law

- The legal underpinning of working relationships.