

Leadership & Management Workshop

Duration

2 days

Suitable For

All employees with operational management responsibility. The workshop aims to highlight the key areas of managing others and give delegates the skills and confidence to manage and build employee effectiveness. This workshop provides a sound basis for all managers.

Objectives

By the end of the course delegates will be able to:

- Understand the role of the manager.
- Understand the impact of their preferred management style.
- Describe key motivators and demotivators.
- Effectively manage performance and give feedback.
- Adopt appropriate management styles to enhance employee and team effectiveness.

Course content

The role of the manager

- Leadership & management
- Action Centred Leadership
- Influencing styles

Motivation

- Motivational theory
- Motivators & demotivators
- Personal motivation

Performance Management

- Performance Management Cycle
- Setting objectives & expectation
- Measuring qualitatively & quantitatively
- Managing poor performance & attitude
- Giving feedback
- Transactional Analysis

Developing members of the team

- Situational leadership
- Coaching
- Communication
- Key skills

Planning how and when to apply new tools/skills

- Four stages of learning
- Action planning

Course Evaluation and Next Steps