

## Introduction to Management and Effective Leadership Skills

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### *Course Outline*

This programme is modular in nature and the sequence of the modules can be altered to fit the needs of the team.

The rationale behind the training is to better equip the participants with the skills and knowledge required to effectively lead their teams.

### *Structure*

The structure of the programme is to have one day kick off session, which will form the foundation for the programme as a whole. This initial day will provide a good deal of management expertise condensed into one highly participative day and delivered in a readily-understood fashion.

This full day will be followed by a second one day module entitled "Rounding Square Wheels", which consolidates on the content of the first day, and takes understanding of 'teamwork' to the next level.

The rest of the programme comprises 10 modules, each of which last between 3 and 4 hours. These modules can be run in any sequence. They have been designed to draw upon and build on the content of the core day.

As we strongly believe people learn better by doing rather than just listening, all our modules are highly interactive with strong practical elements. As well as being educational they are designed to be fun experiences which the delegates will enjoy attending and which will motivate them to attend future sessions.

### *Profiling*

The programme starts with participants completing a TMS profiling questionnaire. Created by Margerison-McCann, this proven psychometric tool creates a personal profile that will help participants understand where they can make the best contribution to different teams, and it gives them a greater understanding of how to lead and interact more effectively with their teams.

The questionnaires will be sent out a couple of weeks before the initial kick-off session. This allows time for the profiles to be analysed and personal reports generated for each of the participants. These profiles will then be reviewed as part of the first full-day course module.

### *Participants*

Aimed at employees who have recently taken on or who are about to be promoted to a position where they are in charge of a team of colleagues, either in a line management role or as a project leader.



## Programme Content

Initially the programme content is as laid out below. Additional modules may be made available according to demand.

<i>Module Title</i>	<i>Content</i>	<i>Why Cover This?</i>
<b>Introduction to Management &amp; Leadership – Taking the Reins</b>  Paul	<ul style="list-style-type: none"> <li>• Understanding ourselves and others</li> <li>• Proactivity – getting off the nail</li> <li>• The multiple faces of leadership</li> <li>• The difference between leadership and management</li> <li>• Identifying preferred team roles</li> <li>• Building on strengths, mitigating weaknesses</li> <li>• Practical exercise in leadership and team work</li> <li>• Personal and group action plan</li> </ul>	Defines leadership in terms that are relevant to themselves and the environment in which they work. Confirms the leadership qualities they already possess and identify areas for development.  Gain insight into team work theory and the TMS team profiling tool. Practical team challenge makes sense of the theory in a hands-on way.
<b>Rounding Square Wheels</b>  Paul	<ul style="list-style-type: none"> <li>• The difference between groups and teams</li> <li>• Goal setting</li> <li>• High-Performance Teamwork</li> <li>• restoring and building energy and commitment</li> <li>• 'Hunters and Farmers'.</li> <li>• Building team trust</li> <li>• Practical exercise in team work and communication</li> <li>• Personal and Group action plan</li> </ul>	Takes understanding of 'teamwork' to the next level with an important opportunity for them to get it right themselves as they might well have 'failed' the team challenge.
<b>He Said What???</b>  Paul	<ul style="list-style-type: none"> <li>• Communication Styles</li> <li>• Communication Skills</li> <li>• Managing Meetings</li> <li>• Influencing Skills</li> </ul>	Poor communication wastes time, creates conflict and undermines teamwork.
<b>Right-Brain Thinking</b>  Paul	<ul style="list-style-type: none"> <li>• Problem Solving</li> <li>• Creativity and Innovation</li> <li>• Continuous Improvement</li> </ul>	Because there is nearly always a better way. Techniques to help us find it.
<b>Crisis, What Crisis?</b>  Paul	<ul style="list-style-type: none"> <li>• Managing Conflict</li> <li>• Change Management</li> <li>• Dealing with Pressure</li> <li>• Avoiding Stress for ourselves and our teams</li> </ul>	Conflict can be healthy, change can be positive. High levels of pressure that translate into personal stress, however, are not good and need to be avoided and/or managed.
<b>Grow Your People</b>  Paul	<ul style="list-style-type: none"> <li>• Skills Audit</li> <li>• Giving Feedback</li> <li>• Coaching Skills</li> </ul>	So that, in years to come, staff will thank you for spotting their strengths and helping them grow and develop.



<p><b>So you want to work here?</b></p> <p>Paul</p>	<ul style="list-style-type: none"> <li>• Interviewing Skills</li> <li>• Improving the odds</li> <li>• Getting the best from the interviewee</li> <li>• Remaining objective, keeping it fair</li> </ul>	<p>Hiring the right staff makes all the difference. Spot the heroes and villains</p>
<p><b>Customers</b> Can't please them, can't shoot them</p> <p>Paul</p>	<ul style="list-style-type: none"> <li>• Complaints are Good!</li> <li>• Getting 'side-by-side'</li> <li>• The customers DNA</li> <li>• Internal Customers count too</li> </ul>	<p>The customer is 'not' always right, despite the popular saying, but they are always the customer. Better relationships with clients/customers mean less conflict and happier teams.</p>
<p><b>What the numbers mean</b></p> <p>Anna</p>	<ul style="list-style-type: none"> <li>• Interpreting a Balance Sheet</li> <li>• Understanding a Profit &amp; Loss Account</li> <li>• The meaning of a variety of commonly used terms and conventions</li> </ul>	<p>Understand more about financial documents and feel confident with a wider range of financial terminology</p>
<p><b>The Law at Work</b></p> <p>Katherine</p>	<ul style="list-style-type: none"> <li>• Dispelling the myths of Employment Law</li> <li>• Discrimination in the workplace</li> <li>• Bullying and Harassment at work</li> <li>• Grievance, Discipline and Dismissal</li> </ul>	<p>Understand how Employment Law can offer practical solutions with real business benefits</p>
<p><b>Effective Presentations Part 1 – The Speaker</b></p> <p>Graham</p>	<ul style="list-style-type: none"> <li>• 5 Components of an Effective Business Presentation</li> <li>• Overcoming the fear</li> <li>• Remembering what to Say</li> <li>• It Ain't What you Say</li> </ul>	<p>How to prepare oneself to give an effective presentation. What to do and what not to do to ensure your audience take in what you say.</p>
<p><b>Effective Presentations Part 2 – The Message</b></p> <p>Graham</p>	<ul style="list-style-type: none"> <li>• Presentation Structure</li> <li>• Making it Memorable</li> <li>• Styles of Influence</li> <li>• Using Visual Aids</li> <li>• Videoed Practical</li> </ul>	<p>How to ensure your audience are listening, remember what you say and act on it afterwards.</p>

Participants are expected to attend every module.

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## *Benefits*

By attending this course, participants will discover the many dimensions of management and leadership and become aware of how their own personality and interaction with their colleagues shapes and influences the success of their team.

## *Background*

Paul White, our senior leadership trainer will run the two core modules and the 6 soft skill modules coloured green in the chart below. Paul is a very experience leadership trainer having worked in this area for a number of years training companies such as Black & Decker, Babcock SGI and Serco Resource Management.

Anna Carvisiglia is a qualified Chartered Accountant and since beginning her corporate finance career at Whitbread, has worked in senior financial roles for over 15 years. She has a wealth of finance and business experience covering a broad range of commercial and non-profit sectors, and now works as both a financial trainer and financial consultant.

Katherine Sargent is a strategic and proactive HR Consultant and trainer with vast and diverse HR experience within a blue-chip organisation. She is self-motivated with the confidence and interpersonal skills to work with employees at all levels, within the private or public sectors. Highly experienced in advising on a wide range of HR related issues including recruitment, talent management & organisation design, Employee Relations and Employment Law.

Graham Young is the senior partner at Young Markets and runs the Effective Presentations Skills element of the course himself. Following a career in technology marketing during which time he gave hundreds of presentations around the world, Graham has written an ebook entitled "The A to Z of Effective Business Presentations" and provided training and coaching to hundreds of people.