

Management Training Workshops

2-Day Management Skills Training, Date TBC, February 2025



“**People are often promoted beyond the level for which they've been trained...**

Training frequently comes too late or not at all. A role becomes available either because it's vacated or created through growth, and a suitable person is promoted to the role. They did well in their previous role, but management skills are not something we're born with or that are learnt on the job. Promoting someone beyond their training is bad for them, bad for the team and the business.

Improve your Management Skills

What does it take to be a good manager? What knowledge and skills are required? It's important that managers are provided the right training and appropriate insights to enable them to do their job properly. Otherwise you are just going to have a demotivated and inefficient workforce and your business won't be able to grow as quickly as you'd like.

It seems like a natural progression, but we tend to find someone does their job well so they get promoted to a management

position. Managing one or more team members. Everyone's happy right? Wrong. In fact, it can spell disaster. The new manager can feel they lack the skills, knowledge and confidence to lead a team to success. And how could they if they haven't ever had any management training?

Being good at *doing* a job is not qualification for *managing* a team. This is why we've designed this series of Management Training half-day workshops to educate and inspire managers as well as helping them improve their effectiveness in the role.

The Workshop Series consists of the following topics:

- ▶ Self-awareness, Team Interactions & Values
- ▶ Delegation & Time Management
- ▶ Communication Skills
- ▶ Systems & Processes
- ▶ Planning
- ▶ Appraisals & 1-1 Meetings

So if you're a business owner looking to invest and develop your existing and future managers OR if you're a manager and feel like you'd benefit from training – this is for you. Invest in good training and let us help you improve the effectiveness of your management role and the productivity of your team.

- ▶ **Venue:** Reading, Berkshire (venue will be confirmed to delegates)
- ▶ **Dates:** 2-day workshop, Tues 11th March & Tues 18th March
- ▶ **Timings:** 8:45am arrival for a 9:15am start. 5pm finish
- ▶ **Investment:** £749 +vat per delegate.
- ▶ **Payment terms:** Payment in full to confirm booking

In addition to our standard Management Training Workshops we can also deliver bespoke workshops tailored to the specific needs of your organisation. Contact us to discuss your needs in more detail and we'll find a solution that works for you.

1: Self-awareness

To understand others, you must first understand yourself. To motivate others, it helps to understand what motivates yourself. We're all different and it's a mistake to imagine that people should be managed and motivated the way that you like to be.

- ▶ Above and Below the line: Ownership, Accountability, Responsibility, versus Blame, Excuses and Denial
- ▶ Each participant will complete a DISC behavioural profile prior to the start of the training. These are provided at no extra cost.
- ▶ Understanding DISC
- ▶ Assessing someone's DISC manually
- ▶ How to get the best from oneself and others by adapting
- ▶ Values: what are they, why they're important
- ▶ The 'Identity Iceberg' : Understanding how our own values and beliefs effect the way we see the world and make decisions



2: Time Management & Delegation

What passes for time management is often in reality a way to do even more of the wrong things faster! Prioritisation and understanding the priorities is key to maximising your effectiveness.

- ▶ Intro to time management
- ▶ Urgency vs Importance
- ▶ Prioritisation
- ▶ Time-bound versus task-bound
- ▶ Default Diary
- ▶ Using Checklists
- ▶ Link to the need for planning
- ▶ What is Delegation?
- ▶ Why Delegate?
- ▶ 3D rule (Do it, Ditch it, Delegate it)
- ▶ Delegation failures
- ▶ 19-point delegation checklist
- ▶ SMART Goals
- ▶ Milestones and check-points

3: Communication Skills

We're taught to read and write, but there's more to effective communication than that. Listening skills are key in management.

- ▶ Reference to DISC and application in communication skills
- ▶ Common communication issues and how to address them
- ▶ Empathetic listening style
- ▶ Seek first to understand, then to be understood
- ▶ Reflecting back to check understanding
- ▶ Delegation – negotiating deadlines and holding to account
- ▶ Assertiveness in clear communication

4: Systems & Processes

We often complain that people act inconsistently, yet fail to define what the expected standards are... or to hold everyone accountable.

- ▶ Consistency is key
- ▶ Positioning – setting expectations
- ▶ Under-promise and over-deliver
- ▶ Systemisation and processes
- ▶ Documenting systems so they're used
- ▶ Implementing checklists
- ▶ Setting and measuring KPIs
- ▶ Visible reporting

5: Planning

There must be a clear and measurable plan, and everyone must know and understand the part that they play in achieving it.

- ▶ Vision and long-term planning
- ▶ 1-year plan, 1Q plan, 1W plan, daily updates
- ▶ Today isn't finished until tomorrow is planned
- ▶ SMART Goals revisited
- ▶ Project planning & management
- ▶ Resource planning
- ▶ Using Gantt charts to manage projects

6: Appraisals & 1-1 Meetings

Annual appraisals are vital, but they're often poorly implemented; Managers and staff tend to dislike the process and see little benefit. We'll show you how to change this and see immediate benefits.

- ▶ What motivates people?
- ▶ Motivating employees
- ▶ Setting goals, standards, clear expectations
- ▶ Running regular 1-1s quickly and effectively
- ▶ Everyone needs to feel listened to and understood
- ▶ What value do we bring to the business, and how can we be more valuable now and in future?
- ▶ Personal Development plans
- ▶ Suggestions for gaining knowledge and skills without a high cost
- ▶ *What next: How to ensure the benefits of these training courses continue long after they're finished*