

## 2 – 3 Day Programme

**In a world of accelerating change, managers and their teams will be expected to achieve even higher levels of performance in an increasingly complex and demanding business environment.**

This programme has been designed to enable managers to develop both their personal effectiveness and line management skills, so that they can consistently achieve their business objectives and unlock the potential performance of their team.

This programme is highly interactive and blends theory with practical activities such as case studies and role play. There are lots of opportunities for participants to practice using the tools and techniques provided and to gain both individual and group feedback.

### Programme Content

- The role of the manager
- The key competencies of effective managers
- Developing an effective individual management style
- Setting strategic business objectives
- Leading a team to high performance
- Managing, tracking and reviewing performance
- Motivating employees
- Working with HR processes including grievance, disciplinary and recruitment processes
- Using performance coaching skills
- Giving and receiving feedback

### Additional Benefits

Participants attending this programme will receive:

- A full colour reference manual
- A line management checklist and toolkit pack



### Business Benefits

**By the end of the programme participants will be able to:**

- Use a variety of management techniques and identify the key competencies of effective managers
- Continually develop their individual management style to meet business objectives and the needs of their team members
- Set and achieve strategic business team and personal objectives
- Lead a team to high performance using a variety of management tools
- Manage, track and review individual and team performance
- Motivate employees to achieve objectives and reward high performance
- Work with key HR processes including managing performance improvements
- Use performance coaching skills to unlock the potential of their team

### Testimonials

*“This training has given me the confidence to proactively lead my team and to take control of the direction in which we are heading”*

*“I feel like my existing skills have been taken to the next level so that I can be strategic as well as operational”*