Leadership and Management Programme

Presented by: Debbie Austin

Delivered as: 5 modules of 90 minutes, as a complete course or individual stand-alone modules

Suitable for:

Managers who have had little or no formal training or who would like a refresher. Today we need to manage and lead in an agile changing environment and get the buy-in from individuals and our team. Change can be a daunting or exhilarating experience for yourself and others so we will delve into the importance of change management and qualities and behaviours you need to support to your team..

Module 1: Supporting Others Through Change

You will learn:

- Benefits and consequences of change
- Understanding the change curve
- Moving successful through the stages
- Implementing a change plan
- Action Points

Pre course: –
Consider a past change you needed to implement and how you managed the change with your team?
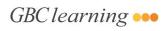Consider how people react to change?

Module 2: Smarter Objective setting

You will learn:

- How to drive yourself and others to succeed – being goal driven
- The cascade system
- The process of objective setting
- Setting SMART objectives
- Action Points

Pre course: –
Consider an objective you would like to set a team member?
Consider what helps you set objectives in your organisation?

Module 3: Developing Others

You will learn:

- How to support others in developing their skills
- Barriers to learning
- Identifying learning styles
- Development methods of learning

Pre-work: -

Consider the benefits of developing others in your organisation?

Consider what makes a good learning environment?

Module 4: Becoming an Effective Coach

You will learn:

- The manager as coach – how and why?
- Developing effective questioning and listening techniques
- Exploring coaching frameworks
- Using the GROW model
- Action Points

Pre-work: -

Consider someone in your team that would benefit from coaching?

Consider opportunities to coach?

Module 5: Giving and Receiving Feedback

You will learn:

- Why quality feedback is essential?
- Benefits and consequences of good and poor feedback
- Learn the art of giving and receiving feedback
- Feedback techniques
- Practising a feedback model
- Action Points

Pre- work: –

Consider a team member that you would like to give developmental feedback? Make a note of the feedback points.

Post module and post course – Action Planning tool to focus on the changes you want to make and how to make them stick.

Post course –

- Implement and monitor the change plan discussed on module 1.
- Communicate the SMART objective to a team member as discussed on module 2.
- Identify the learning styles of your team members to support their developmental plans as discussed on module 3.
- Plan a team member coaching session using the GROW model as discussed on module 4.
- Communicate the team members' developmental feedback and monitor performance as discussed on module 5.