

DURATION: One day

SUITABLE FOR: Middle managers and senior managers, with little or no formal training or who are looking to bring their skills up to date. Managers interested in adding an extra dimension to their own performance and that of their team and who are aiming to incorporate leadership into their management style. Anyone who has previously done the Level 1 workshop.

Objectives

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

- Understand the responsibilities and exhibit the characteristics of a high performing Manager
- Focus on your successes, higher level skills and personal and professional strengths
- Implement effective use of management techniques to achieve great results
- Recognise your leadership style and understand where each of your team fits into the Situational Leadership model
- Create a framework for more constructive performance reviews
- Identify your coaching style to improve staff motivation and engagement
- Appreciate the importance of agreeing performance expectations
- Handle difficult behaviour more effectively through honest appraisal of the situation

Programme

Introduction & Workshop Objectives

- Establishing what you want to achieve
- Recognising and building on your success

The Successful Manager

- Key management responsibilities using the John Adair model
- Behavioural characteristics of a truly great manager

Situational Leadership

- Leadership styles – situational leadership
- Recognise the key stages – directing/training/coaching/delegation
- Developing an effective leadership style to suit your team members

Coaching and Motivation Skills

- The essence of coaching to improve performance and engagement
- Coaching individuals to reach their best performance
- Practising your coaching skills and motivational conversation techniques
- Considering the ways to motivate the individuals in your team

Performance Management – Running Effective Appraisals and Reviews

- What is performance management?
- Clarifying performance expectations
- Performance review and constructive performance conversations
- Preparing for a review with an eye to making change happen
- Dealing with difficult behaviour and conflict
- Setting effective objectives using SMART and measuring results

The way forward

- Taking ideas back to the workplace and putting them into action



CPD Certified
6 Learning Hours, 6 Points

For more information or to book please call **020 7256 6668** or email enquiries@gbclearning.co.uk