

The Middle Manager Development Programme

Introduction

This 5-day modular programme can be run flexibly over one day per week or each module can be purchased as a stand alone training day.

Objectives

The overall objectives of this 5 day modular programme are to:

- ◆ equip you with knowledge, skills and confidence to perform as a first rate Manager;
- ◆ enable sharing of experiences and good practice amongst delegates;
- ◆ inspire and motivate you to develop and improve your Management practice.

By the end of the training you will:

1. have deeper knowledge and understanding of Management and Leadership;
2. have deeper self-knowledge and awareness in the above context;
3. know how to maximise your personal effectiveness as a Manager and Leader;
4. be able to motivate people and get the best performance from them in a variety of situations;
5. be able to maximise the performance of your team;
6. understand how to maximise your contribution to ensuring service excellence;
7. be able to provide effective leadership through change;
8. have key goals and action points to take forward to improve your practice as a Manager and Leader.

The programme covers five modules as follows:

Day 1 Management and Personal Effectiveness

- ◆ Understanding the tasks and skills of the Manager
- ◆ Introducing Leadership
- ◆ Self assessment of strengths and development needs
- ◆ Self-awareness: what motivates you? How do you learn?
- ◆ Assertiveness – effective communication
- ◆ An effective ‘mind set’ - beliefs, values, attitudes, behaviour
- ◆ Quality people networks
- ◆ Your Learning goals

Day 2 Managing People

- ◆ What motivates people?
- ◆ Coaching and developing staff
- ◆ Delegation
- ◆ Performance management
- ◆ Situational Leadership
- ◆ Giving and receiving performance feedback
- ◆ Influencing Skills
- ◆ Learning and Action points

Day 3 Managing Teams

- ◆ What makes a high performing team?
- ◆ Team development
- ◆ Team building and leading
- ◆ Managing Conflict in teams
- ◆ Collaborative 'win-win' working
- ◆ Effective Team meetings and communications
- ◆ Learning and Action points

Day 4 Service Planning and Management

- ◆ Time management reminders
- ◆ Service Planning and target setting
- ◆ Linkages to Project Planning
- ◆ Managing your Resources
- ◆ Customer Service Excellence
- ◆ Relationship Management - cross functional working
- ◆ Learning and Action points

Day 5 Leadership, Change and Challenge

- ◆ What is Leadership? What is my leadership style?
- ◆ Transformational and Transactional approaches
- ◆ Using your Emotional Intelligence
- ◆ Understanding the stages of the change process
- ◆ Understanding the people element in change
- ◆ Managing organisational change
- ◆ Your learning goals revisited
- ◆ Presentations and programme evaluation.