

## First Time Management



This blended programme consists of a pre-workshop assignment and two one-day workshop modules focused on the interpersonal skills needed to succeed as a new manager

### Overview

A survey of those contemplating management and those new to the role, conducted by one of our clients, identified a number of concerns that broadly fit into three categories:

- Personal and professional impact
- Managing and developing people, and
- Communicating and influencing, specifically handling conflict.

This programme was developed specifically to address these concerns by offering a blended programme providing a mixture of facilitator led input, discussions and practical exercises that invite participants to reflect on their own behavioural preferences and competence.

The programme consists of four elements:

- A pre-workshop assignment involving reading, reflective exercises and completion of two questionnaires that are discussed during the workshop
- A highly participative two-day modular workshop that can be delivered on consecutive days or with a short period of seven to ten days between modules
- Two short exercises that are completed in the participants' own time between day one and day two of the programme
- A series of 'on-line' resources available to participants after the workshop, expanding on the topics discussed during the event, available for download from South East Training's website or your own organisation's intranet.

### Aims

The aim of the programme is to enhance participants' confidence in tackling the management role by offering them practical strategies and skills to help them manage their teams effectively.

South East Training is the trading name of South East Training Network Limited

Registered in England and Wales No: 07221826

Website: [www.southeasttraining.uk](http://www.southeasttraining.uk) Email: [enquiry@southeasttraining.co.uk](mailto:enquiry@southeasttraining.co.uk) Tel: 01273 555567

## Learning Objectives

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

- Define their role as a manager
- Identify the importance of aligning their expectations for their staff and their expectations of themselves with the expectations of their staff
- Explain the leadership element of being a manager
- List the factors that determine a person's motivation and explain why it is important to achieve convergence between organisational and personal interests and goals
- Explain the elements of emotional intelligence and how they can develop their self-awareness through feedback and disclosure
- Explain how they can build effective relationships and influence staff by building trust
- Describe how they use communication to help build trust with their staff
- Explain the purpose and use of feedback as a performance management tool
- Describe the types of conflict
- Explain how egos states can influence the outcome of potential conflict situations
- Demonstrate how assertive language can be used effectively to communicate requirements, avoid ambiguity and limit the potential for conflict
- Explain the process and benefits of coaching in the workplace and demonstrate how to use the GROW model
- Explain the process of delegation and when it can and should be used
- Identify changes that are happening within the organisation and describe a process for helping others manage the emotional dimension of the changes
- List the factors that contribute to stress and what steps can be taken to manage stress in themselves and others
- Create an action plan for improving their performance as a manager.

## Workshop Content

### *Day 1*

- Your role as a manager
- Motivation
- Relationship management
- Performance management

### *Day 2*

- Handling conflict
- Introduction to coaching as a management style
- Delegation
- The emotional dimension of change
- Managing stress
- Action planning

Product Code: FTM

South East Training is the trading name of South East Training Network Limited

Registered in England and Wales No: 07221826

Website: [www.southeasttraining.uk](http://www.southeasttraining.uk) Email: [enquiry@southeasttraining.co.uk](mailto:enquiry@southeasttraining.co.uk) Tel: 01273 555567