Introduction to Management

The move from focusing on your own workload to managing the work of others is a big step and can often be daunting. This blended programme, which includes a one-day virtual workshop, provides new managers with an understanding of the essential skills they will require in their new roles.

Aim

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

Format

The programme consists of two elements:

- A pre-workshop assignment involving reading, reflective exercises and completion of two questionnaires that will be discussed during the workshop
- A virtual workshop involving whole group discussions, small group activities and personal reflection aimed at aligning your current knowledge and skills with those required in the management role

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 expectation for the staff and their expectation of themselves with the expectations of their staff
- 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 their ability to 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
- Explain the process and benefits of coaching in the workplace
- Demonstrate how to use the GROW coaching model
- Create an action plan for improving their performance as a manager.

Pre-Workshop Activity

The pre-workshop assignment provides an introduction to the role of the manager and invites participants to reflect on the psychological contract between the manager and those they manage. It also includes two questionnaires that will provide participants with an insight into their preferences for interaction with others. Participants reflections and the results of the questionnaires will be discussed during the workshop.

The Workshop

The workshop provides participants with a mixture of facilitator led discussions, practical exercises and opportunities for self-reflection.

Content

- Your role as a manager
- Motivation
- Relationship management
- Meeting your team; team meetings and 1:1s

- Giving feedback
- Delegation
- Developing Others
- Action planning

Timings	Session	Objectives
Session 1		
09.15-09.30	Joining Period	
09.30-09.45	Introductions	
09.45-10.15	Your role as a manager	• Define your role as a manager • Identify the importance of aligning your expectation for your staff and your expectation of yourself with the expectations of your staff
10.15-10.25	Break	
10.25-11.25	Motivation	• 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
11.25-11.35	Break	
11.35-12.05	Relationship management	• Explain the elements of emotional intelligence and how you can develop your self-awareness through feedback and disclosure • Explain how you can build effective relationships and your ability to influence staff by building trust • Describe how you use communication to help build trust with your staff
12.05-12.35	Meeting your team	• Describe a format for your regular team briefings and your 1:1s, and what you might include in each
12.35-12.40	Preparation for session 2	
12.40-13.35	Lunch	

Timings	Session	Objectives
Session 2		
13.35-13.40	Welcome back	
13.40-14.20	Giving feedback	• Explain the purpose and use of feedback as a performance management tool • Describe two frameworks for providing constructive feedback • Construct feedback statements using both push (tell) and pull (ask) styles
14.20-14.30	Break	
14.30-15.10	Delegation	• Explain the process of delegation and when it can and should be used • Identify barriers to delegation and explain the benefits of working to overcome them
15.10-15.20	Break	
15.20-16.10	Developing Others	• Explain the process and benefits of coaching in the workplace • Demonstrate how to use GROW
16.10-16.20	Action planning	• Identify a list of actions to take to help embed the learning from the Introduction to Management training
16.20-16.30	Review and Close	