

Leadership and Management Training Specifications

Effective Delegation

Aim

To learn how to use effective delegation as a key development tool to motivate and challenge your staff.

Objectives

By the end of the course participants will:

- Comprehend what the definition of delegation is and appreciated what stops managers from delegating
- Recognise the benefits of effective delegation and described the effects of good delegation
- Identified tasks that can be delegated and the best team member to delegate these tasks to
- Have practised how to delegate effectively
- Appreciate how to review progress on delegation

Target Audience

For those who have a responsibility for leading and managing people in the workplace.

Performance Management

Aim

This interactive course will bring consistency in applying performance management within the organisation. The course will help managers and team leaders recognise their role and contribution to effectively manage performance and conduct at work.

Objectives

By the end of the course participants will:

- Understand how performance management systems can be used effectively to raise the performance of individuals and teams
- Know how to set and write SMART performance objectives
- Give constructive and motivational feedback
- Hold structured conversational supervision and performance appraisal meetings

Target Audience

For those who have a responsibility for leading and managing people in the workplace.

For managers who have a responsibility for managing the performance and conduct of staff.

Managing Workplace Conflict

Aim

To learn a range of approaches for dealing with workplace conflict.

Objectives

By the end of the course participants will:

- Understand the nature and causes of conflict at work
- Recognise effects of conflict
- Identify their preferred style for dealing with conflict
- Be able to respond to conflict situations using a range of approaches

Target Audience

For those who have a responsibility for leading and managing people in the workplace.

Successful Teamworking

Aim

To recognise the different facets of team working in order to provide conditions that will assist with successful team working.

Objectives

By the end of the course participants will:

- Understand what an effective team looks like
- Recognise the stages of team development
- Understand team roles
- Appreciate effective team leadership

Target Audience

For those who have a responsibility for leading and managing people in the workplace.

Introduction to Leadership

Aim

To appreciate what effective leadership is and to understand how to lead successfully.

Objectives

By the end of the course participants will:

- Examine the differences between leadership & management
- Understand a range of leadership theories and styles
- Determine your preferred leadership style
- Assess the impact of different leadership styles

Target Audience

For those who have a responsibility for leading and managing people in the workplace.

Introduction to Coaching

Aim

To provide an introduction to coaching skills for managers, supervisors and internal coaches to assist them in coaching individual team members to improve their own performance and confidence.

Objectives

By the end of the course participants will have:

- Understood what coaching is, their role as coach and how it can contribute to maximising performance
- Defined 'coaching' and explained how it differs from training, mentoring and counselling
- Understood the GROW model and be able to adapt it to most coaching situations
- Used some coaching techniques in a range of situations

Target Audience

Suitable for those who have a responsibility for managing the performance of others.

Managing Change

Aim

To provide leaders and managers with clear insights on how to effectively motivate people through corporate culture or organisational change. The training will also equip them with some effective skills and knowledge for managing and communicating change.

Objectives

By the end of the course participants will:

- Comprehend the forces for change in an organisation
- Understand planning for change in an organisation
- Recognise the human factors in managing change
- Appreciate methods of communication when dealing with change

Target Audience

For those who have a responsibility for leading and managing people in the workplace.