

First Touch Presents

LEADERSHIP SKILLS FOR MANAGERS

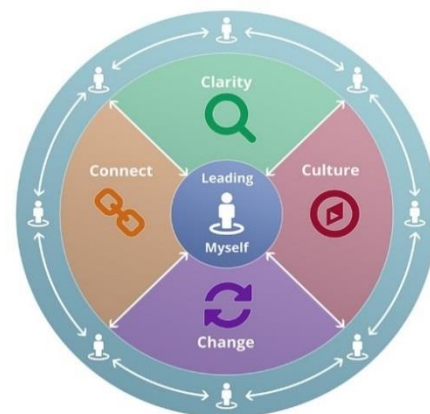
Leading individuals, building successful teams

Is it right for you?

This one-day Leadership Skills for Managers workshop has been designed to help develop the skills of managers who lead a team. It is suitable for those who are new to a management position, those who have recently been promoted to a more senior position and the more experienced manager who is looking to further develop his or her skills. It is a natural step forward for anyone who has attended our Supervisory Skills for Team Leaders programme.

What will you learn?

Each delegate will be introduced to a leadership framework containing tools and templates covering personal behaviours and organisation, individual and team leadership and performance management. There will be opportunities for delegates to experience hands-on sessions with guidance on how to use the tools provided. You will leave with a clear understanding of what makes a truly effective leader and have the tools and techniques to implement these ideas.



Understanding Myself

- Recognising our own personality traits and behaviours
- Understanding how my behaviour impacts on the team
- Finding the style that works for me

Understanding Leadership

- The key qualities of successful leaders
- Key leadership communication techniques
- Leadership that motivates

Being Clear About Clarity

- The need and importance for clarity
- Working processes, plans and objectives – Why? How? What? When?
- Goals and targets- financial, team, attitudes, behaviour
- Measuring and celebrating success
- Key milestones
- Correcting the aim

Creating the Right Environment and Culture

- Creating the willingness to accept personal responsibility
- Personal and team accountability
- Teams dynamics as how to manage them to maximum effect
- Briefing and debriefing process to enhance engagement and performance

Performance Management

- A structured approach to setting individual objectives, measures and timescales
- Giving structured feedback to team member
- Managing individual progress and development
- Managing difficult situations

Exercises and Case Studies

- Planning and measuring success
- The dysfunctional team
- Creating a return to work action plan