



Changing people for good

Course Content Overview

# Fundamental / Foundational Management Training

There are a set of skills that every manager needs to know and practice. These are in every sense of the word 'foundational', true management fundamentals that no one should be without. In this course we develop a rich understanding of these skills that enable managers to grasp them, but also excel in them. We will provide the toolkit that every manager needs to not only survive but thrive in the fast paced world we operate within. Managers who apply these skills will develop higher performing and higher functioning teams beneath them. Motivation and morale will likely increase too, as team members start to really appreciate the professionalism and ability of their manager.

### **Who the course is sensible for:**

This course is for anyone that has managerial responsibilities but has never had any formal training in the area. Ideal for new managers and supervisors, but often equally beneficial to the more experienced who have learnt on the job over their careers. These tools will lift your confidence and ability, building lasting skills that will serve you for a lifetime.

### **Course Content:**

1. Welcome and introduction; Setting your personal goals of the session.
2. Setting up for success; Starting with personal reflection.
3. Clarity and competence; The two pillars to empowerment.
4. Using ask and tell; Differentiating when you need to be directive and when an insightful question will serve you better.
5. Developing others; How coaching is different to mentoring, teaching and facilitating.
6. Situational Analysis; How to change my approach to suit the situation.
7. Delegation; The only four levels of delegation you will ever need.
8. Courageous conversations; The five managers conversations.
9. Learning; How we develop our people at a skills level.
10. Influence; Understanding the nature of influence in the workplace.
11. Leading Change; The principles of communicating and making change happen.
12. Collaboration; Creating communities that thrive.
13. Course resources; Download all the tools and templates for easy application.

## **Aim of the course**

By the end of the course you will be able to:

- Introduce your own reflective journal.
- Provide real clarity of purpose to your team.
- Enable your team to prioritise accurately.
- Use powerful coaching techniques daily.
- Understand the skills level development needs within your team, and prescribe meaningful learning solutions that will deliver results.
- Make hourly decisions about how you will get the best out of different situations.
- Delegate effectively and in a way people will welcome.
- Hold conversations with team members that are both motivational and developmental.
- Deal with difficult situations in an effective way that brings change for good.
- Increase your ability to influence in all kinds of scenarios.
- Develop and lead change programmes.
- Create a team that feel safe and prosperous.
- Increase morale and staff retention.