

# MANAGEMENT ESSENTIALS

*Get the essentials firmly under your belt*

## OVERVIEW

**The most common reason for leaving a job is dissatisfaction with one's manager. Being an effective, supportive and clear manager is crucial for ensuring staff retention, team motivation and happiness, and business success.**

This practical workshop explores ideal manager behaviours, helping you get the most out of your team by giving clear direction, coaching, cheerleading and delegating effectively.

This is an opportunity to explore management dilemmas and

hone your managerial abilities – and to ensure that you're not the manager everyone wants to get away from!

## WHAT'S IN IT FOR YOU?

- Understand the difference between management and leadership
- Recognise the importance of acting as a manager rather than one of the team
- Know how to manage performance effectively, on a daily basis
- Know how to give effective feedback that motivates people to improve
- Be able to create SMART objectives and communicate expectations clearly to your team
- Understand your management style and know how to flex your approach
- Know when and how to delegate effectively
- Boost your confidence in handling tricky management situations

# WORKSHOP OUTLINE

(Full-day version, 9.30 – 5.00)

## 1 Understanding management

- When have you been really happy at work? Or really unhappy? What difference did your manager make?
- Why we all need – and need to be – great managers
- Benefits of great management to the individual, the manager, the organisation
- 6 leadership styles

## 2 Adapting your actions to meet individual needs

- Stages of competence
- The skill / will model

## 3 Giving direction

- How to effectively give clear direction to people
- The value of a clear vision to keep a team on track and create clear direction

## 4 The performance management cycle

- The importance of managing performance daily
- Why communicating expectations and standards upfront is essential

## 5 Giving feedback

- The BIF-S (Behaviour, Impact, Future, Share) model for giving feedback
- Positive feedback
- Developmental feedback

## 6 Setting and communicating expectations

- Why successful managers set and communicate SMART objectives
- Why clearly communicating what is required of people helps avoid problems later

## 7 Supporting and coaching

- The key coaching skills
- When to coach – and when not to

## 8 Encouraging and cheerleading

- How to encourage and cheerlead people who are competent but still cautious and lacking confidence in their ability
- How to help people overcome self-doubt and feel they can do what is required

## 9 Delegating

- The benefits of delegation – for both parties
- 4 stages of delegation
- Checks and controls

## 10 Management dilemmas

- Applying different management techniques in a range of different scenarios

## 11 Actions and next steps

- Review
- Personal action planning
- Next steps