

Line management – the essentials

A unique 'flexinar' programme

Having the right set of skills, tools and techniques helps us to manage in a productive and beneficial way and supports our growth as a manager, as well as the development and performance of those in our team.

This is the ideal session for anyone who is new to managing, is 'acting up' or is an 'accidental manager' who hasn't had any formal management training (still very common – you're in good company!). It's also a great refresher.

The virtual classroom offers a practical overview of what it takes to be a line manager and explores the roles and responsibilities involved. The aim is to equip you to do your job effectively and help you engage with your team with confidence whilst understanding which areas need development. The session will also help reduce your stress levels – and your team's!

Learning objectives

- Understand the roles and responsibilities of a line manager
- Understand the range of styles and approaches you need for different situations
- Understand the impact of your communication style
- Understand how to create a motivating environment
- Understand how to hold a performance conversation

Format

A uniquely flexible virtual classroom session.

Design your own programme: focus on 'how to' topics, on tools and models, or best practice techniques and new ideas. Or pick 'n' mix as you prefer. Choose one numbered topic for a 45-minute session, two for 60 minutes, three for 90 minutes. If you want more topics, give us a call and we'll discuss the best way of structuring the session for you.

The 'Introduction' and 'Action planning' sessions come as standard to help participants identify what they need to do differently to improve their personal effectiveness.

'Flexinar' menu – **choose any three of the ten numbered items** to create your ideal programme.

(The 'Introduction' and 'Action planning' sessions come as standard, whatever the session length.)

Introduction

- Thinking about our personal challenges
- Learning objectives

'How to' topics

- 1 Plan of action for the first (or next) 30 days
- 2 How to hold a 1-2-1 performance conversation

Tools and models

- 3 Performance management cycle
- 4 Communication styles model
- 5 Engagement model (tell, sell, consult, involve)
- 6 1-2-1 performance meeting structure, template and process

Best practice techniques, tips and new ideas

- 7 The roles and responsibilities of a line manager
- 8 Handling a 'difficult' conversation
- 9 Motivation – signs and approaches
- 10 Bringing the role to life – the skills and behaviours a good manager needs to succeed

Action planning

- Review
- Personal action planning