

# FIRST LINE MANAGER PROGRAMME

This 3 day programme is specifically designed for individuals who have management responsibilities or are about to undertake a management position and have no formal training. Anyone who is new to management or currently holds a supervisory position will find this programme beneficial.

The programme offers delegates management tools and techniques and will focus on the behaviours and skills required to build leadership capabilities; understanding the role and responsibilities of a manager and core practices and skills.

## PREPARATION

- Delegates to complete a pre course questionnaire prior to the workshop

## ORGANISATIONAL VALUE

- Effective and confident first line managers
- Managers with the applicable tools and techniques to develop their own skills and capabilities

## \*OPTIONAL

- This programme can be extended to provide delegates with an ILM level 3 award in Leadership and Management
- Telephone coaching can be provided

## PROGRAMME CONTENT

- Making the transition to manager – exploring manager practices behaviours and models
- Identify leadership styles and behaviours and review own leadership qualities and potential
- What is Human Performance and how it affects errors and the impact this has on ourselves and stakeholders
- Managing performance of ourselves and others, exploring the concept and tools around coaching for performance, time management and setting clear standards and objectives
- Giving and receiving feedback on a regular basis
- Developing relationships in the workplace, understanding the needs and expectations of others and how to influence your own success through building trust and rapport
- Dealing with difficult conversations and understand conflict management in the workplace
- Finding your voice – developing your assertiveness
- Building an effective team and developing the team's future capability through motivation and engagement

## KEY OUTPUTS

- Assess own leadership style and behaviours and the effectiveness of these within the workplace
- Describe the principles of Human Performance and list error traps (e.g. lack of assertiveness) that may contribute to incidents and events
- Apply techniques to enable teams to build a shared vision and common purpose
- Resolve conflict and handle challenging situations
- Set and manage objectives
- Manage time, effort and energy effectively

## PERSONAL VALUE

- Build on leadership capabilities – motivate and engage teams, manage relationships confidently
- Gain a range of management skills which can be applied back into the workplace