

# Managers Masterclass Part 1

**For new and established managers wishing to  
develop**

## **Duration**

Half day

## **Introduction**

There are 3 key things that pop up at the time you get promoted:

1. What sort of manager will you be? influenced by how you were managed?
2. How do you manage people that were peers or are older, more experienced?
3. How to hit the ground running when it's busy and having meaningful communication with your line manager

We sometimes get stuck in a groove and then can't change, usually because we hit the ground running and have no time to think about this new way of being! In this session we give you the time to look at yourself and how you can develop essential skills for management and career progression

## **Stages of Mastery**

1. Leading, managing and supervising: Responsibility Vs Accountability
2. Boundaries – the all-important rules of both your organisation and your management 'style' – Professional ethics and behaviour
3. A note about imposter syndrome
4. Communicating with confidence, including delegation and work review - Here we teach the 4 'M's

## **MODEL**

## **MENTOR**

## **MONITOR**

## **MEASURE**

## **When you walk away**

1. You will have new tools you can start to use straight away
2. You will be better equipped to support your teams and colleagues
3. You will have exercises to build self-confidence
4. You will start to shape or enhance your management style

## **How to make the most of the training**

1. Commit to looking inward and focussing on yourself as the first priority.
2. Start to note down what you struggle with the most as we discuss situations
3. Make a list of new tactics and tools you can experiment with
4. Bring questions to the session to make the information alive and useful



## Managers Masterclass Part 2

**For new and established managers wishing to  
develop**

### **Duration**

Half day

### **Introduction**

Now you know the basics we look at the other side of management.

**We have to consider how people experience us!**

This session focusses on:

- Inclusive management, fairness and respect. It will look at staff morale and motivation and how we can impact on this positively and how inadvertently we may be creating negative behaviours.
- Prioritising for yourself and your team; managing targets and performance
- Training staff and how we learn
- We discuss staff absences and sickness, touch on mental health and creating a supportive environment for all.

### **Stages of Mastery**

In this session we pick apart how we are currently doing things, the impact, the things we want to change in the team dynamics or performance and then putting all of the knowledge so far into practical solutions. This is a dynamic and active session.

### **When you walk away**

1. You will have a better understanding of how your team may view you and what they may be subconsciously copying
2. You will be better informed about how you can create an inclusive, respectful and fair environment, working towards the change you want
3. You will have a framework for decision making and prioritisation, and you can use this with the team
4. Have better knowledge of how to manage team sickness, mental health and absences with HR procedures and support
5. Basic training strategies

### **How to make the most of the training**

1. Commit to looking inward and being honest about how people may perceive you
2. Make a list of new strategies you can try out
3. Jot down anything that is a light bulb realisation so you don't forget to consider it in your day to day interactions

