



techniquesfor**change**



## leadership foundation course

**...managing yourself, managing people,  
managing teams, managing the  
customer experience**

In organisations today leaders and managers need to be effective in applying a number of key skills ranging from planning and performance management to communicating with impact and managing customer relationships.

This programme is aimed at recently appointed first line managers, leaders or supervisors or staff aspiring to move into such a role. It is designed to provide them with the tools, techniques and confidence required to lead and manage teams effectively and improve performance.

### certificate in management

You can quickly gain the Chartered Management Institute's Level 3 qualification in First Line Management by completing a short assessment designed to consolidate and test your knowledge and learning.

As a respected industry body the qualification will add prestige to your CV and enhance career potential.

Techniques for Change provides support and guidance to all candidates throughout the assessment process.

price £300+VAT



### content

- leadership vs management
- take a fresh look at your job
- personal effectiveness
- assertive behaviour
- resource management
- handling staff
- introduction to coaching
- processing and communicating information
- working with teams
- running effective meetings
- managing improvement and change
- know your customer
- action planning

### features

- practical toolkit for everyday use in the workplace
- tips for managing common time-wasters
- models for personal effectiveness
- team briefing role play
- influencing styles questionnaire
- opportunity to quickly gain the CMI Introductory Certificate in Management

### who should participate

- this programme is suitable for those who are likely to become first line managers (team leaders or supervisors) or those already in the role but have had little or no training



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**duration:** three-days

**venue:** gatwick airport

**price:** £1,095+VAT

# leadership foundation course



## day one

### 1. leadership vs management

- differences in style
- balancing leadership and management
- understanding personal style

### 2. take a fresh look at your job

- what managers do
- the improvement cycle
- identifying improvement opportunities
- outputs and performance indicators

### 3. personal effectiveness

- time management
- prioritising your work
- effective delegation

## day two

### 4. assertive behaviour

- understanding behavioural styles
- influencing skills
- motivation
- building trust
- handling conflict

### 5. resource management

- recruitment and selection
- managing diversity
- health and safety

### 6. handling staff

- three ways to influence performance
- managing performance
- resolving performance issues
- praising and reinforcing

### 7. introduction to coaching

- the manager as coach
- differences between manager and coach
- developing your staff maximising performance
- Coaching and the GROW model

### 8. processing and communicating information

- types of information
- using information appropriately
- exploring – by questioning
- exploring – by listening
- reading between the lines
- reports and presentations

## day three

### 9. working with teams

- building effective teams
- leading teams
- team dynamics
- creating a compelling vision for my team
- making technology work for you

### 10. running effective meetings

- meeting preparation
- effective procedures during meetings
- chairing a meeting
- closing and follow-up

### 11. managing change and improvement

- implementing change successfully
- key roles in the change process
- managing the change process
- quality and continuous improvement

### 12. know your customer

- identifying customers' requirements
- prioritising customers' needs
- structuring the customer experience
- C.A.D.I.F

### 13. action planning

- key actions
- tips for ensuring follow through