



# Leadership Foundation Course

...managing yourself, managing others and 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 course 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.

## 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 change and improvement
- Know your customer
- Action planning

**Duration:** Two day course

**Venue:** London Gatwick

**Course price:** £695 +VAT

## People have previously attended from:

Legal and General, EDF Energy, Merck Serono,

Daido Metal

## Features

- Accompanying toolkit for everyday reference
- Tips for managing common time-wasters
- Models for personal effectiveness
- Team briefing role play
- Assertiveness questionnaire
- Opportunity to quickly gain a CMI qualification in First Line Management

## Certificate

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

**Certificate price:** £395+VAT



*"The subject matter was easy to understand and supplemented by the ability to ask questions and get good answers. A great course, great trainer and the staff at Techniques for Change are excellent."*

Linda Ballantyne,  
PA





# 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

### 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

## Day two

### 8. Processing and communicating information

- Types of information
- Using information appropriately
- Exploring – by questioning
- Exploring – by listening
- Reading between the lines
- Reports and presentations

### 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