Manager Essentials Programme



Upskilling for the future

The journey map:

Introduction to Leadership 16/02/24

Communication 01/03/24

Delegation & Feedback 15/03/24



Accountability & Motivation 12/04/24





- Leader vs. manager
- Situational leadership adapting your style
- Duties and responsibilities
- Effective listening and communication
- Adapting your style to the preferences of others
- Questioning

- Structuring delegation to maximise performance
 - Giving honest and effective feedback
 - SMART targets

- Accountability and motivation theories
- Intrinsic motivation
- Personalising motivation
- Understanding conflict and triggers
- 5 conflict handling modes
- Models to help hold a difficult conversation
- Prioritising workloads
- Systems and practices to increase personal productivity
- Building accountability and productivity in the team



- ✓ Programme kick off call 9th February 9.30-10.30am (for you and your line manager)
- ✓ Virtual sessions will be 2.5 hours via Zoom (all sessions 9.30-12pm)
- ✓ Followed by a post-course workbook
- ✓ Delegates will present back on the application of their learning at the start of each session
- ✓ We will be using self-assessments and an interactive Kahoot quiz to help enhance and embed key learnings
- Optional extra 2 x 30-minute individual coaching calls,
- during and after the programme





Programme outcomes



- Understand your leadership approach and how to adapt according to the team and situation you are faced with
- Become effective with your communication skills and flex your style according to the individual
- Understand how to use the 9-steps within 'Plan, Deliver, Review' to effectively delegate
- Recognise the importance of using motivation to get the most out of your team and personalising your approach
- Have confidence when handling conflict and explore different conflict handling models to help
- Become aware of your time stealers and understand models and tools that can help you become more effective with your time