

proactive people management

who should attend

Managers, supervisors and team leaders.

topics we will cover

leadership skills

- Understanding the role of the team leader
- The importance of effective communication skills
- How behaviour generates an impact
- Setting targets
- Briefing and leading team meetings
- Monitoring performance
- Understanding and identifying preferred leadership styles
- Maintaining motivation
- Delegation skills
- Praise and reprimand
- Time management
- Performance management - including the use of competencies

developing a quality culture through effective coaching

- Understanding the role of a coach
- Managing barriers to learning
- Distinguishing learning from performance goals
- Gaining commitment to coaching
- The coaching toolbox
- Coaching using facilitative and directive styles
- Coaching as part of a performance management and competency system.

course style

Highly interactive. 70% practical 30% theory. A combination of theory, discussion, roleplay and practical exercises will be used. Full course notes are provided.

duration

Two days (on-site coaching days can be arranged on an individual basis).

investment

£695.00 + VAT (includes registration, refreshments, course materials and light buffet lunch).