Team Leader Training: real work solutions and tools that will increase their performance   (4 ½ days)

Ideal for… front line **team leaders**, **charge hands** and **supervisors** of small teams

By the end of this programme your employees will…

Have a **basic understanding of P&L**, acquired **sensible** and **practical tools** for **managing themselves and their teams** and have a **new** or refreshed set of **skills** that will make their team and **your business more successful**.

This is a well proven course that is designed to lay the foundation for first line supervisors / team leaders. It provides a commercial footing and individual focus for delivering result and leading a team. With practical, real world techniques that deliver tangible results in the work place this programme is ideal for both first time team leaders and to revitalise more experienced colleagues.

- Session 1 is learning about business, commerce and basic principles of profitability. Considering quality focused, both on the cost of quality and the commercial impact of perfectionism

- Session 2 is managing people, considering accountability vs. responsibility. Delegation, effective communication. How to deliver results with people and overcoming resistance.

- Session 3 is time management, including prioritisation, task lists and to do lists with the aim of becoming more focused and efficient.

- Session 4 is problem solving, establishing KPI's, finding root causes and achieving agreement of the problem as well as the solution

7 Essential Tools for Managers: What makes a successful manager (1 full day)

Ideal for… **Line Managers**, **Departmental Managers** and for **Preparing People** for **Promotion**

By the end of this programme your employees will…

In this course we explore the 7 most important management tools. In this intense day we explore the key elements of highly effective managers, distilling it into key tasks and apply simple but effective tools to improve performance. As an introduction to management or a refresher, this energising and practical session always gets good reviews.

1. Continuous improvement ,It's a journey not a destination
2. Marathon vs. sprint, Prioritise your time,
3. Be assertive, everything is negotiable - honestly
4. Delegation, trust and check,
5. Contingency planning - What if…
6. KPI's Trend and absolute
7. Know your numbers - efficiency, utilisation and maintaining profitability

Improving productivity & managing change: doing it better (1 full day)

Ideal for… **Departmental Managers, Line Managers**, **Team Leaders** and **Engineers**

By the end of this programme your employees will…

If you have a belief that the majority if tasks can be done smarter & more profitably, and that just because "we've always done it this way" doesn't mean it the best way, then this course will enable your management team to deliver improvements throughout their remit. Whether its invoice processing, sales management, product design & implementation or manufacture, small improvements make a big difference to you bottom line. 1% profitability improvement can be equivalent to 4% uplift in sales.

We will explore, understand and work to apply the following;

- Process mapping
- Efficiency & utilisation
- Standardise, proceedulise & automate
- Externalising internal processes to improve productivity
- Selling the solution to the team
- Overcoming resistance
- Grooving behaviours
- Measuring success

Building highly effective teams: let's work together (1 full day)

Ideal for… **Departmental Managers, Line Managers & Team Leaders**

By the end of this programme your employees will…

Managing highly effective teams is a skill and an art that we passionately believe can be learned. By spending a day learning about what makes teams work delegates will learn how to understand become better motivators and resolve conflicts. We will explore the need for different roles in a team and the potential challenges this can cause. Managing different personality types and making sure all of the team contribute will noticeably improve the team's results. Most importantly by building highly effective teams you can expect better performance, increased effectiveness and reduced conflict.

- Team types
- Team roles
- Team cycles
- Forming and dissolving
- Dealing with sabotage

Managing Induction: get productive fast (1 full day)

Ideal for… **Departmental Managers & Recruiters**

By the end of this programme your employees will…

Managing With the true cost of recruitment calculated at 6 to 12 months salary a reduction in the time it takes to fully engage a new employee is like printing free money! The day will enable the recruiting colleague to integrate the new start faster, with less disruption ensuring they get up to speed quickly and start delivering commercial results fast. By minimising disruption and maximising the new starts engagements you will see faster and smoother integration and earlier financial contribution.

- How to design & implement induction programmes that integrate the new start and deliver fast results
- Becoming prepared for day 1, only get one chance for a first impression
- The requirements of an induction programme
    - Health and safety
    - Company procedures
    - Job requirement
    - Introduction to their colleagues and environment
- Establishing context and collaboration
- Setting goals and measuring progress
- Spotting "wobbles" & the 3 month blues
- Fixing it before its too late
- What to do if it all goes wrong…

Powerful Presentations: the sizzle and the sausage (1 full day)

Ideal for… **Anyone that has to make presentations as part of their role**

By the end of this programme your employees will…

Recognise that powerful presentation is about content and preparation. This highly interactive workshop will start at the very beginning and work through the steps required to deliver the right information to the right person!

We start with the message, work on adding some sizzle and then we will look at the use of PowerPoint (and its pitfalls). There will be a session on managing nerves and using that energy positively. Techniques for speaking in public will be shared and understood and we will finish with a short presentation and peer review.

- From conception to presentation
- Avoiding death by PowerPoint
- Preparation, preparation, preparation – the golden rule
- Over coming nerves and speaking to an audience
- Tools and tips
- Review and reflection

Delegates will be asked to prepare a presentation prior to the session and ideally come equipped with a lap top (which can be supplied if the delegate doesn't have access to one).

Ideal for… **Anyone that feels difficult conversations are part of their role**

By the end of this programme your employees will…

Start potentially difficult conversations with the goal in mind. They will understand the psychology of managing stressful situations and gain tools to overcome procrastination.

Following this session delegates will be able to see the potential win/win and develop a strategy to separate the issue from the difficulty enable the employee to have the best change to resolve the issue.

- Recognise potential difficult conversations
- How to find the "real issue"
- Avoiding procrastination
- What's difficult for you, may not be difficult for them
- Understanding how & why some situations escalate
- De-escalation techniques
- Keeping control of the conversation