

Front Line Management

Workshop Background and Aims

The role of the manager or team leader is to achieve results through people. The manager must have the ability to encourage high morale, motivate, communicate effectively, encourage, and develop staff. The manager must create a spirit of involvement and co-operation and willingness to work and deliver results. The manager only delivers when their staff delivers. The aim of this workshop is to explore the foundation skills and behaviours required to achieve results through people and how to use them in different situations.

Workshop Objectives

By the end of this programme you will have

- Steps to help you manage the transition to the role of the manager
- A list of behaviours that successful leaders develop
- Practices to support you manage the variety of challenges and responsibilities the frontline manager has
- A personal action plan to develop the skills required and implement the steps

Workshop Format

The programme will be highly participative and include discussions and exercises to address the objectives. The participants will be encouraged to interact and discuss the relevant areas to ensure that knowledge and skills are developed.

Workshop Content

- **Module 1:** What is the role of the people manager? The course will start with the participants identifying their vision and goals as a manager. Once this is captured the discussions will move on to explore the general pitfalls and challenges that managers' experience. This helps to set the scene for the rest of the programme as we explore how to manage the challenges through different modules to deliver to their vision and goals. Content will also clarify the roles, responsibilities and expectations of someone responsible for achieving results through people.
- **Module 2:** This module will explore the essential steps to enable a manager plan and agree goals and objectives with their team.
- **Module 3:** The successful manager has excellent communication and influencing skills. This module will explore steps to improve communication skills, influencing and stakeholder management.
- **Module 4:** Delegation, motivating others and feedback are all essential management responsibilities. This module will explore the challenges of delegation and how to lead by letting go. We will explore how the manager can work with each team member to create an environment that will fuel their motivation. We will also

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explore techniques to manage conversation that will drive their performance and ensure that feedback conversation is motivational, impactful and actionable

- **Module 5.** The final part of the course will look at performance management and link modules 1,2,3 and 4.
- Development of personal action plan.

The content of this course can be further tailored and customised to your needs. The above outline is designed as a 3-day course and can be run as three consecutive days or with a week or more between each day. Other modules can also be added to the course as required creating a four to six day more in-depth course. Examples of other modules are:

- Conflict management
- Managing difficult conversations
- Building trust
- Knowing self and others
- Profiling tools e.g. motivational maps, DiSC, Belbin Team Roles
- Competency based interviews
- Coaching skills for managers
- Leadership style/approaches