

# Department Manager Development Programme

This modular development programme is designed to equip Department Managers with the core skills, knowledge and behaviour required to effectively recruit, manage and develop their team.

In an ever more demanding business world, the ability to lead by example, manage change, and motivate others to achieve business results are just some of the key attributes required from a Department Manager. This programme will also explore how managers can develop others through providing constructive feedback and 'on the job' coaching support.



**Want more information or to build your own bespoke development programme?**

Get in touch with one of our Learning & Development Managers to discuss a 'fit for purpose' programme for your business.

01623 409 824 | [info@futureproof-training.co.uk](mailto:info@futureproof-training.co.uk)

# Department Manager Development Programme

## Programme Preparation & Tailoring

All programmes can be tailored to incorporate your business processes and values, including:

Appraisals / PDR's / Competency Framework / Performance Management Process / Strategic Business Objectives / Job Profiles / Specifications

### Programme Launch

A great way to engage with delegates before they embark on their development programme. It is also the ideal opportunity to 'break the ice' with the Training Consultant(s) they are going to be working with.

4 TO 6 WEEKS BETWEEN MODULES

### Managing & Leading Teams

Managing v's leading the team  
Different leadership styles / models  
Understanding what motivates others  
Identifying team strengths / weaknesses  
Effective communication skills

4 TO 6 WEEKS BETWEEN MODULES

### Personal Impact & Influence

What is personal presence & impact?  
Self-awareness ~ identifying communication strengths / weaknesses  
Assertive v's aggressive behaviour  
Transactional analysis in practice  
Dealing with difficult & obstructive people

4 TO 6 WEEKS BETWEEN MODULES

### Managing Change

Why change has become the norm in a modern business?  
Using different change models & tools  
Translating strategic change into operational objectives  
Understand how different people react to change  
Handling resistance to change

4 TO 6 WEEKS BETWEEN MODULES

### Effective Performance Management

The role of a manager in managing team performance  
How do we get the best out of others?  
Empowering your team to take more responsibility  
Providing clear team goals  
Handling difficult situations / people

4 TO 6 WEEKS BETWEEN MODULES

### The Manager as a Coach

What is good coaching?  
Coaching using the GROW model  
The manager / coach relationship  
Giving constructive feedback on good / poor performance  
Measuring the effectiveness of coaching

### Delegate Presentations

This is an excellent opportunity to evaluate the overall success of the programme and the 'Return on Investment' achieved. Delegates will be asked to present to key stakeholders / project sponsor and talk through the new skills and knowledge that they have applied in the workplace as a result of attending the programme.

**Programme Launch**  
(Half a day)

**Module One**  
(2 days)

**Module Two**  
(1 day)

**Module Three**  
(1 day)

**Module Four**  
(1 day)

**Module Five**  
(1 day)

**Delegate Presentations**  
(1 day)

### Work-based Projects

It is essential to measure and evaluate the impact of the development programme and to ensure that the new skills, knowledge and behaviours are being applied back in the workplace.

At the end of each module delegates will be set a work-related task that is linked to the topics covered.

### One to one Coaching

Providing coaching support during the development programme will give delegates the ideal opportunity to discuss personal objectives or challenges and receive targeted advice and guidance.

BUSINESS IMPROVEMENT PROJECT | LINE MANAGER DEVELOPMENT DISCUSSIONS

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