

# Managing & Leading Teams

## Open Programme

The programme will be delivered virtually once a week over a four week period  
Cost - £595 + VAT per person



For a booking form please contact [kellyhatton@futureproof-training.co.uk](mailto:kellyhatton@futureproof-training.co.uk)

# Managing & Leading Teams – Course Overview

## Course Overview

This course is ideal for aspiring & new managers or for managers who are currently in a management position but are yet to receive any formal training. Delegates will learn how managing and leading effectively can draw the best out of others. They will learn the importance of leading by example and empowering team members to take more responsibility which in turn, will lead to a motivated and engaged team culture.

**Who would benefit from attending?** People managers want to learn and develop the qualities of an effective business manager / leader.

## Workshop One ~ Understanding Yourself and Different Management Styles

- The Role & Responsibilities of a Manager
  - What does your company expect?
  - Business values and beliefs
  - Increasing your self-awareness, understanding different personality types
  - Adapting approach to maximise interaction with others
- Managing and Leading a Team
  - Adair's team task – individual
  - Situational leadership
  - Inclusive leadership

## Workshop Two ~ Effective Communication and Delegation

- Communication Skills
  - Active listening
  - Different questioning techniques and approaches
  - Conducting effective team briefings
  - Communicating using virtual platforms
  - Drawing a line in the sand
- Delegation Skills
  - Team and individual tasks
  - Follow-up & review progress
- The Art of Giving Constructive or Developmental Feedback

## Workshop Three ~ Teams and Team Performance

- The Performance Management Cycle
- Managing Team Performance
  - Setting clear and measurable objectives
  - Identifying performance gaps
  - Taking a pro-active approach to addressing under-performance
- Giving Feedback on Performance
  - Ensuring feedback is linked to observable behaviour
  - Giving feedback in a timely fashion
  - Own the feedback given
- AID Feedback Model

## Workshop Four ~ Handling Difficult Conversations

- Dealing with Difficult Situations/ Conversations
  - The Betari Box
- Giving Feedback on Poor Performance / Behaviour
  - Can't do or won't do?
  - Using the BIFF model
- The Five Step Model for Managing Difficult Behaviour
  - Preparation and structure
- Agreeing a personal action plan
  - Specific objectives
  - Follow-up and review timescales

## Delivery Methodology

Futureproof's training workshops require all delegates to take a full and active role throughout. Our mix of trainer led discussion, facilitation, coaching and skills practice ensures that all delegates enjoy an interactive and supportive learning experience.

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RECOGNISED

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