

10 STEPS FOR FIRST LINE MANAGERS 10 DAY PROGRAMME

COURSE OVERVIEW

The 10 Step's for First Line Managers is a programme designed to give delegates a tour of the various facets of Line Management. Whether an experienced Manager or just starting out there is something for everyone in this programme.

The sessions known as "steps" will cover 10 different aspects of Management. They are hands on, interactive workshop style sessions giving delegates the vital tools to handle line management issues with confidence!

CONTENT

- Step 1 – Introduction to the Programme & Your Personal Belbin Profile
- Step 2 – Effective Team Working, Leading & Managing your team
- Step 3 – Motivation & Communication
- Step 4 – Dealing with Difficult People & Resolving Conflict
- Step 5 – Time Management & Delegation
- Step 6 – Problem Solving & Decision Making
- Step 7 – Equal Opportunities, Recruitment & Selection and Dignity at Work
- Step 8 – Induction, Probationary Periods & Managing Attendance and Capability
- Step 9 – Overview of Disciplinary, Capability & Grievance Procedures
- Step 10 – Graduation & Putting it into Practice

[CLICK HERE TO
BOOK YOUR PLACE](#)



COSTS

Per Person: £1000 + VAT

Discounted Price*: £800 + VAT

***20% discount applied for Core HR Subscribers.**

Discounts available for group bookings

Training can be delivered at your premises or off-site at our unique training suite.

STEP 1

INTRODUCTION & **BELBIN®** PROFILE

COURSE OVERVIEW

Step 1 is an introduction to the programme, setting out the context of the course and giving delegates an insight into each step. Individual learning objectives are drawn up and goals set to generate buy in from the delegates and ensure that this will be a valuable experience for all. The second part of the day focuses on the BELBIN team theory with a reveal of each delegate's personal BELBIN profile. This identifies an individual's most natural role within a team and their relative strengths and allowable weaknesses – a great tool to enhance self-awareness as they start their journey on the 10 step programme.



CONTENT

- Understand why your Employer is supporting you on the 10 step.
- Outline of the "steps"
- Establishing ground rules
- Identifying personal learning objectives
- Defining the key responsibilities and expectations of your role as a First Line Manager, Team Leader or Supervisor.
- Understanding BELBIN
- The 9 Styles
- Your Personal BELBIN report – the big reveal!
- Key Messages

COSTS

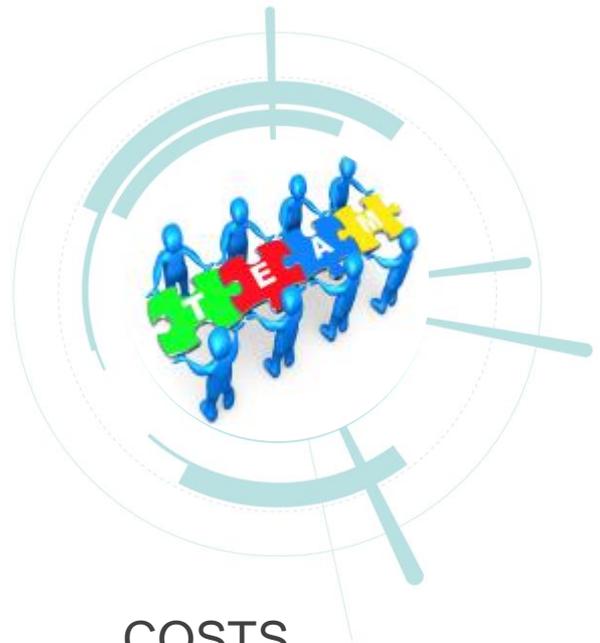
The cost of this Step is incorporated into the full cost outlined in the Overview of 10 Step First Line Management Course.

STEP 2

EFFECTIVE TEAM WORKING, LEADING & MANAGING YOUR TEAM

COURSE OVERVIEW

Step 2 is about getting to know yourself, your most natural management style and the importance of teamwork. The well-known phrase "you are only as strong as your team" will run through every aspect of this step assisting delegates with the realization that not everything can be done by them personally and that having a fully engaged team is the very best way to get the job done. It will focus on techniques for generating team spirit, managing and leading your team.



CONTENT

- Establish what is Teamwork
- Barriers to team working
- Managing team performance
- How to get the best from people – standards and performance
- Tuckman Model
- Team norms and requirements
- Objective Setting using SMART Model
- Team Strategy
- Leaders vs Managers
- Role Model
- Building trust and rapport
- Understanding your team members and building confidence

COSTS

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STEP 3

MOTIVATION & COMMUNICATION

COURSE OVERVIEW

Step 3 is all about how communication and motivation play a large part in success. It focuses on the acceptance that people choose to communicate in different ways and the utilization of different communication methods for different scenarios can have surprising results. The course offers best practice guidance in communicating as a Manager, the “do’s and don’ts” of communication. The motivation section focuses on the different theories on motivation in the workplace and how they can be put to good use to understand how motivated members of your team may be and what can be done to improve, to get the very best out of your people.



CONTENT

- Understanding the different types of communication
- Barriers to effective communication
- Questioning and Listening skills
- Managing team communication
- Reviewing motivational theories
- What motivates you
- What motivates your team members
- Getting the best out of others

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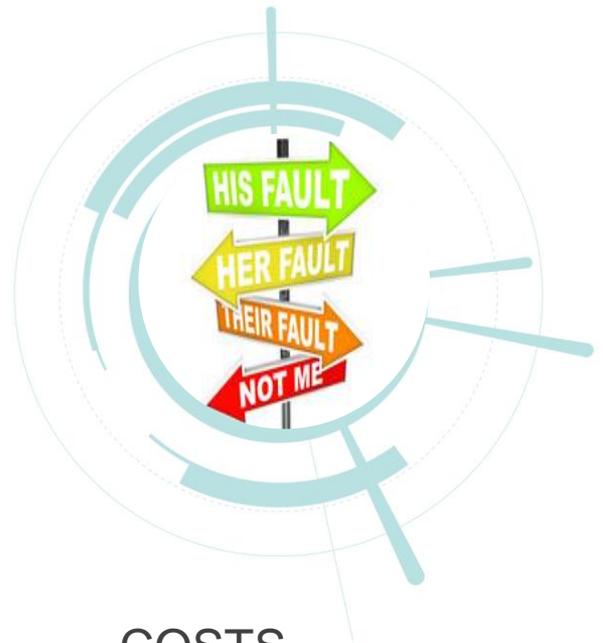
STEP 4

DEALING WITH DIFFICULT PEOPLE & RESOLVING CONFLICT

COURSE OVERVIEW

Step 4 which is often cited as “the most useful step” provides delegates with the opportunity to pin point difficult people in their workplace and find solutions to how best manage them.

This is a highly interactive session giving delegates the tools to identify and handle difficult people and resolve conflict within the workplace using a variety of helpful methods.



CONTENT

- Setting standards required
- Knowing yourself and your team members
- Getting the best out of your team when dealing with difficult situations
- Dealing with good and poor performance
- Giving instructions – clearly
- Handling conflict
- Skills to defuse the situation
- Types of behavior Assertive –vs- Aggressive

COSTS

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STEP 5

TIME MANAGEMENT & DELEGATION

COURSE OVERVIEW

Step 5 provides delegates with a clear focus on the “here and now” and how to best to prioritise their work load and the workload of others to ensure optimum efficiency and productivity. The second part of the day focuses on giving delegates the all-important tools to delegate tasks and activities effectively, to free themselves up to manage rather than do!



CONTENT

- Establishing the tools that are available to manage your time
- Organising your workload
- Managing meetings and taking
- Prioritising and planning
- Remove obstacles and controlling interruptions
- Understand the definition of Delegation and Delegate
- Understanding Leadership Styles
- Articulate the benefits of effective delegation and the effects of good delegation
- Identifying tasks that can be delegated
- Start to manage rather than do!

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STEP 6

PROBLEM SOLVING & DECISION MAKING

COURSE OVERVIEW

Step 6 is all about identifying a problem and using some well-known and proven problem solving tools to help solve it! Decision making knits into this with some gentle assertiveness training, tips on logical thinking and rationale.



CONTENT

- Establishing and using a systematic approach to problem solving
- Define a cause and how to create an opportunity from the problem
- Apply common tools used in problem solving
- Review of Tools:
 - Thought Shower
 - Fishbone
 - Force Field Analysis
 - Pareto
 - 5whys
 - SWOT Analysis
- SWOT Analysis live example
- Use a variety of decision making styles to suite the situation faced
- Overview of Plan –Do – Check – Act

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STEP 7

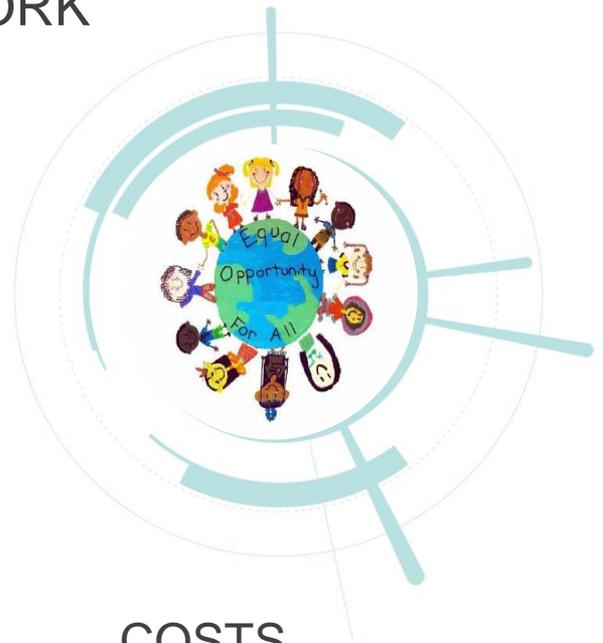
EQUAL OPPORTUNITIES, RECRUITMENT & SELECTION, & DIGNITY AT WORK

COURSE OVERVIEW

Step 7 supports managers in provide a clear understanding of Equal Opportunities, in particular, their obligations when recruiting and selecting candidates externally and promoting employees internally. It provides helpful tips on effective recruitment and selection which not only steers them away from discrimination claims but also helps to secure the right person for the job. The Dignity at Work section focusses on encouraging a working environment which has respect running through it and which supports a zero tolerance attitude to bullying and harassment.

CONTENT

- Vital Statistics – the true cost of getting it wrong!
- Equal Opportunities – The legislation
- Protected Characteristics
- Recognizing discriminatory behaviour and how to prevent it
- Recruitment & Selection – The Do's and Don'ts
- Top tips for recruiting right!
- The Recruitment process
- WASP Model
- Dignity at Work
- Lead by example and help to promote Dignity in the workplace
- The importance of communicating the message



COSTS

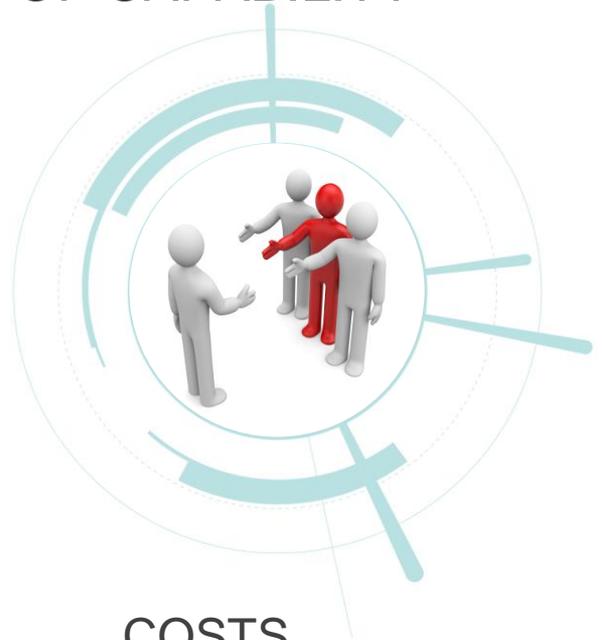
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STEP 8

INDUCTION, PROBATIONARY PERIODS, MANAGING ATTENDANCE & OVERVIEW OF CAPABILITY

COURSE OVERVIEW

Step 8 establishes the importance and value of properly inducting a new member of the team into the Company, a new starter's programme and the effective management of a probationary period. The afternoon is spent looking at attendance problems in the workplace, its impact and tools for managing short term and long term attendance issues through informal methods, the capability process and outside help such as occupational health providers.



CONTENT

- What is an Induction Programme
- Best practice and benefits for an Induction Programme
- What is a Probationary Period
- Best practice and benefits of managing your Probationary Period
- Overview of Absence Management
- Patterns of Absence
- Cost and reasons for Absence
- Importance of record keeping
- Your responsibility in managing absence
- Employee responsibility regarding their absence
- Return to Work Interviews
- Overview of Managing Capability

COSTS

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STEP 9

OVERVIEW OF DISCIPLINARY & GRIEVANCE

COURSE OVERVIEW

Step 9 provides delegates with an understanding of the disciplinary process from start to finish – it’s ideal for those that are responsible for handling disciplinary issues, from informal reprimands to dismissal, in the workplace.



CONTENT

- Disciplinary vs Capability – what is the difference
- Overview of Disciplinary
- Overview of Grievance
- How to suspend an employee
- Right to be accompanied
- Investigation process
- Appeal process
- How to manage a Disciplinary and a Grievance at the same time

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STEP 10

GRADUATION & PUTTING IT INTO PRACTICE

COURSE OVERVIEW

Step 10 allows the delegates to share their learnings with managers from their company. This involves the delegates utilizing the tools they have gained over the last 9 steps and presenting, using whatever method they choose, for 10 minutes on their learnings.



CONTENT

- Active workshop
- Celebratory event!
- Delegates create their own presentation
- Sharing their learnings from the 9 Steps attending
- Deliver the presentation in an informal environment to company members

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