

# The Highly Effective Manager Program



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- Are you new to managing a team and worried about what you can / can't do or say as you don't want to fall foul of employment law?
- Do you find that you keep hiring the wrong people with the wrong attitude who just don't "fit" with your culture and values?
- Feel like you might as well just do the work yourself – it's easier than having to explain it over and over?
- Do you struggle to get the best from your team and keep them motivated, engaged and productive?
- Need to deal with a disciplinary matter within your team, but don't know how to go about it?

If one or more of the above statements apply to you, then our Highly Effective Manager program could be just what you need!

Whether you're an experienced manager looking to update and improve your people management skills or a new manager who wants to know everything there is to know about managing and motivating a team, then we've got you covered. You'll become part of a small but select group of managers who want to gain the knowledge and confidence to manage their teams to achieve great results. Y

You'll get to practice your newly acquired skills in a safe environment with a peer group that will encourage and support you as you develop and improve your skills and techniques throughout the program. We keep our learning group sizes small so that there is plenty of interaction and opportunities to discuss and debate issues and learn from each other as well as from the trainers/facilitators of each module.

## Modules

Topic	What will you learn and be able to do?
<b>Employment Law Principles</b> Wednesday September 17th	<ul style="list-style-type: none"> <li>• The basic principles of Employee Rights and the Equalities Act 2010</li> <li>• A basic understanding of Employment Law principles enabling you to deal with all employee relations issues fairly, and within employment law guidelines.</li> </ul>
<b>Effective Communication Skills</b> Wednesday October 8th	<ul style="list-style-type: none"> <li>• Understanding yourself and your communication skills referring to your DISC report</li> <li>• Understanding different communication styles &amp; how to adapt your communication style</li> <li>• Active listening skills and why this is important in communicating</li> <li>• How to have more challenging conversations and give constructive feedback</li> </ul>
<b>Recruitment Masterclass</b> Wednesday November 19th	<ul style="list-style-type: none"> <li>• How to create your employer brand to attract the best talent to your business</li> <li>• Creating a recruitment process that enables you to hire the best people for your business</li> <li>• Delivering a great candidate experience</li> <li>• Honing your interviewing skills to recruit the right people, first time</li> </ul>
<b>Coaching Skills for Managers</b> Wednesday December 3rd	<ul style="list-style-type: none"> <li>• Learn the fundamentals of coaching and how these skills can be beneficial as a Manager</li> <li>• Learn how to apply and use the GROW coaching model</li> <li>• Practice your coaching techniques live with qualified coaches</li> </ul>
<b>Managing Performance &amp; Employee Engagement</b> Wednesday January 14th	<ul style="list-style-type: none"> <li>• Understand what good and poor performance looks like</li> <li>• Encouraging and nurturing great performance to ensure you have a team of engaged employees</li> <li>• Dealing with poor performance and how to introduce a Performance Improvement Plan</li> <li>• When to invoke Disciplinary Procedures for poor performance</li> <li>• How to dismiss fairly in line with current employment legislation</li> </ul>
<b>Your ongoing journey as a Manager</b> Wednesday February 4th	<ul style="list-style-type: none"> <li>• A summary of the key skills learnt and developing your ongoing learning as a manager</li> <li>• Time taken to answer individuals learning applied and any challenges they have faced</li> <li>• Further feedback and coaching session 3 months after the program to review your progress and support you with any of your people challenges</li> </ul>

## Feedback from some of our recent participants

### **Robert Honan – Ascott Estate Manager**

*“Thank you so much for today. It was another superb session that not only reaffirmed what we are already doing here will benefit everyone and how the business is moving in the right direction, but also expanded on the topic with lots of interesting and useful points that I will be able to use and implement.*

*Whilst it was a shame we couldn’t all meet in person, and I imagine it must be difficult conducting training via Zoom, you made it interactive and interesting thus meaning I didn’t feel as though I missed doing it in person.”*

### **Stephanie Lesage – CEO at Oxford Silk Page Ltd**

*“Thank you very much Emma for this very informative day again. They are all extremely engaging (!) and lively even on Zoom. So many critical details which make a huge difference but are really easy to forget about when our heads are stuck in both day to day issues and long-term goal tasks!”*

### **Luke Housley – Key Account Manager – Appleton Woods Ltd**

*“The exercise of applying the principles of employee engagement to our own organisations was very insightful and I see the company in a different light now, both in terms of things they’re doing astonishingly well (but I never realised) and where they could improve.”*

### **Other Managers comments**

*“The course is well delivered and run, remotely or in person. The addition of another speaker, in this session – Kerry who is a recruitment consultant, was a helpful and useful one. Emma’s excellent course and experience of how things work in the business environment is really helpful.”*



## Investment

Investment Levels – Cost plus VAT	Payment Options
To attend all six workshops and become a Highly Effective Manager which includes the completion of the Disc psychometric tool and separate feedback session worth £400 is <b>£3,995 for all 6 modules</b>	<ul style="list-style-type: none"> <li>• If paid in full, and in advance of the program starting, you will receive a <b>5% discount.</b></li> <li>• Or you can be spread the cost over <b>3 months at £1,200 per month per person attending.</b></li> </ul>