



## The Highly Effective Manager Program

### **Does any of this sound familiar to you?**

- 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?
- Feel like you might as well just do the work yourself – its easier than having to explain it over and over?
- Are you an experienced manager but don't know what you should be doing to get the best from your team and keep them motivated?
- Have you got performance issues within your team and just don't know how to tackle it?
- Need to deal with a disciplinary matter within your team, but don't know how to go about it?
- Or just a lack of interest entirely from team members about the business or their role?

If one or more of the above statements apply to you, then our Highly Effective Manager program is just the ticket! 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 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. 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 course. 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. Maximum no of learners on each program is 12 people.

London	Topic	What will you learn and be able to do?
17 <sup>th</sup> January	<b>Employment Law Principles</b>	<ul style="list-style-type: none"> <li>• The basic principles of Employee Rights</li> <li>• The Equalities Act 2010</li> <li>• A basic understanding of Employment Law principles to give you confidence to deal with all employee issues fairly, without discriminating or falling foul of employment law.</li> </ul>
20 <sup>th</sup> March	<b>Recruitment Masterclass</b>	<ul style="list-style-type: none"> <li>• How to create your employer brand to ensure you attract the best talent to your business</li> <li>• Creating a recruitment process that ensures you hire people with the right skills and behaviours which delivers a great recruitment experience for the candidates</li> <li>• Practicing your interviewing techniques to become a pro</li> <li>• Improve the quality of your hires</li> </ul>
15 <sup>th</sup> May	<b>Coaching Skills for Managers</b>	<ul style="list-style-type: none"> <li>• Learn the fundamentals of coaching</li> <li>• Understanding the benefits of coaching</li> <li>• Learn how to apply and use the GROW coaching model</li> <li>• Practice your coaching techniques</li> <li>• Develop your team to their full potential through coaching</li> </ul>
10 <sup>th</sup> July	<b>Employee Engagement</b>	<ul style="list-style-type: none"> <li>• Learn what we mean by employee engagement and why it's important</li> <li>• Understand how to create an employee engagement strategy that works for your team/your business</li> </ul>
18 <sup>th</sup> September	<b>Managing Performance</b>	<ul style="list-style-type: none"> <li>• Understand what poor performance looks like</li> <li>• Dealing with poor performance informally/formally</li> <li>• How to introduce a Performance Improvement Plan</li> <li>• When to invoke Disciplinary Procedures for performance</li> <li>• How to dismiss fairly</li> </ul>
20 <sup>th</sup> November	<b>Dealing with Disciplinary Matters</b>	<ul style="list-style-type: none"> <li>• What is/isn't a disciplinary matter?</li> <li>• How to deal with a Disciplinary Matter</li> <li>• The importance of the Disciplinary Procedure and Process</li> <li>• The 5 steps to a fair dismissal</li> <li>• The importance of Self Awareness as a Manager – Thomas International Personality Profiling and feedback for all delegates</li> </ul>

<b>Investment Levels</b>	<b>Cost</b>
To attend all six workshops and become a Highly Effective Manager which includes the completion of the Thomas International Emotional Intelligence Questionnaire and feedback session – worth £300	<b>£2970</b> plus VAT which is invoiced in January and to be paid within 10 days of receipt of invoice.