

# 10 Step Programme

*"The 10 Step Programme has taught me how to be more decisive within my role and how to get things done more effectively."*

## OVERVIEW

The 10 Step for First Line Managers is a programme designed to give participants 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 participants the vital tools to handle line management issues with confidence!

By addressing employee-related issues proactively, managers can foster a positive work environment, leading to higher levels of engagement and motivation among employees.

## LEARNING OUTCOMES

**Participation in this course will give you:**

- An ability to become self aware of your own management style and preferred team roles
- A knowledge of high impact communication techniques
- An awareness of conflict management and dealing with difficult people
- An ability to problem solve using a range of techniques
- An awareness of the employment journey
- An awareness of disciplinary and grievance

## **CONTENT:**

**Step 1** – Introduction to Belbin

**Step 2** – Effective Team Working, Leading & Managing Your Team

**Step 3** – Motivation & Communication

**Step 4** – Dealing with difficult people and resolving conflict

**Step 5** – Time Management & Delegation

**Step 6** – Problem Solving & Decision Making

**Step 7** – Equal Opportunities, Recruitment, Selection & Dignity at Work

**Step 8** – Induction, Probationary Periods, Managing Attendance & Overview of Capability

**Step 9** – Overview of Disciplinary & Grievance

**Step 10** – Graduation & Putting it into Practice

## **FORMAT**

Delivered at Ram Mill or Spinningfields (tbc)

10 x 5 Hours

## **PRICE**

£2000 (per participant)

## **TO BOOK**

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