

# INTRODUCTION TO LINE MANAGEMENT

## AN IN-HOUSE BESPOKE MODULAR PROGRAMME THAT FITS AROUND YOU

### Aim

Whether you're new to line management or have been a line manager for a while who has never had any training, or you just need some reassurance that you're managing people in the best possible way, this online modular course is particularly relevant for you.

Maybe you find it difficult to give feedback, to delegate, or to manage people who are also your friends. Don't worry you are not the first manager to encounter these challenges and this integrated workshop will give you the skills and the confidence to become a great line manager.

We cover topics such as delegation, motivation, performance management, giving feedback while maintaining a good working relationship, time management, setting targets, coaching staff, running appraisals and handling conflict. And, with the move to hybrid working now a reality for many organisations, we will also look at effective ways to manage people remotely.

**We know that getting time out of the workplace to focus on developing our skills can be difficult and so this programme is broken down into eight 3-hour modules which can be run over a 4 - 9 month time period depending on what works best for your organisation.**

### Who Should Attend the Workshop:

Line managers and supervisors.

### Workshop Format

The format will be informal and participative – everyone has an important contribution to make to the discussions.

A typical workshop will cover:

- ❖ Management theory and research input from the trainer
- ❖ Learning from our shared experiences of being a line manager and being line managed
- ❖ Small group work to discuss and share ideas

Workshops will last 3 hours with some (very) light prework/homework on occasion. The workshops will be scheduled for 3.25 hours to allow for any overrun or delays starting due to technology "challenges"

Zoom joining instructions will be sent as part of the meeting invitations, unless the organisation prefers to use its own video conferencing facility

Copies of the slides will be sent out after each workshop



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<b>Time</b>	8 x three-hour modules
<b>Venue</b>	Zoom or Teams **all participants need access to a laptop or PC
<b>Availability</b>	Up to 12 participants  Maximum number of participants on each workshop is 12 people to enable everyone to fully take part; have their questions answered and to gain the maximum learning from the interactive workshops.
<b>Pricing</b>	You can "pick and choose" which modules to have for your line management training. If you want to cover material that is not mentioned, please just let us know and we will be happy to include your chosen topic.  The price is £1,100 & vat per module for up to 12 participants, so that's a cost of £91.00 & vat per person per module.  For more information or an informal chat about the programme, please contact:  <b>Tracy Madgwick:</b> <a href="mailto:Tracy.madgwick@actionplanning.co.uk">Tracy.madgwick@actionplanning.co.uk</a> 07899 665506

## SUGGESTED MODULES

**About the Trainer:**

Tracy Madgwick has delivered management development, supervisory, team facilitation, interpersonal skills and HR training for line managers for a wide variety of organisations in the private, public and not for profit sector. She also advises organisations on how to manage challenging staffing situations as well as providing mentoring and coaching for other HR professionals.

For the last 10 years she has run her own HR Consultancy company and works with a small team of Associates.

Tracy is a fully qualified member of the CIPD (Chartered Institute of Personnel and Development) and licensed to deliver MBTI (Myers Briggs Type Indicator), C-me and DiSC.

## Module 1 Introduction to line management

- Leadership and management – what's the difference and why does it matter?
- The roles and responsibilities of a line manager
- Exploring your line management style
- Other management styles and when they are appropriate to use them

## Module 2 Managing hybrid teams

- Identify what constitutes a hybrid team.
- Evaluate the challenges and opportunities of leading a hybrid team.
- Highlight the key skills of an effective hybrid team leader.
- Apply strategies to tackle issues that hybrid teams have in the areas of motivation, social engagement, communication and logistics

## Module 3 Delegation

- What is great delegation?
- Benefits of and barriers to delegation
- Difference between delegation and abdication
- The seven steps of effective delegation
- Motivating people to deliver on their delegated tasks

## Module 5 Performance appraisals and giving feedback

- Why appraisals matter
- Preparing for an effective performance meeting
- Setting SMART objectives
- Models for giving positive feedback
- Models for giving constructive and motivational feedback

## Module 6 Making the most of your time

- How are we currently using our time?
- Our strengths and weaknesses in managing our time.
- What stops us using our time efficiently?
- Tackling procrastination.
- Dealing with interruptions and saying 'no'
- Some techniques to think about for maximizing how we use our time.

## Module 7 Having courageous (challenging) conversations

- Defining a courageous conversation?
- Why do we find it so difficult to have courageous conversations?
- Types of difficult people/behaviours
- Why we need to have courageous conversations
- Reflecting on our own attitudes and conscious and unconscious bias
- Structure of a courageous conversation

## Module 8 Coaching skills for line managers

- What is coaching is and explain its role in the workplace
- The managers role in the coaching process
- Creating a positive coaching environment
- Using the GROW model to provide successful coaching conversations
- Identify coaching opportunities and appreciate which style to use.