

The Highly Effective Manager



Leading Edge LEADERSHIP

making leadership easy

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Course Summary

To achieve great results every business and organisation requires every employee to continually develop their skills and behaviours. When an individual is in a management role, they take on the responsibility of achieving those great results through other people.

In this highly interactive and practical two-day programme we focus on the role of the manager and what makes a highly effective manager. Using fascinating real life insights and everyday business examples, six key areas of management are explored in a unique way augmented with challenging practical activities, role play, multimedia and story-telling.

We use a robust evaluation system to measure the performance of the participants before, during and after the training. Before the training,

each participant is sent a questionnaire to assess their existing knowledge, skills and experience. During the delivery of the training programme each participant records key learning points at the end of each of the six sessions in their Personal Development Plan. At the end of the training programme each participant identifies their key learning points and draws up an action plan. After two months each participant is contacted again and asked to rate their knowledge of the key learning points and describe how their behaviour has changed.

This is Leading Edge Leadership's signature management programme providing a truly engaging learning experience for managers at every level.

Course Objectives

At the end of this course you will:

- Have identified the core skills, behaviours and mindset of a highly effective manager.
- Know how to manage your time effectively in terms of how you plan, prioritise and delegate.
- Be able to manage performance effectively through the writing of SMART objectives, asking the "right" questions in informal conversations, and knowing how to hold an effective performance review meeting; understand how to manage under performance.
- Know how to recruit, develop and build a high performing and motivated team.
- Understand the key principle underlying all successful change and be familiar with a simple step-by-step process for managing successful change.
- Be able to communicate effectively in terms of body language and the words you use, learn how to give and receive feedback, including a technique to give a difficult message.

“Before you become a manager, success is all about growing yourself; when you become a manager, success is all about growing others.”

Jack Welch, former CEO of General Electric

Course Content:

Day 1 Session One

What Makes A Highly Effective Manager?

- Identifying your current managerial and business challenges.
- How to grow yourself as a manager.
- The difference between management and leadership.
- A highly effective manager evokes possibility in others – identifying the 14 qualities of a highly effective manager.
- The 4 things all highly effective managers consistently do.
- The function of management – how your role adapts and changes over time.
- Identifying your management career goals.

Day 1 Session Two

How To Manage Yourself To Manage Your Time

- How well do you manage yourself to manage your time? – a self-evaluation.
- The three things that impact most on your time management.
- Identifying your biggest time stealer.
- Planning - the key secret for writing an effective "To Do" list; how to effectively manage email.
- Prioritising – how not to prioritise; the two criteria needed for prioritising effectively; the importance of doing the “big tasks” first.
- Delegating – the purpose of delegation; how well do you delegate?; the difference between work allocation and delegation; the key steps for ensuring successful delegation; the impact of delegation for the manager, delegate and for the business.

Day 1 Session Three

How To Manage Performance Effectively

- The key factor that motivates people to perform at work.
- Understanding the performance management cycle.
- Answering the most important performance management questions – what is expected of me? how well am I doing?, how can I do better?
- The key secret to successful performance management – knowing how to write SMART objectives.
- How to informally monitor performance through regular conversations – knowing what questions to ask and how to ask them.
- The one golden rule for having an effective performance review meeting – the 20:80 rule.
- Understanding the root cause of under performance; an eight-step process for dealing with under performance.

Day 2 Session Four

How To Motivate Your Team

- The 10 characteristics of a highly motivated team.
- How do you manage – what is your management style?
- How to recruit, develop and grow your team.
- Building a high performance team culture through coaching.
- Why working as a team is the key to your success.
- Maslow's hierarchy of motivational needs as applied in a business context.
- The five reasons why teams fail.

Day 2 Session Four

How To Manage Change Effectively

- How well do you embrace change? – a self-evaluation.
- How to always sell change as “an opportunity”.
- What needs to happen for successful change to happen? – the key principle underlying all successful change.
- A simple step-by-step process for managing successful change – developing a genuine vision for change, equipping your team with the skills to change, providing incentive, ensuring the right resources are in place for the change to happen, putting an action plan in place.
- The change curve.
- Why people resist change and the impact of “inherited thinking” on business success.
- The 4 questions you need to ask of your team to ensure change becomes embedded in your everyday culture.

Day 2 Session Four

How Highly Effective Managers Communicate

- The 3 things all great communicators do.
- The importance of verbal and non-verbal messages.
- The 5 levels of listening.
- The power of simplicity – how to ensure high performance through simple communication.
- The words and phrases that motivate most effectively in the workplace.
- How to give effective feedback and how to receive feedback.
- How to give a difficult message – being assertive without ever being aggressive.

If you would like to talk to us about this or any other course you are more than welcome to get in touch via

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You can also visit us online **www.leadingedgeleadership.com**

