

**NEW for 2022**  
**Management Development**  
**Open Workshops**

Workshop	Learning Outcomes
<p><b>WORKSHOP 1:</b> Understanding Leadership &amp; Management</p>	<p>The difference between leadership &amp; management</p> <p>Different leadership styles</p> <p>Models of leadership &amp; management</p> <p>Adapting your style to fit different situations at work</p>
<p><b>WORKSHOP 2:</b> Leading and motivating a team effectively</p>	<p>Understand the importance of vision and strategy</p> <p>Know how to communicate the organisation's vision and strategy to the team</p> <p>Explore motivational theories</p> <p>Learn techniques on how to motivate and support teams and individuals</p>
<p><b>WORKSHOP 3:</b> Performance Management</p>	<p>Understanding the performance management framework and the managers role within it</p> <p>Understand the value of assessing performance</p> <p>Know how to manage performance</p> <p>Giving feedback to develop performance in others</p> <p>Know how to manage underperformance in the workplace</p>
<p><b>WORKSHOP 4:</b> Problem Solving &amp; Decision Making</p>	<p>Introduction and application of a six-stage problem solving process</p> <p>Define your problem effectively using SMART</p> <p>Practice a range of root cause analysis tools</p> <p>Explore decision matrix models</p> <p>Creating implementation plans</p>

Workshop	Learning Outcomes
<p><b>WORKSHOP 5:</b> Training and coaching in the workplace</p>	<p>Knowing how people learn</p> <p>Understand how to plan &amp; provide training appropriate to learning preferences</p> <p>Introduction to a Job Instruction model</p> <p>Identifying coaching needs</p> <p>Develop a plan to coach</p> <p>Using a coaching model to improve performance of others</p>
<p><b>WORKSHOP 6:</b> Management communication (5 hour session)</p>	<p>Understand the importance of effective communication in management</p> <p>Be able to develop effective communication skills as a reflective manager</p> <p>Consideration of tone, formality, and language in management communication</p> <p>Assessment of your own written and verbal communication</p> <p>Creating a personal development plan</p>
<p><b>Workshop 7:</b> Conflict Management at work</p>	<p>Know how to identify the stages of conflict</p> <p>Know how to identify the causes of conflict</p> <p>Explore different strategies to manage conflict</p> <p>Apply a range of assertiveness tools to deal with conflict effectively</p>
<p><b>Workshop 8:</b> Recruitment &amp; Selection</p>	<p>Explain how to conduct a job analysis</p> <p>Prepare a person specification and job description</p> <p>Prepare for an interview</p> <p>State how to make recruitment and selection decisions</p> <p>Explain a technique that can be used in an interview</p>