



## Learning Outcomes

On completion of this workshop, participants will be able to...

- Understand what effective managers do
- Identify the important skills of effective people leaders and self-assess themselves against these
- Describe the 5 building blocks that support performance and use them to identify areas for action
- Identify practical actions to help set their staff up for success, build stronger relationships, ensure effective on-going interactions – such as feedback + coaching and assist with current staffing challenges

## Workshop Outline

### 1. Managing Staff - fundamentals

- Exploring the 'leadership pipeline' – and the new skills you need to manage others
- Reflection on your leadership and management skills

### 2. The 5 building blocks that support the performance of the people we lead

- For people to have the opportunity to be their best, they must know WHAT TO do, they must WANT TO do it, they must know HOW TO do it, they must have a CHANCE TO do it, and they must have effective LEADERSHIP and guidance
- Using the 5 blocks as a diagnostic

### 3. Setting Staff up for success

- Why, what how (Golden Circle, SIMPLE model for accountability)
- 3 phases of performance management (inc reference to organisational requirements)
- What contributes to performance of team members
- The different types of conversations you need to have with staff
- Exploring ways to build trust and connections

### 4. Effective on-going interactions

- One on one meetings
- Providing regular effective feedback
- Flexible leadership interactions (the time to tell v the time to ask)
- Coaching + development
- Motivation and engagement considerations
- Exploration of current challenges

**1**  
day