



Stepping up



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Contact:
info@inspiredbusiness.co.uk
Tel: 01634 389646

The development programme for managers

Stepping up



About 'stepping up'

"Stepping up" is a new programme designed to meet the identified development needs of supervisors and first line managers. Many newly appointed supervisors have little management training to equip them for their new role.

Whilst policies and procedures can be picked up quite quickly, in practice, people management is something which many find challenging and sometimes difficult to do.

Stepping Up is a modular programme, supported through individual coaching, learning materials and a self-managed learning group. The programme enables supervisors to gain confidence, develop and hone their management skills, become conversant in people management practices, and have a clearer focus on priorities.

The programme is designed and delivered by experienced consultants from **Inspired Business Consulting (IBC)**.

IBC has extensive experience of working with managers at all levels in both public service and commercial organisations.

The programme

The programme is structured around six modular workshops. To help consolidate learning and give participants the opportunity to practice new skills in between workshops. The programme is delivered in 3 phases.

Each phase deals with distinct areas of the supervisor's role. Starting in **Phase 1** with developing an understanding of management responsibilities, boosting self confidence and developing team leadership skills

Phase two tackles the key supervisory skills of target setting and communication and covers difficult people situations.

Phase three looks at setting and communicating standards and implementing change.

Subjects highlighted in **RED** are core to the programme. Those highlighted in **GREEN** are subjects we recommend from experience but may be substituted by other hot topics.

Individual coaching

Coaching offers the mechanism to support real individual change. Throughout the programme, participants are challenged to examine their own behaviour and to try out new ideas, skill and management techniques. Coaching sessions are used to accelerate the learning process, challenging old habits and stimulating the individuals to achieve better performance.

Each programme participant receives 4 coaching sessions.

Learning materials

In addition to the programme materials, individuals will be directed to other learning resources and key websites and encouraged to use the wide range of materials on offer to prepare for modules and/or to supplement and evaluate course learning.

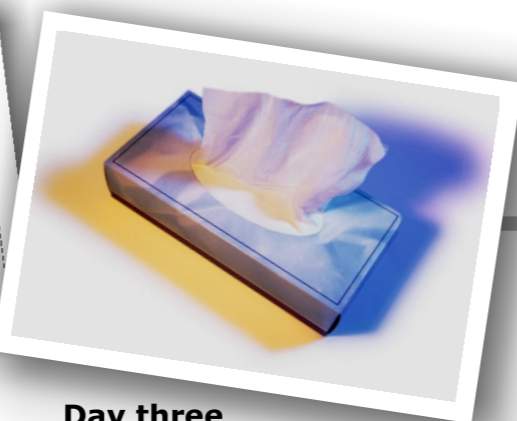
Self-managed learning group

In phase one of the modular programme, the participants are introduced to the concept of self-managed learning (SML) and encouraged to form a SML group. The first two sessions of the group are facilitated by Inspired Business Consulting to enable participants to form learning goals and a group contract, thereafter the group becomes self-sustaining.

The SML group is intended to provide a vehicle for the supervisors to form a learning network and will be one way to embed the learning from the programme.

Learning diaries

Each participant is asked to keep a learning diary and to discuss this with their line manager or mentor on a monthly basis to agree new goals, celebrate achievement and apply the learning in practice.!



Day one

Who do they think they are?

What makes a good manager?

Your management role

Communicating with individuals and teams

Credibility, trust and respect

Day two

Follow me!

Identifying your leadership style

Using coaching skills to improve performance

Building your team

Day three

Tissues for issues

Handling grievances niggles to formal Complaints

Conflict handling and mediation skills

Dignity at work handling bullying and harassment at work

Day four

Bad dogs and sad dogs!

Identifying and dealing with poor Performance

Capability, disciplinary and grievance

Day five

Bulls-eye

Developing meaningful goals

Getting the most out of appraisal

Communicate and motivate

Outside of the box creative thinking

Day six

All Change please!

Introducing and implementing changes

Understanding the impact of change

Making transitions

Seeing things through