

Staff Development Programme

Leading to the:

Institute of Leadership & Management Level 3 First Line Manager Award

Overview

Building on the individual's experience, this six day course (over 7 months) is designed to challenge and develop basic management skills. The process involves using individuals' experience and knowledge to develop discussion and explore topics. Tasks are used throughout the course to test the application of topics and the outcomes will be reviewed against the work environment. Project work will be set between modules and there will be one major project, all of which relate to your specific role and workplace. Successful completion of the course will lead to a nationally recognised qualification in First line management.

Summary (full details on reverse)

Date	Topic	Time
Monday 8 th Nov 10	Solving Problems and Making Decisions	9 - 5pm
Monday 6 th Dec 10	Managing Performance	9 - 5pm
Monday 24 th Jan 11	Planning to work efficiently	9 - 5pm
Monday 7 th Mar 11	Managing Health & Safety at Work	9 - 5pm
Monday 4 ^h Apr 11	Communicating One to One at Work	9 - 5pm
Wednesday 4 th May 11	Increasing Performance through Coaching and Training Staff	9 - 5pm

Cost:

The costs of the course have been heavily subsidised and will be £400 per person, which includes all registration and course fees.

Course Venue: To be confirmed

Places on the course are awarded on a first come first served basis.

Book you place now to avoid disappointment.

Contact Angela Cliff on:

07967 788484 or Angela.cliff@bpex.org.uk

This course is funded as part of the Rural Development Programme for England (RDPE) which is funded by the European Agricultural Fund for Rural Development and DEFRA

Course Details

The course is suitable for anyone responsible for leading people, or who will take on the responsibility in the near future. Participants may have the position of Manager, Assistant Manager, or Supervisor. The course uses an interactive style, with plenty of opportunity to discuss experiences of managing people, raise concerns and share ideas, and also to practice the key skills involved.

Solving Problems and Making Decisions

- Apply a range of problem solving techniques to real problems they are facing
- Apply creative techniques to generate options
- Define a problem and investigate its cause
- Adopt a systematic method of arriving at thoroughly considered decisions

Communicating One to One at Work

- Understand the impact of non verbal behaviour
- Recognise the importance of using one to one communication and when to use it.
- Successfully conduct meetings to counsel and understand a problem that is affecting an individual's performance
- Manage a meeting to address a disciplinary situation

Managing Performance

- Recognise their role in performance management
- Review and prioritise performance standards for the team
- Set and agree objectives with individuals and the team
- Effectively deal with improving performance

Managing Health & Safety at Work

- Assess and reduce risk in their area and take responsibility for addressing problems
- Predict potential dangers to themselves and others
- Enable others to raise their awareness of hazard and risk in their working areas
- Ensure everyone is aware of what authority and rights they have to avert danger
- Understand the company's environmental responsibility

Planning to work efficiently

- Use appropriate planning techniques to plan work
- Monitor and control planned work effectively
- Measure effectiveness and efficiency and plan how to achieve objectives taking into account both factors

Increasing Performance through Coaching and Training Staff

- Create standards for good practice and agree long-term development objectives for staff.
- Improve people's performance through coaching and encouragement.
- Conduct one to one meetings to monitor a person's performance, agree problems and improvement ideas.
- Give an effective piece of practical instruction

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