

# First Line Manager

## How to get the Best Performance from your First Line Managers

### Course Overview

This course can be taken as a one day standalone course (Session 1) or continued as part of a series of workshops to up skill and change your managers performance, this programme is aimed at new and experienced managers who have not undertaken formal training or need to re-fresh and update their toolbox.

Delegates can attend the first session and get an excellent overview of techniques that will benefit them and act as a refresher to more experienced managers.

By enrolling on the full 6 session programme, delegates will receive thorough preparation for their role as First Line Managers and be issued with a Certificate of Competence in First Line Management techniques and be accredited with the appropriate CPD hours.

### Course Objectives

This programme of practical workshops has been designed to equip new and experienced managers with a set of innovative tools and techniques which will transform the way they manage their teams.

### First Line Manager's programme consisting of 6 practical workshops:

#### Session 1:

#### Delivered as a standalone course or the first one in the series of 6 workshops

- Introductory session includes a profiling session for candidates to explore what type of manager they are and how best to manage themselves first.
- Explore the techniques and benefits of each subsequent session in the programme to ensure the delegate is aware of what is expected of them and appraised of the latest techniques that will help them develop their career through success in the workplace.

**Skills Solutions for Business Growth Education & Success**

SkillsFinder, 26 Clarendon Road, Boston Spa, West Yorks. LS23 6NG

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**Session 2:**

- What Makes an Effective Team
- Leadership Skills

**Session 3:**

- Managing Conflict within the Team
- Disciplinary skills

**Session 4:**

- Interviewing Skills
- Effective Appraisals

**Session 5:**

- Briefing the Team
- Effective meetings

**Session 6:**

- Time Management and Delegation
- Review the Workshop Series as a whole.
- Review how the Theory is being implemented in the workplace, discuss real life issues you'd like to explore and potential solutions.

The Programme concludes in a final appraisal to gain the: **Certificate of Competence in First Line Management**

**Will this course be of benefit to you? Maybe one of the following scenarios rings true?**

**Scenario 1**

You have a line leader who is very good at organising and making sure that the production line is ready at start up and runs efficiently. She is looking to further her career within the company and you are willing to support her to the next level of first line manager. She will, of course find that organising is only part of the managers role and that it is very different to being part of a team and managing it. Formal training support will be required unless you want her to find out what the definition of "sink or swim" is. Equally this move could have a very negative effect on the team unless she is given that vital support.

## Scenario 2

You have a manager within your management team who last received training 10 years ago. You have recently noticed that there has been a drop in his performance. The organisation has recruited two new managers and against their standard he is lacking in certain areas. It is clear that this manager has been effective in the past and there is no reason why he can't do that again in the future. What he needs is support in the form of a refresher of management skills and to learn the very latest proven management techniques. This will have the effect of making him think that he has a worth within the organisation in that you are prepared to invest in him, he will also have the confidence that he has the latest in management thinking making him more than equal to any new recruit.

## Who should attend?

Newly appointed Line Managers and experienced managers who have perhaps missed out on the opportunity to attend Management training courses recently. This unique course caters for the needs of people at all levels and from all backgrounds and sectors.

Our experienced Trainers will equip you with the skills and resources to manage your staff with renewed confidence and innovative tools and techniques.

## Course Timings

9.30am registration- 10.00 am course starts – 4.30pm-5.00pm finish

## Open Course

£295 + VAT per delegate for Session 1 only - Full Programme of 6 workshops delivered one day per month for 6 months - £1195 + VAT per delegate

## In-House

£895 +VAT for up to 12 delegates – Full Programme of 6 workshops - £3995 +VAT for up to 12 delegates

**SPECIAL OFFER** for bookings taken before 28<sup>th</sup> April 2011

**Open course fee - £195 +VAT per delegate – Full Programme of 6 workshops - £995 +VAT**

**In-House - £695 +VAT for up to 12 delegates – Full Programme of 6 workshops - £3495 + VAT**

**For details of our open course schedule or to discuss an in-house course,  
delivered on your premises, contact Gwen on 01937 520 458**

**OR email [gwen@skillsfinder.info](mailto:gwen@skillsfinder.info)**

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