

MODULES

YOU AS THE MANAGER

What is expected of you as a manager in YOUR organisation ?

Not text book theory, but specific requirements you need for your team and organisation to thrive especially in this changeable world with vast differences between generations of employees.

You'll design your own 360° Capabilities Matrix to gain greater self-awareness and valuable feedback from others to hone your managerial skills in to implemented benefits.

Start with yourself before imposing your management on others.

Learn the different roles of the modern manager and how to be good at all of them.

PERSONAL EFFECTIVENESS

The importance of the Compass as well as the Clock to be personally effective for you, your team and the organisation.

Being a Role Model is essential for people to follow. Authenticity is one of the top requirements people look for in their manager, but it is seldom delivered. Understand the difference between Urgency and Importance. Learn how to prioritise efficiently maintaining composure and control to ensuring the right things get done in the time you have.

Handle interruptions with assertiveness and confidence without causing friction.

Appreciate where you have Control and No control and how to act accordingly.

Manage distractions and take ownership of your workload. Learn how to employ a closed door as well as an open door policy and why this is essential for your own sanity as well as maximum productivity.

EFFECTIVE COMMUNICATION

Communication is the root of all problems and the heart of all solutions when we get it right !

Utilise the power of Active Listening to enhance your effective communication in all situations. Appreciate the challenges of modern communication and how to work with the people who use them. Seek first to Understand THEN to be Understood to gain the respect you need to be the best manager you can be.

Ensure you are setting aligned objectives in your organisation, communicating the direction with clarity and full understanding. Hold productive meetings in a variety of ways to ensure this is the best use of time and resources.

Learn and utilise the 3 Golden rules of Effective Communication to excel in getting your message across and the results you expect.

MOTIVATION

Why can't we motivate our people and if we can't how do we get results ?

Learn how to inspire extraordinary performances from ordinary people.

Understand and work to enhance the relationship between Motivation and Happiness, because ALL of your people want this. Trust us we've done the research!

Learn how to use the ABCD model of motivation every day to get the best from a highly motivated workforce.

Enable people to perform tasks willingly to the best of their ability by enhancing their readiness so they understand the importance and they have the confidence to do it.

Learn how to Recognise and Value individual and team contribution so your people will want to continue performing at their best level.

LEAD2SUCCEED

What is Leadership and how does it work within your role in your organisation ?

Appreciate the shrinking gap between Leadership and Management in the modern working world. Understand how to lead different people in different situations for the best possible results. Utilise different approaches for different performance levels and why we seem to favour only one or two.

Reframe the traditional view on Micro Management and understand how it is useful in certain scenarios to aid people's performance at all levels. Generate enhanced desirable followership gaining respect as a leader.

Take away Task Analysis, the most pragmatic tool in the programme that will fundamentally enhance your performance as a leader.

MANAGING CHANGE

Change is Happening ! There's no getting away from it, so how do we manage through this in the best possible way with minimum disruption and casualties ?

Learn how to identify resistance and roll with it, don't do against it ! Understand why people resist and often don't like change. Gain pragmatic coaching skills to navigate the best possible course through the change process using the 7 key steps. Identify where people are on the change curve and how to manage their journey accordingly.

Understand why organisations fail in implementing change, what to avoid and what to embrace to get the best results for yours.

MANAGEMENT BY NUMBERS

So many Managers don't understand the numbers !

We have found this to be a real challenge especially when senior managers expect them to take ownership of the budget and the daily operational activities. Learn the 3 foundations of financials and how they provide you with a health check on your department and organisation. Really appreciate the costs of sales and how commerciality works informing your decisions for better results. What really is Net Profit and why are so many people misinformed as they focus on the turnover ?

RECRUITMENT AND RETENTION

Learn the true cost of recruitment and the impact of poor practice on your bottom line

Understand the recruitment process so you can Plan, Do and Review for best return on investment.

The perfect candidate for your organisation is probably not out there. Learn how to identify the right candidate and how to enhance their performance to meet the specific requirements in the role.

Consider different interviewing styles to assess the candidate fit for your team and organisation.

Appreciate the need, purpose and power of an effective on-boarding programme, plan the development of your new starter so they earn their salary as quickly and as effectively as possible.

DELEGATE TO ACCUMULATE

Realise the Barriers and Benefits of Delegating and Delegation

One of the top two challenges most managers experience in their role is delegating. It is one of the most feared roles managers must embrace to get more things done in the time they have to achieve them. Learn how to get more output for less personal input, maximising on your time as a manager not an expensive operative!

Master the employment of the different levels of Delegation. Plan how you Delegate a task with the maximum certainty of the best results.

Proportion the right Accountability, Responsibility and Responsiveness through Ownership.

MANAGING PERFORMANCE

Conduct effective one to one reviews to inspire performance

Set, agree and review performance objectives and targets with a clear line of sight to the organisational aims. Plan and evaluate your learning and development to develop the talent within your team.

Appreciate the different learning styles and learning media to ensure maximum return on investment. Embrace managing performance as an on-going relationship and not the traditional appraisal once or twice a year. Give and receive constructive feedback to aid performance improvement. Manage behavioural performance as well as target accomplishment for greater employee engagement and results.

80% of people leave their manager not your organisation" (CMI 2011)

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the management academy™

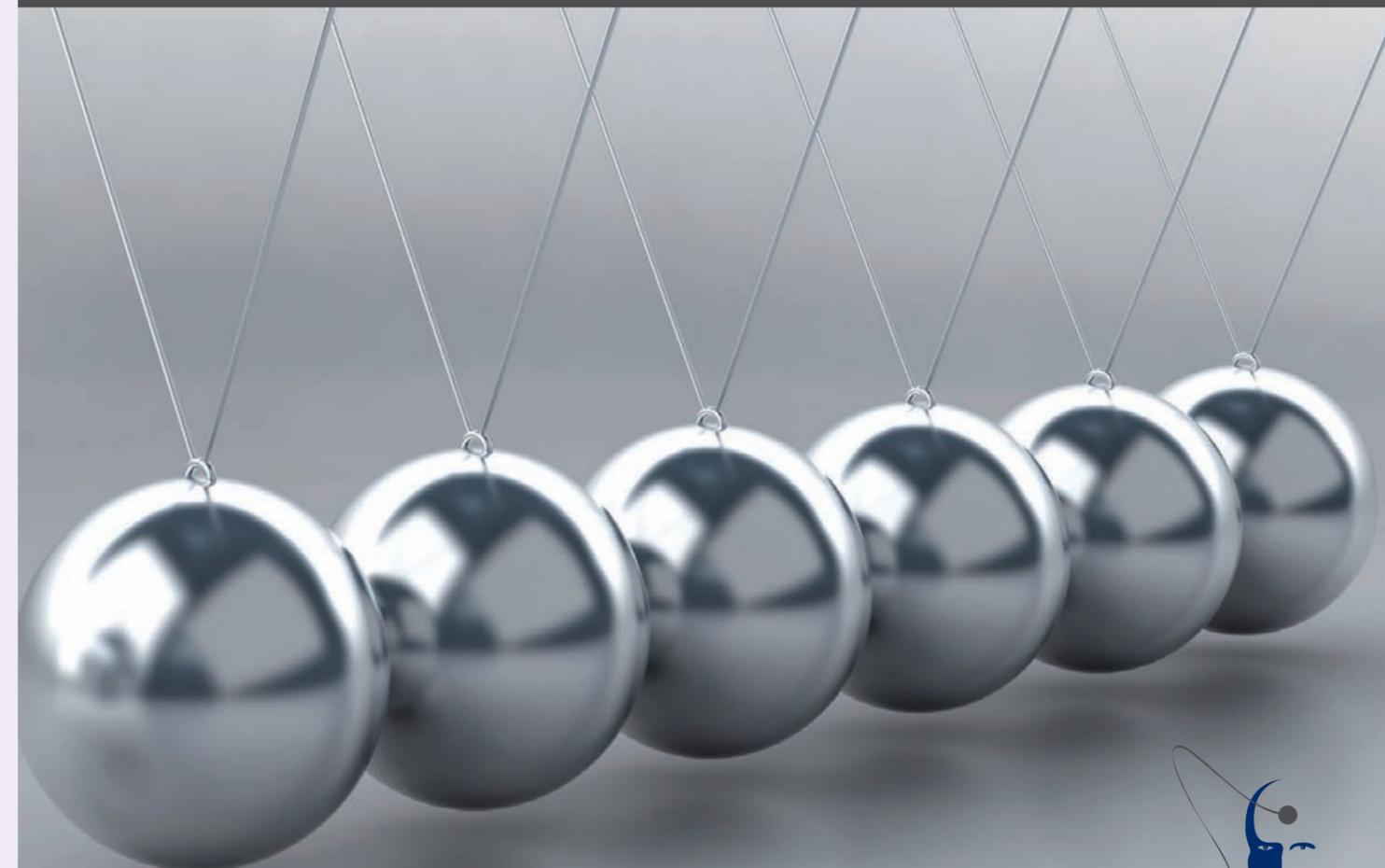
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Top Managers
Steer the Direction

Managers
Drive Performance

People
Deliver the Results

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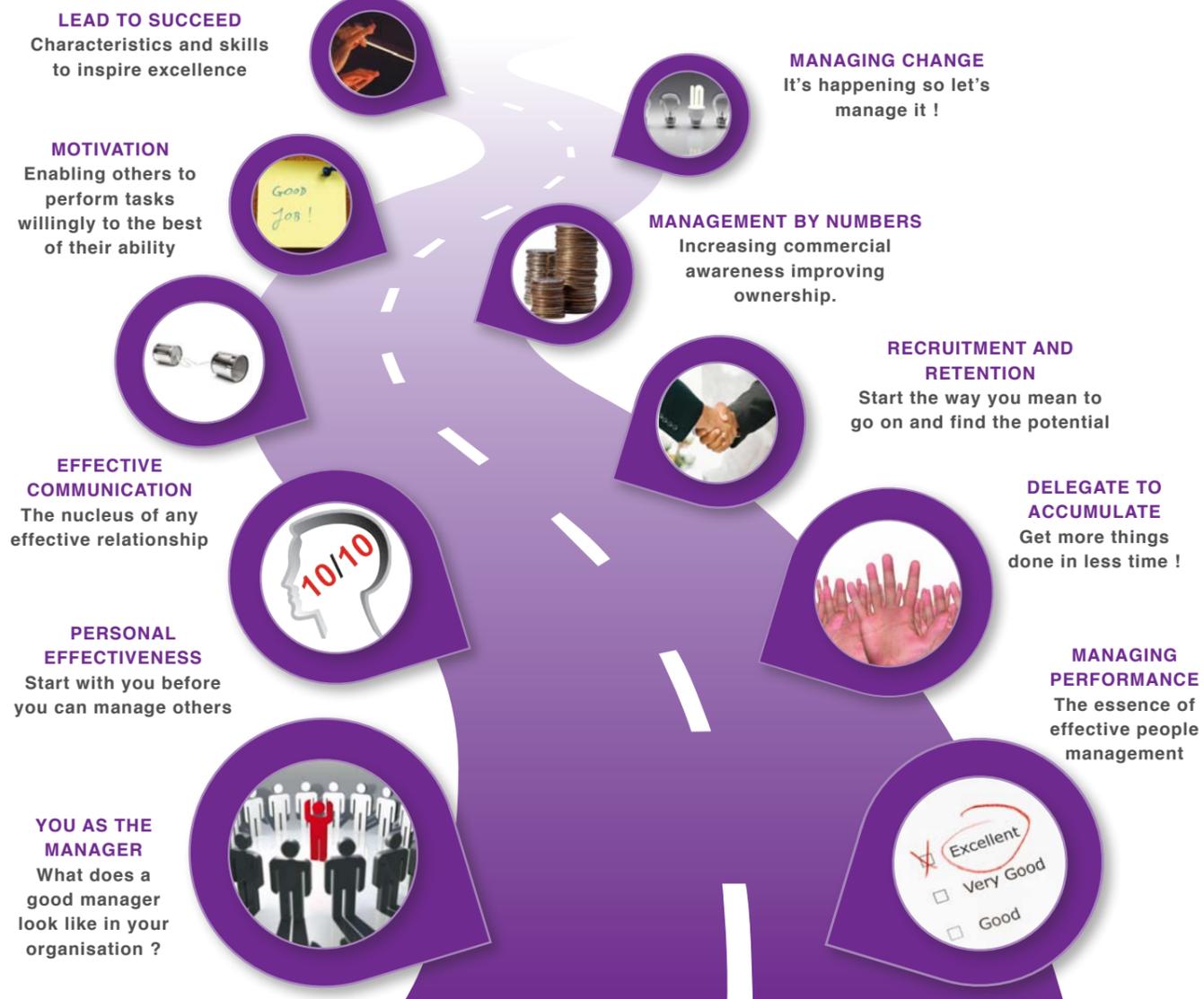
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expressions

The open academy focuses on the essential elements of leading, managing and developing people.

- 10 key interactive modules
- 5 inspirational one day workshops
- 6 months progressive learning
- Working with like minded people
- Trainer support throughout
- Experience based learning
- FREE & UNLIMITED phone coaching
- Success Guaranteed



SIGNIFICANT PROJECT

To ensure Managers get the best possible Return on Investment from the programme each delegate is required to work towards a 'Significant Project' within their organisation.



This project must be meaningful, measurable and add value to the business. Each module will conclude with a planning exercise for managers to implement their learning back in the workplace.

MONEY BACK GUARANTEE

If any willing delegate cannot implement any aspect of the programme immediately in their role as a people manager, Expressions will refund 100% of their programme investment.



INVESTMENT

£1295 + VAT per delegate manager
£1250 + VAT per delegate if 2 or more managers attend the same academy from the same organisation



TAILOR MADE OPTIONS

Costs are per programme not per delegate providing a cost effective in-house solution.



The Academy is accredited through an approved centre of the Institute of Leadership and Management and is mapped to ILM qualifications.

The Academy was a refreshing and lively monthly workshop where I learned new skills, refreshed old ones and built stronger relationships with my peers.
Paul Welton
Manager - Brita Water Filters

I learned lots of practical things to implement back in the Practice which has developed me as a manager. Thank you !
Stella Bunker
Practice Manager - Beech House Vets

I gained confidence to manage in this difficult climate and leaned more about my team which has resulted in better performance all round.
Pravda Limbu
Manager - Specsavers

I can honestly say this was probably the best course I have ever attended, both for my professional life and for my life in general! I learnt so much that will help me in different situations forever!
Helen Habershon
Senior Associate - Barlow Robbins Solicitors

A very credible and enjoyable programme. Everything felt relevant to us as a team and a business. Our management team are working closer and we're stronger as a result.
Emma Smith
Marketing Manager - R H Hall

The program re-evaluated my work ethic and provided better planning and overall results. A truly excellent learning experience.
David Cook
CEO - Manor Park

I'm a stronger manager than I was 6 months ago, I learned so much that I have been able to implement with immediate effect. It's been great thanks
Robert Booth
Production Manager - Hydraelectric

The Academy programme was pragmatic, realistic and enjoyable. It covered all my identified areas for development. Wow !
Pat Edwards
CEO - NEWTEC

For more information and to book visit us
www.expressionspartnership.com



Learning, Coaching and Development for Individuals, Teams and Organisations