

Rightrack ... a little bit of magic

**Rightrack to Management**  
a 7 x 1 day programme



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### Introduction

This 7 x 1 day modular programme provides participants with the skills, knowledge and behaviours that are essential to be an effective and successful manager

### Approach

This is a modular programme that consists of seven, 1 day modules. Modules can either be purchased individually or as a complete management development package.

As an additional option available to you, we have had this programme recognised by the Institute of Leadership & Management as an ILM Development Programme. This provides external recognition for the programme, with participants receiving a certificate from the ILM and a year's ILM Membership.

If the ILM Development Programme option is taken, participants need to attend 49 taught hours (7 days) with approximately 8 additional hours required for completion of the work-based assignments. No formal exams are required.

### Outline

#### Module One – The Role of the Manager

- The definition of the role of the manager within an organisation
- The expectations, demands and constraints of the managerial role
- The consideration of individual values and how these are projected within the leadership /management role
- What are the priorities in fulfilling the role and what hinders success?
- Introduction to managing change

#### Module Two – Creative Problem Solving & Decision Making

- Understanding the role of problem solving and the common pitfalls
- How do we accurately define problems?
- Approaches to ensure we address the problem not the symptoms
- Creative problem solving
- Taking decisions and implementing solutions
- The impact of decision making during change



### Module Three – Managing / Leading Self

- What are the differences between managing and leading?
- When do we manage and when do we lead?
- Different styles of management / leadership and when to apply each different style
- Communications skills development
- Getting the best response when communicating
- Overcoming barriers to communication
- Influencing skills
- Three modes of behaviour – aggressive, assertiveness and passive

### Module Four – Managing Conflict and Influence Skills

- The GIFT of feedback
- Techniques to avoid conflict escalating
- Developing active listening skills
- Effective use of questions
- Understanding other people's behaviour types (Transactional Analysis)
- What are the signs of conflict building?
- Understanding and managing behaviours during conflict
- Resolving conflict

### Module Five – Leading Teams

- Review of the Adair Model – demonstration of a manager's focus (task or people)
- Motivators – delegates explore what motivates them and others, and what their own individual drivers are
- The fundamentals required to lead high performance teams
- Tuckman – the different stages of team development
- Introduction to Belbin team roles
- How do we utilise this information to help us lead and manage other people better?
- How to build stronger relationships
- Rolemaps and applying action



### Module Six – Managing Change

- How is the organisation changing and what are the drivers for change?
- What are our responsibilities as managers for implementing change?
- How do we as individuals react to change
- Understanding how other people respond to change
- Planning to allocate roles and responsibilities within the change process
- How to deal with resistors to any change process and manage their concerns
- Dealing with different behaviours and how to respond to each one
- Managing the impact of change in a business

### Module Seven – Managing Performance

- Introduction to the Performance Management Cycle
- What are the consequences of not exploring performance issues carefully and thoroughly?
- What are the benefits of day-to-day performance management and how do we integrate it into our day-to-day management roles?
- The benefits of working with Key Success Areas
- How to agree targets and specific objectives
- Dealing with poor performance
- Managing high performers
- Practical action planning session



## Programme Options

This is an in-company programme with the following options:

<b>Available Packages:</b>	<p><b>Ready-to-Go</b> - An 'off-the-shelf' training programme delivered by one of our training specialists at a location of your choice</p> <p><b>Customised</b> - We tailor our ready-to-go programme to meet your needs, including your case studies, your examples and your company specific information. Company branded programmes also available</p> <p><b>Bespoke</b> - We research, design and deliver the programme specifically for your needs</p> <p><b>ILM</b> - We can design this to be eligible as an Institute of Leadership &amp; Management Development Programme, which can provide external recognition for your programme</p>
<b>Duration:</b>	Modular – 7 x 1 day
<b>Materials:</b>	Folder, workbook, handouts, pen and certificate of attendance
<b>Support:</b>	<p><b>Research</b> - Pre-programme research visit or telephone discussion</p> <p><b>Administration</b> - Printing and packaging of delegate materials and liaison with your chosen venue for programme arrangements. Additional administration options available</p> <p><b>Evaluation</b> - Post-programme evaluation and a consultant's report providing feedback on the programme</p> <p><b>Righttrack Membership</b> - Lifetime on-line post-programme support via our dedicated delegate website and access to the training consultant who will answer any questions relating to the programme</p>
<b>Dates &amp; Location:</b>	To suit you
<b>Delegates:</b>	Up to 12 people
<b>Style:</b>	Righttrack programme's are energetic, exciting and highly participative, which create an impact and motivate participants to learn and embrace change
<b>Learning Methods:</b>	We utilise a blend of learning methods: practice sessions, group workshops, scenario-driven learning, assignments, self managed learning, shared group learning, accelerated learning and structured group learning

